

**NATIONAL HOUSING AUTHORITY**  
**Recalibrated 2020 Performance Scorecard**  
**Accomplishment as of 31 December 2020**

Component		Weight	Rating System	2020 Recalibrated Target	Accomplishment	Rating
Description	Measure Formula					
<b>STAKEHOLDERS / SOCIAL IMPACT</b>						
<b>SO 1: Scale-Up Provision of Safe and Affordable Housing Responsive to the Needs of Informal Settler Families (ISFs) and Low-Income Formal Sector</b>						
<b>SM 1:</b> Percent of Housing Units Started	Total number of housing units started through Notice to Proceed (NTP) / Total Board-Approved Target Starts	10%	(Actual/Target) x Weight	100% of Total Board-Approved Target Starts	90% (46,233 / 51,543)	<b>8.97%</b>
<b>SM 2:</b> Percent of Housing Units Completed within the Project Duration	Total number of fully completed units in 2020 / Total number of completions target less number of units re-scheduled/deferred as a result of granted time extensions and/or termination of contracts	10%	(Actual/Target) x Weight	90% of Total Board-Approved Target Starts	39% (26,865 / 68,095)	<b>4.38%</b>
<b>SM 3:</b> Number of Community Facilities Completed in Existing Resettlement Sites (18 Live Cases)	Actual number of community facilities completed in existing relocation sites / Total number of unaccomplished community facilities as of end of 2019	5%	(Actual/Target) x Weight	30% of the Remaining Community Facilities/Works Completed (3 Community Facilities Completed)	100% (3 / 3)	<b>5.00%</b>
<b>SM 4:</b> Percent of Housing Units Disposed	Total number of units awarded or disposed / Total number of Inventory for disposition as of December 2019	10%	(Actual/Target) x Weight	62.80% Housing Units Disposed (16,220 units)	74% (12,079 / 16,220)	<b>7.46%</b>
<b>SM 5:</b> Percent of Housing Units that Remain Unoccupied	Number of unoccupied units / Total number of houses built as of 31 December 2019	5%	(Target/Actual) x Weight	20% of Housing Units Built as of 31 December 2019 (148,578 / 742,891)	170% (148,578/87,517)	<b>5.00%</b>
<b>SO 2: Strengthen Strategic Partnerships with Stakeholders</b>						
<b>SM 6:</b> Number of Beneficiary-Families Below Poverty Threshold provided Access to Livelihood Trainings & Other Income-Generating Interventions	Actual number of beneficiary families in NHA-Administered projects provided livelihood training and other income generating interventions	5%	(Actual/Target) x Weight	19,295 Beneficiary Families	133% (25,724 / 19,295)	<b>5.00%</b>
<b>SO 3: Improve Stakeholder Satisfaction</b>						
<b>SM 7:</b> Percentage of Satisfied Customers	Number of respondents who rated at least satisfactory / Total number of survey respondents	5%	(Actual/Target) x Weight 0% = If less than 80%	90% (450 / 500)	98% (491 / 500)	<b>5.00%</b>
<b>Sub-total</b>		<b>50%</b>				<b>40.81%</b>
<b>FINANCIAL</b>						
<b>SO 4: Efficient Budget Management</b>						
<b>SM 8:</b> Budget Utilization Rate	Actual Disbursements / Total Cash-Based Corporate Operating Budget for the Year (both net of Personal Services Cost)	10%	(Actual/Target) x Weight	60% (P35.901B / 59.836B)	54% (P19.559B / P35.901B)	<b>5.45%</b>
<b>SO 5: Efficient Asset Management</b>						
<b>SM 9:</b> Collection Efficiency of Residential Lots/Units	Total actual collection for residential lots / Total Amount Due	10%	(Actual/Target) x Weight	19% (P0.678B / P3.566B)	105% (P0.711B / P0.678B)	<b>10.00%</b>
<b>Sub-total</b>		<b>20%</b>				<b>15.45%</b>

Component			Rating System	2020 Recalibrated Target	Accomplishment	Rating
Measure		Weight				
Description	Formula					
<b>INTERNAL PROCESSES</b>						
<b>SO 6: Established Quality Management System</b>						
<b>SM 10:</b> ISO Certification <sup>1</sup>	Actual accomplishment	0%	All or Nothing	N/A		<b>0%</b>
<b>SO 7: Optimum Utilization of Information and Communication Technology</b>						
<b>SM 11:</b> Implementation of the 2019-2021 ISSP for the Authority	Actual accomplishment	0%	All or Nothing	N/A	N/A	<b>0.00%</b>
		5%	(Actual/Target) x Weight	Completed 5 of 7 of 2020 deliverables Based on 2019-2021 ISSP	2 of 7 completed	<b>1.00%</b>
		<b>Sub-total</b>	<b>5%</b>			<b>1.00%</b>
<b>LEARNING AND GROWTH</b>						
<b>SO 8: Established Competency-Based Framework</b>						
<b>SM 12:</b> Improvement on the Competency Level of the Organization	Actual accomplishment	10%	All or Nothing	a. Management-Approved Competency- Based Position Profiles and Job Descriptions b. Establish Baseline on the Competency Level of Executive and Managerial Incumbents	Completed	<b>10.00%</b>
<b>SO 9: Improved Organization and Management</b>						
<b>SM 13:</b> Established Succession Plan	Actual accomplishment	5%	All or Nothing	Succession Plan approved by Management	Completed	<b>5.00%</b>
		<b>Sub-total</b>	<b>15%</b>			<b>15.00%</b>
		<b>Total</b>	<b>90%</b>			<b>72.26%</b>

<sup>1</sup> The Strategic Measure on the ISO Certification is proposed to be excluded from the Recalibrated 2020 Performance Scorecard of NHA.