

TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY (TIEZA)
Revalidation Result of the 2021 Performance Scorecard

		Component				TIEZA Submission		GCG Validation		Supporting Documents	GCG Remarks
		Objective/Measure	Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating	
SOCIO-ECONOMIC IMPACT / CUSTOMER	SO 1	Contribute to Country's Competitiveness thru the Development of Sustainable Tourism Zones and Support Infrastructure									
	SM 1a	Management and Supervision of Sustainable Tourism Infrastructure Projects	Actual Accomplishment	15%	Milestone ¹	Competitive Selection of a Private Partner for the Development and Management of Clark Property as TIEZA-Owned / Operated TEZ	No bidder has responded to the Invitation to apply for eligibility & submit proposal	11.25%	The following activities were completed: Approval of Invitation to Apply for Eligibility and to Submit Comparative Proposals (IAESP) and Eligibility Documents Kits by the Joint Venture Selection Committee (JVSC) Preparation of TOR, JV Agreement, and minimum performance standards by JVSC Publication of invitation to apply for eligibility and submit proposal (IAESP)	15%	JVSC Resolution No. 2021-02 Approval of Invitation to Apply for Eligibility and To Submit Comparative Proposals (IAESP) Eligibility Documents Kits Project Information Memorandum (PIM) Terms of Reference JV Agreement Minimum Performance Standards (MPSS) JVSC Resolution No. 2021-07 Publication of Invitation in General Circulation JVSC Resolution No. 2021-09

¹ Please see Appendix A.

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SM 1b	Management and Supervision of Sustainable Tourism Infrastructure Projects	-	-	-	100% Completion of the Boracay Drainage Program Phase II ²	TIEZA & DPWH agreeing for the latter to complete the remaining works subject to ROW problems	-	Measure excluded	-	Memorandum from TIEZA's Architectural and Engineering Services Sector (AESS) Memorandum requesting the approval of the Termination of the project, and the costing of contract based on the Original Contract Cost Letter Requesting for the Exclusion of the Measure with Justification and Attachments TIEZA Resolution No. R-24-11-21-C	Request for the exclusion of the measure is APPROVED . The Governance Commission recognized that issues concerning right of way (ROW) or access from private properties and quarantine restrictions caused significant delays in the project implementation.
SM 2	Provision of Transforming Communities Towards Resilient, Inclusive and Sustainable Tourism	Actual Accomplishment	-	-	For monitoring purposes: Board-Approved programs for the Sustainable Inclusive Resilient	No reported accomplishment	-	-	-	Memorandum dated 16 November 2022: "Status Update Report of the Transforming Communities Towards Resilient, Inclusive, and	TIEZA provided the following updates for 2021: • TIEZA received conditional approval for STDP and facilitated the

² Remaining Percentage as carried over from 2020.

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(TouRIST) Program				Tourism (SIRT) and Sustainable Tourism Development Project (STDP)						Sustainable Tourism (TouRIST) Program"	Baguio Resilient City Tourism Project (BRCTP) and SIRT package proposal for submission to NEDA and the Department of Finance Corporate Affairs Group (DOF-CAG). • Due to the COVID-19 pandemic and global restrictions on travel which affected TIEZA's financial soundness, the DOF directed TIEZA to conduct exploratory discussions with the Landbank of the Philippines and the concerned LGUs on the financial structure options for the TouRIST Program.
SO 2 Preserve Historical, Cultural, Religious and Heritage Sites and Develop Ecotourism Sites in Depressed Provinces with Strong Tourism Potential											

