

**TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY (TIEZA)  
Validation Result of the 2022 Performance Scorecard**

Objective/Measure	Component			TIEZA Submission <sup>1</sup>		GCG Validation		Supporting Documents	GCG Remarks			
	Formula	Weight	Rating System	Target	Actual	Rating	Actual			Rating		
<b>SO 1 Contribute to the Country's Competitiveness through the Development of Sustainable Tourism Zones and Support Infrastructure</b>												
SOCIAL IMPACT / CUSTOMER	SM 1	Development of Sustainable Tourism Infrastructure Projects	Actual Accomplishment	7.5%	Milestone-Based <sup>2</sup>	Final Detailed Architectural and Engineering Design (DAED) for the Horizontal Development of the Clark TIEZA-TEZ Project	Completed DAED for the Horizontal Development of Clark TIEZA-TEZ Project	10%	TIEZA completed the following deliverables: (1) Notice of Award for the "Consultancy Services for the Preparation of the Detailed Architectural and Engineering Design (DAED) for the Site Development and Food and Cultural Hall at Clark TIEZA Tourism Enterprise Zone;  (2) Preliminary Inception / Situational Analysis Report;  (3) Preliminary Conceptual Plans and Design	7.5%	Notice of Award Preliminary Inception / Situational Analysis Report Preliminary Conceptual Plans and Design	Considering that the completion of the final DAED (4 <sup>th</sup> and last deliverable) was affected by factors beyond the control of TIEZA, the Governance Commission removed the allotted 2.5% in the computation of TIEZA's final validated rating.

<sup>1</sup> Based on TIEZA's submission dated 31 January 2023.

<sup>2</sup> See Appendix 1

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<b>SO 2 Preserved Historical, Cultural, Religious, and Heritage (HCRH) Sites and Develop Ecotourism Sites</b>											
SM 2	Development of Ecotourism Sites in Depressed Areas	Number of DAEDs completed for ecotourism sites in depressed provinces with strong tourism potential	10%	(Actual / Target) x Weight	Completion of DAED of TIEZA-Initiated Project for Three (3) Eco-Tourism Sites in Depressed Provinces with Strong Tourism Potential	Completed DAED for the three (3) eco-tourism sites	10%	Completed the DAED of TIEZA-Initiated Project for Three (3) Eco-Tourism Sites in Depressed Provinces with Strong Tourism Potential	10%	Detailed Architectural and Engineering Designs	The three projects are: 1. Ladol Beach Tourism Development Project in Alabel, Sarangani 2. Development of Lalaguna Mangrove Eco Park in Lavezares, Northern Samar 3. Development of Tourism Facilities in Bongo Island in Parang, Maguindanao
SM 3	Preservation of Historical, Cultural, Religious, and Heritage (HCRH) Sites	Percentage of Project Completed/ Accomplished	10%	(Actual / Target) x Weight	100% Completion of the Restoration of Malañang sa Sugbo	95.966% complete as of 20 Dec 2022	9.597%	95.966% Completed	9.6%	TIEZA Internal Memorandum Inspection Report No. 18 Breakdown of Work Accomplishment submitted by the Contractor	The breakdown of accomplishment is attached as <b>Appendix 2</b> .

