



Revalidated Result of 2018 Performance Scorecard (Annex A)

Component				Target	NHA Submission		GCG Validation		Supporting Documents	GCG Remarks	
Objective / Measure	Formula	Weight	Rating Scale	2018	Actual	Rating	Score	Rating			
SM 2	Percent of Units Completed Within the Project Duration	Total number of fully completed units in 2018 / Total number of completions target	12.5%	(Actual/Target) x Weight	90% (82,229 out of 91,366)	35% (32,429 out of 91,366)	4.93%	<u>23.53%</u> <u>(20,427 out of 86,819)</u>	3.27%	<ul style="list-style-type: none"> <li>• Summary of projects with details on the targeted and completed units</li> <li>• Certification on Completed Housing Units from the Project Manager duly concurred by the Area Management Office</li> <li>• Physical Completions Checklist</li> <li>• <u>Summary of Projects affected by external issues</u></li> <li>• <u>NHA Memoranda approving Contract Time Extension of Project Contractors</u></li> <li>• <u>Correspondences with the LGUs regarding issues on project implementation</u></li> </ul>	<u>Request for reconsideration is APPROVED.</u>

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SM 3	Number of Community Facilities Completed in Existing Relocation Sites (18 Live Cases)	Actual number of community facilities completed in existing relocation sites	5%	(Actual/Target) x Weight	53 community facilities completed	6 out of 53 community facilities completed	0.28%	<u>Six (6) community facilities completed</u>	0.57%	<ul style="list-style-type: none"> <li>• Copy of released voucher, check receipt, official receipt for the Bulk Water Service Connection Project</li> <li>• Certificate of physical completion and turnover; and physical completions checklist for one (1) Market; one (1) Materials Recovery Facility; <u>one (1) unit day care center; one (1) tricycle terminal; and one (1) multi-purpose/livelihood training center</u></li> </ul>	<u>Request for reconsideration is APPROVED.</u>

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SM 4	Percent of Housing Units Disposed									
a) Percent of Old Inventory Disposed	Number of old units awarded / Old inventory (as of December 2016)	7.5%	(Actual/Target) x Weight	65% (44,608 / 68,265)	31% (21,373 / 68,265)	3.61%	31% (21,373 / 68,265)	3.61%	<ul style="list-style-type: none"> <li>• Summary of Awarded Housing Units</li> <li>• Samples of Detailed Inventory Reports per beneficiary</li> <li>• Samples of Conditional Contract to Sell, Individual Loan Agreement, Group Award, Sales Report, Masterlist of Beneficiaries Lot Allocation</li> </ul>	Acceptable.
b) Percent of New Inventory Disposed	Number of new units awarded / New inventory (from January to December 2017)	7.5%	(Actual/Target) x Weight	100% (1,643 / 1,643)	90% (1,476 / 1,643)	6.74%	90% (1,476 / 1,643)	6.74%		

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SM 5	Percent of Housing Units Occupied	Number of occupied units in major programs / Number of units ready for occupancy as of 1st quarter of 2018	10%	(Actual/Target) x Weight	75% (78,854/104,139)	59% (61,934/104,139)	7.93%	Unverifiable	0%	<ul style="list-style-type: none"> <li>• <u>List of Projects with Certifications</u></li> <li>• <u>Certifications on units awarded and ready for occupancy</u></li> </ul> <p><i>The submitted certifications signed by the respective Heads of the Community Associations were considered as an acceptable supporting document. However, these certifications should be verified against the list of housing units ready for occupancy. The list was requested to be submitted, however, NHA was not able to submit the said document. Absent the list of ready for occupancy units, the GCG was not able to objectively verify and determine the actual number of units occupied against the total number of units for occupancy, as of end of 2018.</i></p>

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<b>SO 2</b>	<b>Strengthened Strategic Partnerships with Stakeholders</b>										
SM 6	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 trainings and other income-generating interventions	5%	(Actual/Target) x Weight  0% = if less than 47,000	55,200 <sup>1</sup>	47,556	4.31%	47,556	4.31%	<ul style="list-style-type: none"> <li>• Certification on the livelihood intervention provided based on list of beneficiaries given access to livelihood</li> <li>• Attendance sheets</li> <li>• MOA with partner agencies</li> </ul>	Acceptable.
<b>SO 3</b>	<b>Improve Stakeholder Satisfaction</b>										
SM 7	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%	74%	0%	<i>Report not acceptable</i>	0%	<ul style="list-style-type: none"> <li>• Report on Overall Customer Satisfaction Survey for 2018 from Market Relevance Corporation (MRC)</li> </ul>	Request for the removal of the 80% minimum accomplishment in the rating scale is <b>DENIED</b> .  Aside from failing to meet the minimum requirement, the implementation of the 2018 customer satisfaction survey is not in

<sup>1</sup> Projected based on 18% compounded annual growth rate, computed using the number of beneficiary-families assisted for years 2013 to 2017.

