

2022 PERFORMANCE SCORECARD (ANNEX B)

MARAWI RESORT HOTEL, INC. (MRHI)

	Component					Baseline Data		Target	
	Objective/Measure		Formula	Weight	Rating System	2019	2020	2021	2022
SOCIAL IMPACT / STAKEHOLDERS	SO 1	Promote MRHI as a Premier Hotel in Marawi City and Lanao Del Sur							
	SM 1	Average Occupancy Rate	Average of Daily Occupancy Rate  Daily Occupancy Rate = (Total Number of Occupied Rooms / Total Number of Available Rooms) x 100	20%	(Actual / Target) x Weight	-	-	N/A	90%
	SM 2	Number of Conferences/Seminars and Events Conducted in MRHI	Absolute Number	20%	(Actual / Target) x Weight	-	-	N/A	160
	SO 2	Achieve Customer Satisfaction							
	SM 3	Percentage of Satisfied Customers	Total 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%	-	-	N/A	90%
		Sub-total		50%					
	FINANCIAL	SO 3	Guarantee Profitability and Sustainability						
SM 4		Net Operating Income	Net Operating Income – Net Operating Expenses	15%	(Actual / Target) x Weight	₱206,941 <sup>1</sup>	₱854,995 <sup>2</sup>	N/A	₱626,857

<sup>1</sup> Based on COA Annual Audit Report

<sup>2</sup> Ibid.

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	Component				Baseline Data		Target		
	Objective/Measure		Formula	Weight	Rating System	2019	2020	2021	2022
	SO 4	Improve Budget Utilization Rate							
	SM 5	Disbursements Budget Utilization Rate	Total Disbursements / Board-Approved Corporate Operating Budget (both net of PS Cost)	5%	(Actual / Target) x Weight	-	-	N/A	90%
		Sub-total		20%					
INTERNAL PROCESS	SO 5	Develop Marketing and Promotion Strategies							
	SM 6	Implement Marketing Plan	Actual Accomplishment	10%	All or Nothing	-	-	N/A	Board-Approved Marketing Plan
	SO 6	Improve Products, Services, and Operational Efficiency							
	SM 7	Institutionalize Management System Quality	Actual Accomplishment	10%	All or Nothing	-	-	N/A	Board-Approved: a. Quality Policy b. Quality Management System Manual c. Quality Management System Procedure
	SM 8	Automated Systems and Processes	Actual Accomplishment	5%	All or Nothing	-	-	N/A	Submission of the Board-Approved Information Systems Strategic Plan (ISSP) as submitted to the Department of Information and Communications Technology (DICT)
		Sub-total		25%					

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	Component				Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2019	2020	2021	2022
LEARNING AND GROWTH	SO 7	Develop Organizational Competencies						
	SM 9	Board-Approved Competency Framework	Actual Accomplishment	5%	All or Nothing	-	-	N/A
		<b>Sub-total</b>		<b>5%</b>				
		<b>Total</b>		<b>100%</b>				
								Board-approved Competency Framework <sup>3</sup> with the following documents: 1. Competency Catalogue 2. Competency Framework 3. Competency Tables

<sup>3</sup> Deliverables should comply with the minimum requirements provided in the FAQs on Competency Framework published on GCG Website.

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