

**PALACIO DEL GOBERNADOR CONDOMINIUM CORPORATION (PDGCC)**  
**Validation Result of 2018 Performance Scorecard**

Component				Rating Scale	Target	Submission		GCG Validation		Supporting Documents	GCG Remarks
Objective / Measure		Formula	Weight		2018	Actual	Rating <sup>1</sup>	Score	Rating		
CUSTOMERS	SO 1	Provide High Quality Services									
	SM 1	Percentage of Satisfied Customers	Number of respondents who rated at least satisfactory / Total number of survey respondents	20%	(Actual / Target) x Weight  0% = If less than 80%	90%	97% (38 out of 39 respondents rated at least satisfactory)	-	Removed measure	-	<ul style="list-style-type: none"><li>• Survey Questionnaire</li><li>• Survey Summary Report</li><li>• Request Form</li></ul> Considering that PDGCC did not receive the correct copy of the prescribed questionnaire crafted by the GCG for PDGCC, this measure and its weight are hereby removed from the 2018 Performance Scorecard.
		Sub-total		20%					-		
INTERNAL PROCESS	SO 2	Efficient Building and Facilities Maintenance and Security									
	SM 2	Percentage of Effective Preventive Maintenance of Building Facilities Completed Based on the APP	Number of effective preventive maintenance completed / Total number of effective preventive maintenance	20%	(Actual / Target) x Weight  0% = If below 95%	100% of Effective Preventive Maintenance Projects Costing above ₱50,000.00 Completed	100%	-	Completed 71% of Effective Preventive Maintenance Projects Costing above ₱50,000	0%	<ul style="list-style-type: none"><li>• 2018 Annual Procurement Plan</li><li>• Purchase Orders</li><li>• Disbursement Vouchers</li></ul> Validated accomplished excludes four projects reported as accomplished but without the corresponding supporting documents.

<sup>1</sup> The self-rating was not indicated in the 4<sup>th</sup> Quarter Monitoring Report.



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Objective / Measure			Formula	Weight		2018	Actual	Rating <sup>1</sup>	Score	Rating		
			projects for the year									
	SM 3	Minimize the Number of Emergency Works	Number of emergency works/repairs accomplished / Total number of maintenance works accomplished	10%	All or Nothing	Establish Baseline	33.33% 6 out of 18 accomplished maintenance works	-	Established baseline (33.33%, or 6 emergency works out of 18 maintenance works)	10%	<ul style="list-style-type: none"> <li>Repairs Monitoring Report</li> <li>Purchase Orders</li> <li>Disbursement Vouchers</li> <li>Summary of six (6) accomplished emergency works</li> </ul>	Acceptable.
	SM 4	Institute Quality Management System	Actual Accomplishment	10%	All or Nothing	Board-Approved Quality Manual	Under Review	-	None	0%	None	Target not met.
		<b>Sub-total</b>		<b>40%</b>						<b>10%</b>		
FINANCE	SO 3	Efficient Utilization of Corporate Operating Budget										
	SM 5	Budget Utilization Rate	Total actual disbursements / Total Board-approved Corporate Operating Budget (both net of PS)	20%	91% to 100% = 20% 86% to 90% = 10% <86% = 0% More than 100% = 0%	>90%	74%	-	73.54%	0%	<ul style="list-style-type: none"> <li>Unaudited Financial Statements submitted to COA</li> <li>Budget Utilization Rate Report</li> </ul>	PDGCC was not able to reach the target due to series of failed biddings for its comfort room renovations with an allocated budget of ₱4.50

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Objective / Measure			Formula	Weight		2018	Actual	Rating <sup>1</sup>	Score	Rating		
											<ul style="list-style-type: none"> <li>• BAC Resolution on failed biddings</li> <li>• 2018 Corporate Operating Budget</li> </ul>	Million for this year.
		<b>Sub-total</b>		<b>20%</b>						<b>0%</b>		
<b>LEARNING AND GROWTH</b>	<b>SO 4</b>	<b>Enhance Human Resource Development Initiatives</b>										
	<b>SM 6</b>	Percentage of Employees Meeting Required Competencies	Actual Accomplishment	10%	All or Nothing	Board-Approved Competency-Based Framework	Under Review	-	None	0%	None	PDGCC is yet to develop and implement its competency-based framework.
			Actual Accomplishment	10%	All or Nothing	Establish Competency Baseline of the Organization	Awaiting Board-Approved Competency Framework	-	None	0%	None	
		<b>Sub-total</b>		<b>20%</b>				-		<b>0%</b>		
	<b>TOTAL</b>			<b>100%</b>				-		<b>10% out of 80%</b>		
	<b>VALIDATED RATING</b>									<b>12.50%</b>		