

2022 PERFORMANCE SCORECARD (ANNEX B)

PHILIPPINE AMUSEMENT AND GAMING CORPORATION (PAGCOR)

	Component				Baseline Data			Target	
	Objective/Measure	Formula	Weight	Rating System	2019	2020	2021	2022	
	Increase Contribution to National Government Coffers and Nation-Building Efforts								
SO 1	Payment of Mandatory Contributions	Number of Recipient Agencies Which Received 100% of Mandatory Contributions Due for 2022 / Total Number of Recipient Agencies	25%	(Actual / Target) x Weight	2018 Actual + 19% Increase	3 out of 9 Recipient Agencies Received 100% Payment of Mandatory Contributions	100% Payment of Mandatory Contributions to Recipient Agencies	100% Payment of Mandatory Contributions to Recipient Agencies	
SO 2	Increase Gross Gaming Revenue of the Industry								
SM 2	Increase Total Industry Gross Gaming Revenue ¹	Absolute Amount	25%	(Actual / Target) x Weight	2018 Actual + 22% Increase	₱87.548 Billion	₱130.275 Billion	₱183.906 Billion	
		Sub-total	50%						
SO 3	Increase Revenue of PAGCOR								
SM 3	Increase Income from Gaming Operations	Absolute Amount	15%	(Actual / Target) x Weight	₱75.76 Billion	₱29.995 Billion	₱37.646 Billion	₱50.139 Billion ²	
SOCIAL IMPACT									
FINANCE									

¹ Gross Gaming Revenue, also referred to as Casino Gross Revenue, as defined by PAGCOR's regulatory manuals, includes revenues from licensees and PAGCOR casinos (table games, slot machines, bingo (traditional and e-bingo, PeGS/Instawin), but excludes offshore gaming.

² Target based on the revised Statement of Financial Performance submitted to the Department of Budget and Management (DBM).

	Component				Baseline Data			Target
	Objective/Measure	Formula	Weight	Rating System	2019	2020	2021	
	SO 4 Improve Budget Utilization Rate							
SM 4	Disbursements Budget Utilization Rate	Total Disbursement / Total DBM Approved Corporate Operating Budget (Both Net of PS Cost)	5%	(Actual / Target) x Weight	-	-	-	90%
	Sub-total							
	SO 5 Ensure a Conducive Business Environment within a Level Playing Field							
SM 5a	Percentage of Satisfied Customers (Casino Filipino Customers)	Total Number of Respondents who Gave at Least Satisfactory Rating / Total Number of Respondents	5%	(Actual / Target) x Weight If Less Than 80% = 0%	96.25%	96.2%	90%	90%
SM 5b	Percentage of Satisfied Customers (Licensees)		5%					
	Sub-total							
	SO 6 Improve Products, Services, and Operational Efficiency							
SM 6	Attain ISO 9001:2015 Recertification	Actual Accomplishment	5%	All or Nothing	ISO 9001:2015 Recertified	Retention of ISO 9001:2015 Certification (Passed Surveillance Audit)	Retention of ISO 9001:2015 Certification (Pass Surveillance Audit)	Retention of ISO 9001:2015 Certification
INTERNAL PROCESS								
STAKEHOLDERS								

Objective/Measure		Component			Baseline Data			Target	
		Formula	Weight	Rating System	2019	2020	2021	2022	
SM 7	Percentage of Applications Processed Within Prescribed Period	Number of Transactions Processed Within the Prescribed Period ³ / Number of Transactions Received during the Year	5%	(Actual / Target) x Weight	-	Cannot Be Validated	100% of Transactions Processed Within the Prescribed Period	100% of Transactions Processed Within the Prescribed Period	
SM 8	Percentage of Completion of the ISSP	Actual Accomplishment	5%	(Actual / Target) x Weight	-	-	-	100% Attainment of 2022 Deliverables ⁴	
Sub-total			15%						
SO 7 Enhance Employee Competency and Motivation									
SM 9	Percentage of Employees Meeting Required Competencies	Competency Baseline ⁵ 2022 – Competency Baseline 2021	5%	All or Nothing	100% of Employees Assessed to Determine Competency Level and Competency Gaps	Cannot Be Validated	Improvement in the Competency Baseline of the Organization	Improvement in the Competency Baseline of the Organization	
Sub-total			5%						
Total			100%						
LEARNING & GROWTH									

³ Applicable processing time based on PAGCOR's compliance with Republic Act No. 11032 as provided in PAGCOR's Citizen's Charter.

⁴ Deliverables refer to Information Systems.

⁵ 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:

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

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