

**TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY (TIEZA)**

	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2018	2019	2020 <sup>1</sup>	2021	
SOCIO-ECONOMIC IMPACT / CUSTOMER	<b>SO 1</b>	<b>Contribute to Country's Competitiveness thru the Development of Sustainable Tourism Zones and Support Infrastructure</b>							
	SM 1a	Management and Supervision of Sustainable Tourism Infrastructure Projects	Actual Accomplishment	15%	Milestone <sup>2</sup>	Identified an Area (Hilantaagan Island) for Master Planning, duly approved by the Board	<i>Unverifiable accomplishment (relative to the Hilantaagan Island)</i>	100% Completion of the 2020 Deliverables in the Contract for the Masterplanning of the Clark Property as Possible TEZ	Competitive Selection of a Private Partner for the Development and Management of Clark Property as TIEZA-Owned/Operated TEZ
	SM 1b	Management and Supervision of Sustainable Tourism Infrastructure Projects	Actual Accomplishment	15%	Percentage of Completion	N/A	N/A	<u>65% Completion of Boracay Drainage Program Phase II</u>	100% Completion of the Boracay Drainage Program Phase II <sup>3</sup>
	SM 2	<i>Provision of Transforming Communities Towards Resilient, Inclusive and Sustainable Tourism (TourIST) Program</i>	<i>Actual Accomplishment</i>	-	-	-	-	-	<i>For monitoring purposes: Board-approved programs for the Sustainable Inclusive Resilient Tourism (SIRT) and Sustainable Tourism Development Project (STDP)</i>
	<b>SO 2</b>	<b>Preserve Historical, Cultural, Religious and Heritage Sites and Develop Ecotourism Sites in Depressed Provinces with Strong Tourism Potential</b>							
SM 3	Development of Ecotourism Site in Depressed Provinces	Actual Accomplishment	15%	(Actual/Target) x Weight	N/A	N/A	N/A	Board approved TIEZA-initiated Project Proposals for three (3) eco-tourism sites in depressed provinces with strong tourism potential	

<sup>1</sup> Based on the 2020 Recalibrated Performance Scorecard

<sup>2</sup> Please see Appendix A

<sup>3</sup> Remaining Percentage as carried over from 2020.

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<b>SO 3</b>	<b>Ensure Customer Satisfaction</b>							
SM 4	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%	<i>Removed Measure</i>	92%	90%	90%
<b>Sub-total</b>		<b>50%</b>						
<b>SO 4</b>	<b>Achieve Financial Viability and Sustainability, and Maximize Absorptive Capacity</b>							
SM 5	Attain Travel Tax Targeted Collection Projected in the Context of Pandemic	Total Collection over Target Travel Tax Collection	10%	(Actual/Target) x Weight	N/A	N/A	<u>₱1.245 Billion</u>	₱162.80 Million
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	N/A	N/A	N/A	90%
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	N/A	N/A	N/A	90%
<b>Sub-total</b>		<b>25%</b>						

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INTERNAL PROCESS	<b>SO 5</b>	<b>Implement Integrated Information System</b>						
	SM 7	Development of a New Integrated Automated Management Information System	Actual Accomplishment	10%	Milestones <sup>4</sup>	2 out of 5 IT Projects initiated / developed  a) MOA issued for Travel Tax Ticketing System b) Individual Websites Development for TIEZA Assets Completed	Three (3) out of the Five (5) IT Systems were deemed acceptable	<ol style="list-style-type: none"> <li>1. 100% Completion of the Development Stage for ERP – Human Resource Information System – Phase 1</li> <li>2. <u>100% Implementation of an online application of Travel Exemption Certification (TEC)</u></li> <li>3. 100% Implementation/ Roll-Out of the Document Management System</li> <li>4. 100% Installation of Office 365 to all Identified Units</li> <li>5. 100% Completion of all Identified Modules for Enhancement and Publication of Website</li> </ol>

<sup>4</sup> Please Appendix A

Component					Baseline Data		Target	
Objective/Measure	Formula	Weight	Rating System	2018	2019	2020 <sup>1</sup>	2021	
<b>SO 6</b>	<b>Implement Quality Management System</b>							
SM 8	Attain ISO Certification	Actual Accomplishment	5%	All or Nothing	ISO 9001:2015 Certified	ISO 9001:2015 Recertification for new scope	Surveillance Audit Passed	Maintain ISO 9001:2015 Certification
<b>Sub-total</b>		<b>15%</b>						
<b>SO 7</b>	<b>Build and Strengthen Human and Organizational Capabilities</b>							
SM 9	Improvement on the Competency Level of the Organization	Actual Accomplishment	10%	All or Nothing	<i>Unverifiable Accomplishment</i>	<i>Unverifiable Accomplishment</i>	Board-approved Updated Competency Framework <sup>5</sup> composed of the following: 1. Competency Catalogue 2. Competency Framework 3. Competency Tables 4. Competency Matrix 5. Position Profiles	Establishment of Competency Baseline of the Organization <sup>6</sup>
<b>Sub-total</b>		<b>10%</b>						
<b>TOTAL</b>		<b>100%</b>						

<sup>5</sup> Deliverables should comply with the minimum requirement under the Frequently Asked Questions on Competency Frameworks/Models as uploaded in the GCG Website.

<sup>6</sup> Competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

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

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

Appendix A

STRATEGIC MEASURE AND MILESTONE		WEIGHT
<b>SM 1: MANAGEMENT AND SUPERVISION OF SUSTAINABLE TOURISM INFRASTRUCTURE PROJECTS</b>		
Approval of Invitation to Apply for Eligibility and to Submit Comparative Proposals (IAESP) and Eligibility Documents Kits by Joint Venture Selection Committee (JVSC)		3.75%
Preparation of TOR, JV Agreement, and minimum performance standards by JVSC		3.75%
Publication of invitation to apply for eligibility and submit proposal		3.75%
Opening of Eligibility Documents		3.75%
<b>SM 7: DEVELOP OF A NEW INTEGRATED AUTOMATED INFORMATION SYSTEM</b>		
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%