

2024 CHARTER STATEMENT AND STRATEGY MAP



VISION

By 2028, a world-class tax academy transforming institutions on tax, customs, and public finance administration towards nation-building through professionalization of revenue employees

MISSION

A specialized institution that elevates competency and integrity of tax and customs collectors and administrators towards efficient tax collection

CORE VALUES

- Husay (Excellence/Competence)
- Giting (Valor/Patriotism)
- Puso (Compassion)
- Katapatan (Integrity)

STAKEHOLDERS

Professionalization of Revenue Employees

Improve customer satisfaction rate

FINANCE

Utilize PTA Budget optimally and strategically

Strengthen PTA Financial Sustainability

INTERNAL PROCESSES

Adopt and facilitate good governance to enhance operational efficiency and effectiveness

Efficient and effective administration of Learning and Development Programs

LEARNING & GROWTH

Strengthen organizational culture and structure to inspire lifelong learning, growth and better performance

EFFICIENT RESOURCE MOBILIZATION

ORGANIZATIONAL DEVELOPMENT AND EXCELLENCE

GLOBALLY-COMPETITIVE TAX EDUCATION PROGRAMS

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PHILIPPINE TAX ACADEMY (PTA)

Component					Baseline		Target		
	Objective/Measure	Formula	Weight	Rating System	2021	2022	2023	2024	
STAKEHOLDERS	SO 1	Professionalization of Revenue Employees							
	SM 1	Percentage of PTA Learners Who Have Demonstrated Positive Change in Behavior in Job Performance	No. of Learners with Improved Behavior in the Workplace over No. of Learners Trained	5%	Actual over Target	N/A	N/A	60%	60%
	SO 2	Improve Customer Satisfaction Rate							
	SM 2	Percentage of Satisfied Customers	No. of Satisfied Customers over Total no. of Customer Respondents	15%	Actual over Target	N/A	N/A	90%	90%
		Sub-total		20%					
FINANCE	SO 3	Utilize PTA Budget Optimally and Strategically							
	SM 3	Budget Utilization Rate (BUR)							
		a. Subsidy Utilization Rate – Obligation	Total Amount Obligated over Total NG Subsidy	2%	Actual over Target	N/A	N/A	90%	90%
		b. Subsidy Utilization Rate - Disbursement	Total Amount Disbursed over Total Obligations	2%	Actual over Target	N/A	N/A	90%	90%

Component					Baseline		Target	
	Objective/Measure	Formula	Weight	Rating System	2021	2022	2023	2024
INTERNAL PROCESS	c. Corporate Fund Utilization Rate	Total Amount Disbursed over Corporate Fund based on COB	1%	Actual over Target	N/A	N/A	N/A	90%
	SO 4 Strengthen PTA Financial Sustainability							
	SM 4 Total Income Generated (Excluding Subsidy)	Actual Total Revenue less NG Subsidy over Previous Year's Internally Generated Revenue	5%	Actual over Target	N/A	N/A	N/A	Improvement from 2023
	Sub-total		10%					
	SO 5 Adopt & Facilitate Good Governance to Enhance Operational Efficiency and Effectiveness							
INTERNAL PROCESS	SM 5 Develop Operations Manuals	Total No. of Manuals Developed	5%	Actual over Target	N/A	N/A	3	2
	SM 6 ISO Certification	Actual Accomplishment	10%	All or Nothing	N/A	N/A	ISO 9001:2015 Certification	ISO 9001:2015 Certification
	SO 6 Efficient and Effective Administration of Learning and Development Programs							
INTERNAL PROCESS	SM 7 Number of L&D Programs/Modules Designed and Implemented	Total No. of Programs over Modules	10%	Actual over Target	N/A	N/A	50	30

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Component					Baseline		Target		
	Objective/Measure		Formula	Weight	Rating System	2021	2022	2023	2024
			Designed and Implemented						
	SM 8	Number of Learners Who Have Attended L&D Programs	Total No. of Learners Who Attended Various L&D Programs	10%	Actual over Target	N/A	N/A	5,000	5,000
	SM 9	Number of Research for Program Development and Innovations Conducted (New Studies)	Total No. of Research Conducted	5%	Actual over Target	N/A	N/A	1	2
	SM 10	Develop Continuing Professional Development (CPD) Programs with Creditable Units Accredited by PRC (cumulative)	Total No. of CPD Courses Developed	5%	Actual over Target	N/A	N/A	1	4
	SM 11	Uptime of L&D program Portal	Total Minutes Available and Accessible Online (uptime) over Total Minutes of the Year	10%	Actual over Target	N/A	N/A	90%	90%

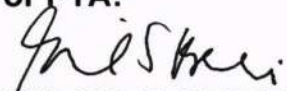
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Me

Component					Baseline		Target		
	Objective/Measure	Formula	Weight	Rating System	2021	2022	2023	2024	
	SM 12	Number of partnerships with Academic and/or Training Institutions for L&D Program (cumulative)							
		a. Domestic	Total no. of partnership/co llaboration initiatives with academic and/or training institutions	5%	Actual over Target	N/A	N/A	1	1
		b. International		5%	Actual over Target	N/A	N/A	1	2
		Sub-total		65%					
LEARNING AND GROWTH	SO 7	Strengthen Organizational Culture and Structure to inspire Lifelong Learning, Growth, and Better Performance							
	SM 13	Percentage of PTA Employees Meeting Required Competencies	Incumbents Meeting Required Competencies over Filled Plantilla	5%	Actual over Target	N/A	N/A	Establish Baseline	Improvement from the Baseline
		Sub-total		5%					
		TOTAL		100%					

For GCG:


ATTY. MARIUS P. CORPUS
Chairperson

For PTA:


HON. GIL S. BELTRAN
President