

2022 PERFORMANCE SCORECARD (ANNEX B)

TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY (TIEZA)

SO 1	Objective/Measure	Component				Baseline Data			Target
		Formula	Weight	Rating System	2019	2020	2021	2022	
	Contribute to the Country's Competitiveness through the Development of Sustainable Tourism Zones and Support Infrastructure								
SM 1	Development of Sustainable Tourism Infrastructure Projects	Actual Accomplishment	10%	All or Nothing	<p>Accomplishment for the Target "Board-Approved Feasibility Study on the Development of the Manila Cruise Port": Board-Approved Final Report on the Feasibility Study on the Development of the Manila Cruise Port</p> <p>Accomplishment for the Target "Completion of Technical Due Diligence on the Possible Acquisition of the Hilantaagan Island as a TIEZA-Owned Tourism Enterprise Zone (TEZ)": Unverifiable¹</p>	<p>Accomplishment for the Target "100% Completion of the 2020 Deliverables in the Contract for the Masterplanning of the Clark Property as Possible TEZ": Board-Approved Comprehensive Master Planning (CMP) of Clark TIEZA-TEZ</p> <p>Accomplishment for the Target "65% Completion of Boracay Drainage Program Phase II": 65.30%²</p>	<p>Competitive Selection of a Private Partner for the Development and Management of Clark Property as TIEZA-Owned/Operated TEZ and</p> <p>100% Completion of the Boracay Drainage Program Phase II³</p>	<p>Final Detailed Architectural and Engineering Design (DAED) for the Horizontal Development of the Clark TIEZA-TEZ Project</p>	

SOCIO-ECONOMIC IMPACT / CUSTOMER

¹ Accomplishment for the measure "Management and Supervision of Sustainable Tourism Infrastructure Projects".

² Ibid.

³ Ibid.

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Objective/Measure	Component			Baseline Data			Target	
	Formula	Weight	Rating System	2019	2020	2021	2022	
SO 2	Preserved Historical, Cultural, Religious, and Heritage (HCRH) Sites and Develop Ecotourism Sites							
SM 2 Development of Ecotourism Sites in Depressed Areas	Number of DAEDs completed for eco-tourism sites in depressed provinces with strong tourism potential	10%	(Actual / Target) x Weight	0% <i>(None of the Projects were Issued with a MOA/NOA)</i>	N/A	Board Approved TIEZA-Initiated Project for Three (3) Eco-Tourism Sites in Depressed Provinces with Strong Tourism Potential	Completion of DAED of TIEZA Initiated Project Proposals for Three (3) Eco-Tourism Sites in Depressed Provinces with Strong Tourism Potential	
SM 3 Preservation of Historical, Cultural, Religious, and Heritage (HCRH) Sites	Percentage of Project Completed/ Accomplished	10%	(Actual / Target) x Weight	Issued NTP for the Restoration and Rehabilitation of the Banauae Rice Terraces ⁴	100% Completion of the 2020 Deliverables in the Contract for Restoration and Rehabilitation of the Banauae Rice Terraces Project ⁵	N/A	100% Completion of the Restoration of Malacañang sa Sugbo	
SO 3	Ensure Customer Satisfaction							
SM 4 Percentage of Satisfied Customers	Number of Respondents who gave a Rating of at least Satisfactory / Total Number of Respondents	10%	(Actual / Target) x Weight If Less Than 80% = 0%	92%	90%	90%	90%	
	Sub-total	40%						

⁴ Accomplishment for the measure "Conservation of World Heritage Sites Based on NCCA MOA".

⁵ *ibid.*

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Component		Baseline Data				Target		
		2019	2020	2021	2022			
Objective/Measure	Formula	Weight	Rating System	Achieve Financial Viability and Sustainability and Maximize Absorptive Capacity				
SO 4								
SM 5	Amount of Travel Tax Collected	Absolute Amount	10%	(Actual / Target) x Weight	N/A	₱0.935 Billion	₱162.80 Million	₱461.89 Million
SM 6a	Obligations Budget Utilization Rate	Total Obligations / DBM-Approved Corporate Operating Budget (Both Net of PS Cost)	5%	(Actual / Target) x Weight	N/A	N/A	N/A	90%
SM 6b	Disbursements Budget Utilization Rate	Total Disbursements / Total Obligations (Both Net of PS Cost)	2.5%	(Actual / Target) x Weight	N/A	N/A	N/A	90%
SM 6c		Total Disbursements / DBM-Approved Corporate Operating Budget (Both Net of PS Cost)	2.5%	(Actual / Target) x Weight	19%	N/A	For Infrastructure Projects: 90% For MOOE Budget: 90%	90%
SM 7	Improve Income of Operating Entities	Absolute Amount	12.5%	All or Nothing	N/A	N/A	N/A	More Than the Income from Operating Entities Registered in the 2021 COA Annual Audit Report
	Sub-total		32.5%					
FINANCIAL								

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		Component				Baseline Data			Target
Objective/Measure	Formula	Weight	Rating System	2019	2020	2021	2022		
SO 5	Implement an Integrated Automated Information System								
	Number of Deliverables Due for 2022 Attained / Total Number of Deliverables Due for 2022 ⁶	5%	(Actual / Target) x Weight		1. 100% Completion of the Development Stage for ERP – Human Resource Information System – Phase 1 2. 100% Implementation of an Online Application of Travel Exemption Certificate (TEC) 3. 100% Implementation/ Roll-Out of the Document Management System 4. 100% Installation of Office 365 to All Identified Units 5. 100% Completion of All Identified Modules for Enhancement and Publication of Website	100% Development of the Human Resource Integrated System (HRIS) Phase 2 and 100% Development/ Implementation/ Roll-Out of the Online Reduced Travel Tax System	100% Attainment of 2022 Deliverables Based on the 2020-2022 ISSP		
SM 8	Development of a New Integrated Automated Management Information System	2.5%	All or Nothing	Three (3) out of the Five (5) IT Systems were Deemed Acceptable				Submission of Board-Approved Information System Strategic Plan (ISSP) 2023-2025 to DICT	
	Actual Accomplishment								
INTERNAL PROCESS									

⁶ Deliverables refer to systems/applications.

Objective/Measure	Component			Baseline Data			Target	
	Formula	Weight	Rating System	2019	2020	2021	2022	
SO 6	Deliver Responsive and Timely Services to Stakeholders							
SM 9	Percentage of TEZ Applications Processed Within Prescribed Period	Transactions Completed Within Prescribed Period / Total Transactions	(Actual / Target) x Weight	N/A	N/A	N/A	100%	
SO 7	Implement a Quality Management System							
SM 10	Maintain ISO Certification	Actual Accomplishment	All or Nothing	ISO 9001:2015 Recertification for New Scope	Surveillance Audit Passed	Maintain ISO 9001:2015 Certification	Maintain ISO 9001:2015 Certification	
	Sub-total		17.5%					
SO 9	Build and Strengthen Human and Organizational Capabilities							
SM 11	Improve the Competency Level of the Organization	Competency Baseline ⁸ 2022 – Competency Baseline 2021	All or Nothing	Unverifiable	Board-Approved Updated Competency Framework	Establishment of Competency Baseline of the Organization	Improvement in the Competency Baseline of the Organization	
	Sub-total		10%					
	TOTAL		100%					
LEARNING & GROWTH								

⁷ Prescribed period shall be based on the Citizen's Charter of TIEZA in accordance with its compliance with the Republic Act No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

⁸ The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

$$\frac{\sum_{B=1}^B \left(\frac{\text{Actual Competency Level}}{\text{Required Competency Level}} \right)}{B}$$

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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