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											accordance with the GCG Standard Methodology, as follows:  1. Sample size for the customer types were not proportionately distributed; and 2. LGU/contractor respondents are not current clients or does not have current transactions with NHA.
<b>Sub-total</b>			<b>65%</b>				<b>33.54%</b>		<b>23.42%</b>		
<b>FINANCIAL</b>	<b>SO 4</b>	<b>Efficient Budget Management</b>									
	SM 8	Budget Utilization Rate (BUR)	Total amount obligated/ Total DBM-approved Corporate Operating Budget (net of Personal Services Cost)	10%	90% to 100% = 10% < 90% = 5% More than 100% = 0%	90%	17% (₱15.595 B / ₱93.543 B)	0%	73.95% (₱71.28 B / ₱96.39 B)	5%	<ul style="list-style-type: none"> <li>Report on BUR Computation based on total disbursements</li> <li>DBM-Approved COB for 2018</li> <li>Special Allotment Release Order (SARO) Nos. SARO-BMB-C-18-0020392 and SARO-</li> </ul>

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										BMB-C-18-0035079	
<b>SO 5</b>	<b>Efficient Asset Management</b>										
SM 9	Collection Efficiency of Residential Lots	Total Actual Collection for Residential Lots / Total Amount Due	10%	(Actual/Target) x Weight	40% (₱1.493 B / ₱3.733 B)	33% (₱1.232 B / ₱3.733 B)	0%	33% (₱1.232 B / ₱3.733 B)	8.25%	<ul style="list-style-type: none"> <li>Summary of Official Receipt Numbers for 2018 Collections</li> <li>Report from Operating Units on the Board-approved Total Amount Due</li> </ul>	The reported accomplishment is acceptable. Request to remove the minimum threshold was <b>APPROVED</b> , while the request to reduce the target was <b>APPROVED WITH MODIFICATION</b> . The target was reduced to 40%, as maintained from the 2017 Performance Scorecard.
<b>Sub-total</b>		<b>20%</b>					<b>0%</b>		<b>13.25%</b>		
<b>INTERNAL PROCESS</b>	<b>SO 6</b>	<b>Establishment of Quality Management System</b>									
SM 10	Acquire ISO Certification	Actual Accomplishment	5%	All or Nothing	ISO 9001:2015 Certification	ISO 9001:2015 Certification	5%	ISO 9001:2015 Certification	5%	<ul style="list-style-type: none"> <li>ISO 9001:2015 Certificate</li> </ul>	Acceptable.
<b>Sub-total</b>		<b>5%</b>					<b>5%</b>		<b>5%</b>		



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LEARNING AND GROWTH	<b>SO 7</b>	<b>Optimum Utilization of Information Technology</b>										
	SM 11	Implementation of ICT Projects	Actual Accomplishment	5%	All or Nothing	Approved ISSP for the Period 2019-2021 as submitted to DICT	Approved ISSP for the period 2019-2021 submitted to DICT on 27 Dec 2018.	5%	Approved ISSP for the period 2019-2021 as submitted to DICT	5%	<ul style="list-style-type: none"> <li>• Endorsement letter to DICT</li> <li>• Copy of the ISSP</li> </ul>	Acceptable.
	<b>SO 8</b>	<b>Established Competency-Based Framework</b>										
	SM 12	Percentage of Employees Meeting Required Competencies	Actual Accomplishment	5%	All or Nothing	Board-Approved Competency Tables and Competency Matrix <sup>2</sup>	-	-	-	-	None	No reported accomplishment.
	<b>Sub-total</b>			<b>10%</b>				<b>5%</b>		<b>5%</b>		
<b>TOTAL</b>			<b>100%</b>				<b>43.54%</b>		<b><u>46.67%</u></b>			

<sup>2</sup> Competency Tables – A set of tables containing an operational definition for each competency, identifying the behavioral indicators associated with the competency, and classifying the behavioral indicators into different levels, showing a progression of proficiency.

Competency Matrix – A matrix of all position titles and competencies that identifies the (1) competencies required for each position and (2) the required competency levels for those competencies.