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SM 3	Development of Ecotourism Site in Depressed Provinces	Actual Accomplishment	15%	(Actual / Target) x Weight	Board-Approved TIEZA-Initiated Project Proposals for three (3) ecotourism sites in depressed provinces with strong tourism potential	TIEZA-Board approved the Project Proposal for the 3 Eco-tourism sites	15%	Three (3) Board-Approved Project Proposals for Eco-tourism sites in depressed provinces with strong tourism potential	15%	Secretary's Certificate of the Board-Approved Project Proposal for 3 Ecotourism Sites Selection Criteria for the Eco-tourism sites Project Proposal for the following projects: 1. Ladol Beach 2. Bongo Island 3. Lalaguna Ecopark	Target met. The Board approved the project proposals for the following ecotourism sites: <ul style="list-style-type: none"> Ladol Beach Tourism Development Project – Alabel, Sarangani Development of Lalaguna Mangrove Eco Park – Lavezares, Northern Samar Development of Tourism Facilities in Bongo Island – Parang, Maguindanao 												
SO 3 Ensure Customer Satisfaction																							
SM 4	Percentage of Satisfied Customers	Number of respondents who rated at least satisfactory / Total number of survey respondents	5%	(Actual / Target) x Weight <i>0% = If less than 80%</i>	90%	Conduct of the CSS by 3 rd Party Service Provider ongoing	5%	90.65%	5%	CSS Final Report Data Collection Quality Control Report Sample of accomplished survey forms	Target exceeded. The overall satisfaction rating is broken down, as follows: <table border="1" style="margin-left: 20px;"> <thead> <tr> <th>Customer Type</th> <th>Rating</th> </tr> </thead> <tbody> <tr> <td>Travel Tax Customers</td> <td>100%</td> </tr> <tr> <td>TEZ Operators</td> <td>89.6%</td> </tr> <tr> <td>LGUs</td> <td>90.9%</td> </tr> <tr> <td>Customers in Operating Assets</td> <td>82.1%</td> </tr> <tr> <td>Average</td> <td>90.65%</td> </tr> </tbody> </table>	Customer Type	Rating	Travel Tax Customers	100%	TEZ Operators	89.6%	LGUs	90.9%	Customers in Operating Assets	82.1%	Average	90.65%
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		Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating			
											Based on the Enhanced Standard Guideline on the Conduct of Customer Satisfaction Survey, the overall satisfaction rating shall be computed per customer type.	
Sub-total			35%				31.25%		35%			
SO 4 Achieve Financial Viability and Sustainability, and Maximize Absorptive Capacity												
FINANCIAL	SM 5	Attain Travel Tax Targeted Collection Projected in the Context of Pandemic	<u>Absolute Amount</u>	10%	(Actual / Target) x Weight	₱162.80 Million	₱329,175,080.00	10%	₱332,339,090.00	10%	2021 COA Annual Audit Report 2021 Travel Tax Collection Certification and Breakdown	Target exceeded. The validated accomplishment is based on the 2021 COA Annual Audit Report.
	SM 6a	Efficient Budget Utilization (Infrastructure Projects)	Total Amount Disbursed for Infrastructure Projects / Projected Budget for Infrastructure Projects in the DBM-Approved Corporate Operating Budget	10%	(Actual / Target) x Weight	90%	100%	10%	100%	10%	BUR Preliminary Report Explanation on Deriving the BUR Denominator for Infra & MOOE Request for Budget Realignment 2021 DBM-approved Corporate Operating Budget TIEZA Infrastructure Projects Disbursement Report	Target exceeded. TIEZA's infrastructure budget amounted to ₱616,313,341.80. The said budget paid for 53 infrastructure projects in 2021.

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INTERNAL PROCESS										as of 31 December 2021 Budget Utilization Report		
	SM 6b	Efficient Budget Utilization (MOOE Budget)	Total Actual Disbursements / Total MOOE Budget in the DBM-Approved Corporate Operating Budget	5%	(Actual / Target) x Weight	90%	66%	3.3%	61.80%	3.43%	BUR Preliminary Report Explanation on Deriving the BUR Denominator for Infra & MOOE 2021 DBM-approved Corporate Operating Budget Memorandum with subject "SM 6b - Efficient Budget Utilization (MOOE), for the 2021 Performance Scorecard" 2021 COA Annual Audit Report	Target not met. The BUR computation is presented below:
				25%				23.3%		23.43%		
	SO 5 Implement Integrated Information System											
	SM 7	Development of a New Integrated Automated	Actual Accomplishment	10%	Milestone ₃	100% Development of the Human Resource	1.a. 100% completion of Recruitment	10%	100% Development of the Human	10%	Summary of Accomplishment & Gantt Chart	Target met.

