

MARAWI RESORT HOTEL, INC. (MRHI)
Validation Result of the 2022 Performance Scorecard

	Component				MRHI Submission ¹		GCG Evaluation		Supporting Documents	GCG Remarks	
	Objective/Measure	Formula	Weight	Rating System	Target	Actual	Rating	Actual			Rating
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	90%	-	-	Cannot be validated	0%	No supporting documents submitted
SM 2	Number of Conferences/ Seminars and Events Conducted in MRHI	Absolute Number	20%	(Actual / Target) x Weight	160	-	-	Cannot be validated	0%	No supporting documents submitted	The GCG cannot objectively verify the measure on account of inadequate or incomplete documentation.

¹ No Annual Performance Report submitted.

² Interim Performance Evaluation System (PES) for the GOCC Sector dated 19 January 2023.

Objective/Measure	Component				MRHI Submission ¹		GCG Evaluation		Supporting Documents	GCG Remarks	
	Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating			
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%	90%	-	-	Cannot be validated	0%	No supporting documents submitted	The GCG cannot objectively verify the measure on account of inadequate or incomplete documentation.
		Sub-total	50%				-		0%		
SO 3 Guarantee Profitability and Sustainability											
SM 4	Net Operating Income	Net Operating Income – Net Operating Expenses	15%	(Actual / Target) x Weight	₱626,857	-	-	₱221,362.10	5.30%	2022 Commission on Audit Annual Audit Report	The NOI was computed based on the Operating Income amounting to ₱13,254,470.29 less the Operating Expenses equal to ₱13,033,108.19.
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	90%	-	-	Cannot be validated	0%	No supporting documents submitted	The GCG cannot objectively verify the measure on account of inadequate or incomplete documentation.
		Sub-total	20%				-		5.30%		

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SO 5 Develop Marketing and Promotion Strategies												
	SM 6	Implement Marketing Plan	Actual Accomplishment	10%	All or Nothing	Board-Approved Marketing Plan	-	-	Cannot be validated	0%	No supporting documents submitted	The GCG cannot objectively verify the measure on account of inadequate or incomplete documentation.
SO 6 Improve Products, Services, and Operational Efficiency												
INTERNAL PROCESS	SM 7	Institutionalize Quality Management System	Actual Accomplishment	10%	All or Nothing	Board-Approved: a. Quality Policy b. Quality Management System Manual c. Quality Management System Procedure	-	-	Cannot be validated	0%	No supporting documents submitted	The GCG cannot objectively verify the measure on account of inadequate or incomplete documentation.
	SM 8	Automated Systems and Processes	Actual Accomplishment	5%	All or Nothing	Submission of the Board-Approved Information Systems Strategic Plan (ISSP) as submitted to the Department of Information and Communications Technology (DICT)	-	-	Cannot be validated	0%	No supporting documents submitted	The GCG cannot objectively verify the measure on account of inadequate or incomplete documentation.
			Sub-total		25%						0%	

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Objective/Measure	Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating				
SO 6 Develop Organizational Competencies												
LEARNING & GROWTH	SM 9	Board-Approved Competency Framework	Actual Accomplishment	5%	All or Nothing	Board-Approved Competency Framework ³ with the following documents: 1. Competency Catalogue 2. Competency Framework 3. Competency Tables	-	-	Cannot be validated	0%	No supporting documents submitted	The GCG cannot objectively verify the measure on account of inadequate or incomplete documentation.
			Sub-total	5%				-		0%		
			TOTAL	100%				-		5.30%		

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

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