

**NATIONAL HOUSING AUTHORITY(NHA)
Recalibrated 2020 Performance Scorecard**

		Component				Baseline Data		Target	
Objective/Measure		Formula	Weight	Rating System	2017	2018	2019	2020	
STAKEHOLDERS / SOCIAL IMPACT	SO 1	Scale-Up Provision of Safe and Affordable Housing Responsive to the Needs of Informal Settler Families (ISF) and Low-Income Formal Sector							
	SM 1	Percent of Housing Units Started	Total number of housing units ¹ started through Notice to Proceed (NTP) / Total Board-approved target Starts	10%	(Actual/Target) x Weight	N/A	N/A	100% of Total Housing Starts per 2019 Board-Approved Work Program	100% of Total Board-Approved Target Starts ²
	SM 2	Percent of Housing Units Completed within the Project Duration	Total number of fully completed units in 2020 / Total number of completions target less number of units re-scheduled / deferred as a result of granted time extensions and/or termination of contracts	10%	(Actual/Target) x Weight	50.37% (55,348 out of 109,883)	14.87% (13,587 out of 91,366)	90% of Total Completions Target per 2019 Board-Approved Work Program	90% of Total Completions Target ³
	SM 3	Number of Community Facilities Completed in Existing Resettlement Sites (18 Live Cases)	Actual number of community facilities completed in existing relocation sites / Total number of unaccomplished community facilities as of end of 2019	5%	(Actual/Target) x Weight	N/A	3 community facilities completed	22 community facilities completed	30% of the Remaining Community Facilities/Works Completed ⁴

¹ Pertains to either of the following: (1) House and Lot Packages, (2) Housing units, (3) Lots, or (4) Low-Rise Building units. The same definition shall apply to the term "housing unit" used in the succeeding measures.

² Per 2020 Board-Approved Revised/Recalibrated Work Program

³ *Ibid.*

⁴ The universe of the target shall be determined during the validation of NHA's 2019 accomplishment.

Component				Baseline Data		Target		
Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020	
SM 4	Percent of Housing Units Disposed	Total number of units awarded or disposed / Total number of Inventory for disposition as of December 2019	10%	(Actual/Target) x Weight	19.22% (19,654 / 102,261)	32.68% (22,849 / 69,908)	100%	<u>62.80%</u> (16,220 out of 25,793)
SM 5	Percent of Housing Units that Remain Unoccupied	Number of unoccupied units / Total number of houses built as of 31 December 2019	<u>0%</u>	(Actual/Target) x Weight	N/A	N/A	N/A	<u>N/A</u>
SO 2	Strengthen Strategic Partnerships with Stakeholders							
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	46,826	47,556	36,750	<u>19,295</u>
SO 3	Improve Stakeholder Satisfaction							
SM 7	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>	84% of stakeholders rated Very Satisfied and Somewhat Satisfied	<i>Report not acceptable</i>	90%	90%
Sub-total			<u>45%</u>					

		Component				Baseline Data		Target	
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FINANCIAL	SO 4	Efficient Budget Management							
	SM 8	Budget Utilization Rate	Actual disbursements / Total Cash-Based Corporate Operating Budget for the year (both net of Personal Services Cost)	10%	(Actual/Target) x Weight	N/A	N/A	90%	<u>60%</u>
	SO 5	Efficient Asset Management							
	SM 9	Collection Efficiency of Residential Lots/Units	Total actual collection for residential lots / Total Amount Due	10%	(Actual/Target) x Weight	36.84% (₱0.802 B / ₱2.177 B)	33% (₱1.232 B / ₱3.733 B)	55%	<u>19%</u>
	Sub-total			20%					
INTERNAL PROCESS	SO 6	Established Quality Management System							
	SM 10	ISO Certification	Actual accomplishment	5%	All or Nothing	ISO 9001:2008 Certification	ISO 9001:2015 Certification	ISO 9001:2015 Certification Maintained	ISO 9001:2015 Recertification
	SO 7	Optimum Utilization of Information and Communication Technology							
	SM 11	Implementation of the 2019-2021 ISSP for the Authority	Actual accomplishment	<u>0%</u>	All or Nothing	N/A	Approved ISSP for the period 2019-2021 as submitted to DICT	100% of ISSP Deliverables for 2019 completed	<u>N/A</u>
		Number of projects completed based on the deliverables per ISSP / Total number of 2020 deliverables per 2019 – 2021 ISSP submitted to DICT	5%	(Actual/Target) x Weight	<u>Completed 5 of 7 of 2020 Deliverables Based on 2019-2021 ISSP</u>				
Sub-total			10%						

		Component				Baseline Data		Target	
Objective/Measure		Formula	Weight	Rating System	2017	2018	2019	2020	
LEARNING AND GROWTH	SO 8	Established Competency-Based Framework							
	SM 12	Improvement on the Competency Level of the Organization	Actual Accomplishment	10%	All or Nothing	Competency Baseline for Employees under executive/managerial level was <u>not</u> established	-	Board-Approved Competency-Based Framework/Model which shall include the following: 1. Competency Tables 2. Competency Matrix 3. Position Profiles 4. Competency-Based Job Description Conduct competency assessment based on approved framework to 100% of employees under Executive and Managerial levels	a. Management-Approved Competency-Based Position Profiles and Job Descriptions b. Establish Baseline on the Competency Level of Executive and Managerial Incumbents ⁵

⁵ Shall pertain to the competency assessment result for 100% of employees under Executive and Managerial Level. The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

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

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

Component				Baseline Data		Target	
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SO 9	Improved Organization and Management						
SM 13	Established Succession Plan	Actual accomplishment	0%	All or Nothing	N/A	N/A	N/A
Sub-total			10%				
Total			85%				