	Budget	Disbursement
Regular	566,920,658	464,084,441
Debt Service	32,937,000	30,265,809
SCF	200,000,000	0
Total	799,857,658	494,350,250
BUR		61.80%

³ Please see Appendix A.

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Objective/Measure	Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating		
Management Information System				Integrated System (HRIS) Phase 2; and 100% Development/Implementation/ Rollout of the Online Reduced Travel Tax System	Management System 1.b. 100% completion of Learning and Development Management System 1.c. 100% completion of SPMS 2. 100% completion of Online Reduced Travel Tax Payment System		Resource Integrated System (HRIS) Phase 2; and 100% Development/Implementation/ Rollout of the Online Reduced Travel Tax System		Schedule of Activities Screenshots of the Recruitment Management System, Learning & Development Management System, Strategic Performance Management System, and Online Reduced Travel Tax System Certificate of Completion and Acceptance of Development & Implementation of Online Travel Tax System dated 18 June 2021 Certificate of Completion and Acceptance of HRIS Phase 2 dated 20 December 2021 List of Approved Reduced Travel Tax (RTT) Applications Summary Report of RTT Applications	

SO 6 Implement Quality Management System

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Objective/Measure		Component				TIEZA Submission		GCG Validation		Supporting Documents	GCG Remarks
		Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating		
SM 8	Attain ISO Certification	Actual accomplishment	5%	All or Nothing	Maintain ISO 9001:2015 Certification	Passed the certification of a certifying body	5%	ISO 9001:2015 Certification Maintained	5%	ISO 9001:2015 Certificate Copy of Surveillance Audit Report	Target met.
Sub-total			15%				15%		15%		
SO 7 Build and Strengthen Human and Organizational Capabilities											
SM 9	Improvement on the Competency Level of the Organization	Actual accomplishment	10%	All or Nothing	Establishment of Competency Baseline of the Organization ⁴	Completed the Establishment of TIEZA Competency Baseline	10%	<u>Competency Baseline of the Organization Established</u>	<u>10%</u>	<u>Baseline Competency Assessment Results</u> <u>Certification on the Number of Employees</u> <u>Sample of Accomplished Competency Assessment Forms (Employee and Manager's Rating)</u> <u>Sample Competency-Based Job Description Forms</u> <u>Excel files of the recomputed 2021 TIEZA Competency Baseline, 5-Point and</u>	<u>Request for reconsideration is APPROVED.</u> <u>TIEZA's 2021 Competency Baseline is computed at 177.81% using the GCG-prescribed formula.</u>

LEARNING AND GROWTH

⁴ Improvement in the competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

$$\frac{\sum_{b=1}^B \left[\frac{\sum_{a=1}^A (\frac{\text{Actual Competency Level}}{\text{Required Competency Level}})_a}{A} \right]_b}{B}$$

where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled

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Objective/Measure	Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating			
										<u>4-Point Scale Score Tabulation</u>	
Sub-total		10%				10%		10%			
TOTAL		<u>85%</u>				79.55%		<u>83.43%</u> <u>out of</u> <u>85% or</u> <u>98.15%</u> <u>out of</u> <u>100%</u>			

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STRATEGIC MEASURE AND MILESTONE	WEIGHT
SM 1: MANAGEMENT AND SUPERVISION OF SUSTAINABLE TOURISM INFRASTRUCTURE PROJECTS	
Approval of Invitation to Apply for Eligibility and to Submit Comparative Proposals (IAESP) and Eligibility Documents Kits by Joint Venture Selection Committee (JVSC)	<u>5%</u>
Preparation of TOR, JV Agreement, and minimum performance standards by JVSC	<u>5%</u>
Publication of invitation to apply for eligibility and submit proposal	<u>5%</u>
SM 7: DEVELOP OF A NEW INTEGRATED AUTOMATED INFORMATION SYSTEM	
1. 100% Development of the Human Resource Integrated System (HRIS) Phase 2:	
a. Recruitment	2.50%
b. Learning and Development	2.50%
c. Strategic Performance Management System (SPMS)	2.50%
2. 100% Development/Implementation/Roll-out of the Online Reduced Travel Tax System	2.50%