**SO 3 Ensure Customer Satisfaction**

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	Formula	Weight	Rating System	Target	Actual	Rating	Actual			Rating	
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%	90%	Survey interviews are ongoing	0%	93.25%	10%	Customer Satisfaction Survey Final Report Data Collection Quality Control Report Samples of Accomplished Survey Forms	The validated rating is based on the average of the overall satisfaction rating per customer type: Travel Tax Customer (93%), TEZ Operators (95%), LGUs (91%), and Customers in Operating Assets (94%).
		<b>Sub-Total</b>	<b>37.5%</b>				<b>29.6%</b>		<b>37.1%</b>		
<b>SO 4 Achieve Financial Viability and Sustainability and Maximize Absorptive Capacity</b>											
SM 5	Amount of Travel Tax Collected	Absolute Amount	10%	(Actual / Target) x Weight	₱461.89 Million	₱2.338 Billion (Total Annual Collection)	10%	₱2.49 Billion	10%	2022 Commission on Audit (COA) Annual Audit Report Travel Tax Reconciliation Report	Target exceeded. It is noted that per Section 66 of the Implementing Rules and Regulations of Republic Act No. 9593 or the Tourism Act of 2009, the travel tax collection shall be distributed to TIEZA (50%), Commission on Higher Education's Higher Education Development Fund (40%), and the National Commission for Culture and the Arts (10%).

FINANCIAL

Objective/Measure	Component		TIEZA Submission <sup>1</sup>		GCG Validation		Supporting Documents	GCG Remarks			
	Formula	Weight	Rating System	Target	Actual	Rating			Actual	Rating	
SM 6a	Obligations Budget Utilization Rate	Total Obligations / DBM-Approved Corporate Operating Budget (Both Net of PS Cost)	5%	(Actual / Target) x Weight	90%	₱1,058,136,082.69 / 1.229B = 86%	4.78%	91.95%	5%	2022 DBM-approved Corporate Operating Budget TIEZA's Statement of Appropriation, Allocation, Obligation, Disbursement, and Balances as of 31 December 2022 2022 Commission on Audit (COA) Annual Audit Report	The validated accomplishment was computed based on total obligations amounting to ₱1.423 Billion and total budget of ₱1.548 Billion, both net of PS.
SM 6b	Disbursements Budget Utilization Rate	Total Disbursements / Total Obligations (Both Net of PS Cost)	2.5%	(Actual / Target) x Weight	90%	₱925,660,966.29 / 1,058,136,082.69 = 87%	2.42%	90.63%	2.5%		The validated accomplishment was computed based on total disbursements amounting to ₱1.29 Billion and total obligations equal to ₱1.423 Billion, both net of PS.
SM 6c		Total Disbursements / DBM-Approved Corporate Operating Budget (Both Net of PS Cost)	2.5%	(Actual / Target) x Weight	90%	₱925,660,966.29 / 1.229B = 75%	2.08%	83.33%	2.31%		The validated accomplishment was computed based on total disbursements amounting to ₱1.29 Billion and total budget of ₱1.548 Billion, both net of PS.
SM 7	Improve Income of Operating Entities	Absolute Amount	12.5%	All or Nothing	More than the Income from Operating Entities Registered in the 2021 COA Annual Audit Report	November 2022 Operating Entities' Gross Income = ₱87.695 Million	12.50%	More than the Income from Operating Entities Registered in the 2021 COA Annual Audit Report	12.5%	COA Annual Audit Report Breakdown of Revenue	The total income of operating entities for 2022 was ₱102,331,780.04, which was 150% higher than the 2021 baseline of ₱40,983,115.03.
		<b>Sub-Total</b>	<b>32.5%</b>				<b>31.78%</b>		<b>32.31%</b>		

Objective/Measure	Component			TIEZA Submission <sup>1</sup>		GCG Validation		Supporting Documents	GCG Remarks		
	Formula	Weight	Rating System	Target	Actual	Rating	Actual			Rating	
<b>SO 5 Implement an Integrated Automated Information System</b>											
INTERNAL PROCESS SM 8 Development of a New Integrated Automated Management Information System	Number of Deliverables Due for 2022 Attained / Total Number of Deliverables Due for 2022 <sup>3</sup>	5%	(Actual / Target) x Weight	100% Attainment of 2022 Deliverables Based on the 2020-2022 ISSP	1. Voucher and Check Information System – 100% Completed 2. Accounting Reports Management System – 100% Completed	5%	100% of 2022 Deliverables Based on the 2020-2022 ISSP Attained	5%	DICT-Endorsed ISSP 2020-2022 Certificates of Completion	The remaining two (2) systems – Voucher and Check Information System and Accounting Reports Management System – were completed in 2022.	
	Actual Accomplishment	2.5%	All or Nothing	Submission of Board-Approved Information System Strategic Plan (ISSP) 2023-2025 to DICT	Board-Approved 2023-2025 ISSP & its transmission to DICT	2.5%	Board-Approved Information System Strategic Plan (ISSP) 2023-2025 Submitted to DICT	2.5%	Acknowledgment Letter from DICT dated 28 December 2022	Target met.	
<b>SO 6 Deliver Responsive and Timely Services to Stakeholders</b>											
SM 9	Percentage of TEZ Applications Processed within Prescribed Period	Transactions Completed within Prescribed Period <sup>4</sup> / Total Transactions	-	-	-	To follow	0%	Measure excluded	-	-	No TEZ applications received in 2022.
<b>SO 7 Implement a Quality Management System</b>											

<sup>3</sup> Deliverables refer to systems/applications.

<sup>4</sup> 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.

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LEARNING & GROWTH

Objective/Measure	Component			TIEZA Submission <sup>1</sup>		GCG Validation		Supporting Documents	GCG Remarks		
	Formula	Weight	Rating System	Target	Actual	Rating	Actual			Rating	
SM 10	Maintain ISO Certification	Actual Accomplishment	5%	All or Nothing	Maintain ISO 9001:2015 Certification	Passed the Surveillance Audit	5%	ISO 9001:2015 Certification Maintained	5%	Surveillance Audit Report	The surveillance audit was conducted on 01 December 2022.
	<b>Sub-total</b>		<b>12.5%</b>				<b>12.5%</b>		<b>12.5%</b>		
<b>SO 8 Build and Strengthen Human and Organizational Capabilities</b>											
SM 11	Improve the Competency Level of the Organization	Competency Baseline <sup>5</sup> 2022 – Competency Baseline 2021	10%	All or Nothing	Improvement in the Competency Baseline of the Organization	Attained Improvement in the Competency Baseline of all employees at TIEZA	10%	Competency Baseline Improved by 1.77%	10%	Competency Map Excel file of Manager & Self-Rating (5-point and 4-point scales) Questionnaire Scoring Keys Accomplished Competency Assessment Forms and Competency-Based Job Descriptions of randomly selected employees	TIEZA's overall competency rating for 2022 was 179.58%, which was 1.77% higher than the 2021 baseline of 177.81%.
	<b>Sub-total</b>		<b>10%</b>				<b>10%</b>		<b>10%</b>		
	<b>TOTAL</b>		<b>92.5%</b>				<b>83.87%</b>		<b>91.91% out of 92.5% or 99.36% out of 100%</b>		

<sup>5</sup> 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:

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

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

## RATING SYSTEM FOR SM 1

No.	Deliverable	Weight
1	Notice of Award for the "Consultancy Services for the Preparation of the Detailed Architectural and Engineering Design (DAED) for the Site Development and Food and Cultural Hall at Clark TIEZA Tourism Enterprise Zone	2.5%
2	Preliminary Inception / Situational Analysis Report	2.5%
3	Preliminary Conceptual Plans and Design	2.5%
4	Final Detailed Architectural and Engineering Design	2.5%

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**SM 3: PRESERVATION OF HISTORICAL, CULTURAL, RELIGIOUS, AND HERITAGE SITES****BREAKDOWN OF ACCOMPLISHMENT**

Item of Works	Description	Percentage Accomplishment
Main Building	General Requirements, Retrofitting works, Guardhouse and Finishes	73.351%
Service Building	Utilities, STP, Cistern, and Finishes	10.530%
Variation Order	Additional Retrofitting works Main Building, Chandelier, and Fence	12.085%
<b>TOTAL</b>		<b>95.966%</b>

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