PHILIPPINE TAX ACADEMY
DEPARTMENT OF FINANCE
REPUBLIC OF THE PHILIPPINES

VISION

By 2028, a world-class tax academy transforming institutions on tax, customs, and public finance administration towards nation-building through professionalization of revenue employees

MISSION

A specialized institution that elevates competency and integrity of tax and customs collectors and administrators towards efficient tax collection

CORE VALUES

- Husay (Excellence/Competence)
- Giting (Valor/Patriotism)
- Puso (Compassion)
- Katapatan (Integrity)

STAKEHOLDERS

Professionalization of Revenue Employees

Improve customer satisfaction rate

FINANCE

Utilize PTA Budget optimally and strategically

Strengthen PTA Financial Sustainability

INTERNAL PROCESSES

Adopt and facilitate good governance to enhance operational efficiency and effectiveness

Efficient and effective administration of Learning and Development Programs

LEARNING & GROWTH

Strengthen organizational culture and structure to inspire lifelong learning, growth and better performance

EFFICIENT RESOURCE MOBILIZATION

ORGANIZATIONAL DEVELOPMENT AND EXCELLENCE

GLOBALLY-COMPETITIVE TAX EDUCATION PROGRAMS

PHILIPPINE TAX ACADEMY (PTA)
2025 Performance Scorecard
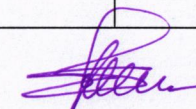
		Component				Baseline		Target	
		Objective/Measure	Formula	Weight	Rating System	2022	2023	2024	2025
STAKEHOLDERS	SO 1	**Professionalization of Revenue Employees**							
	SM 1	Percentage of PTA Learners Who Have Demonstrated Positive Change in Behavior in Job Performance	No. of assessable learners with improved behavior in the workplace over No. assessable of learners trained	3%	Actual over Target	N/A	0.44% (32/7242)	60%	60% of PTA-Bureau Learners
	SO 2	**Improve Customer Satisfaction Rate**							
	SM 2	Customer Satisfaction Survey (CSS)	Total Number of Satisfied Respondents over Total number of respondents	10%	Actual over Target 0% = if below 80%	N/A	Non-Compliant	90%	90%
			Sub-total	13%					
FINANCE	SO 3	**Utilize PTA Budget Optimally and Strategically**							
		Budget Utilization Rate (BUR)							
	SM 3	a. National Government (NG) Subsidy – Obligation Rate *(Both net of PS cost)*	Total Obligated over Total NG Subsidy	5%	Actual over Target	N/A	100%	90%	90%
		b. NG Subsidy – Disbursement Rate *(Both net of PS cost)*	Total Disbursement over Total Obligations	3%	Actual over Target	N/A	65.49%	90%	90%

		Component				Baseline		Target	
		Objective/Measure	Formula	Weight	Rating System	2022	2023	2024	2025
FINANCE		c. Disbursement Rate from Internally Generated Fund (IGF)	Actual amount from IGF over COB *(Both net of PS Cost)*	2%	Actual over Target	N/A	N/A	90%	90%
	SO 4	**Strengthen PTA Financial Sustainability**							
	SM 4	Total Revenue Generated (Excluding Subsidy)	Total Revenue	8%	Actual over Target	N/A	N/A	Improvement from the 2023 Internally Generated Revenue	₱5.46 M
			Sub-total	*18%*					
INTERNAL PROCESS	**SO 5**	**Adopt and Facilitate Good Governance to Enhance Operational Efficiency and Effectiveness**							
	SM 5	Compliance to Quality Standards	Actual Accomplishment	6%	All or Nothing	N/A	No Accomplishment	ISO 9001:2015 Certification	ISO 9001:2015 - Surveillance Audit Passed
	SO 6	**Efficient and Effective Administration of Learning and Development Programs**							
	SM 6	Number of Programs/Modules Designed and Implemented	Total no. of programs and/or modules designed and implemented	15%	Actual over Target	N/A	53	30	30
	SM 7	Number of Learners Who Have Fully Participated in Various Learning and Development (L&D) Programs	Total no. of learners who have attended all the modules of a course under the L and D program	12%	Actual over Target	N/A	7,242	5,000	6,000 PTA-Bureau Learners
	SM 8	Number of Research for Program Development and Innovations Completed (New Studies)	Total no. of research published and/or presented	6%	Actual over Target	N/A	1	2	4

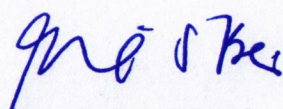| Component					Baseline		Target	
	Objective/Measure	Formula	Weight	Rating System	2022	2023	2024	2025
INTERNAL PROCESS SM 9	Uptime of Enterprise Learning Management System (*ELMS*) Portal	Total minutes of Enterprise Learning Management System (*ELMS*) availability and accessibility online (uptime) over total minutes of the year	10%	Actual over Target	N/A	100%	90%	90%
SM 10	Number of Institutional Partners for Learning and Development Programs	Total No. of Institutional Partners for Learning and Development Programs	12%	Actual over Target	N/A	2	3 (1 domestic, 2 international)	4 (new) *Cumulative number at the end of 2025 should not be lower than 4 (existing) + 4 new*
		Sub-total	**61%**					
SO 7	**Strengthen Organizational Culture and Structure to inspire Lifelong Learning, Growth, and Better Performance**							
LEARNING AND GROWTH SM 11	Percentage of Employees with Required Competencies Met	Total no. of filled plantilla meeting required competencies over total number of filled plantilla *(as of June 30, 2025)*	5%	All or Nothing	N/A	20% (3 of 15 met all the competencies)	Improvement from the baseline	Improvement from 2024
SM 12	Development and Implementation of Disaster Risk Reduction and Management (DRRM) Plan	Actual Accomplishment	3%	All or Nothing	N/A	N/A	N/A	Approved Public Service Continuity (PSCP) Plan
		Sub-total	**8%**					
		TOTAL	**100%**					

Component				Baseline		Target	
Objective/Measure	Formula	Weight	Rating System	2022	2023	2024	2025
BONUS STRATEGIC MEASURE							
GAD Budget Utilization	Actual Disbursement for GAD-related Activities over Total COB	1%	All or Nothing	N/A			5% of Total COB
ISO Certification on Business Continuity Management Systems (BCMS)	Actual Accomplishment	1%	All or Nothing	N/A			ISO 22301:2019 Certification

For GCG:

ATTY. GERALDINE MARIE BERBERABE-MARTINEZ
Commissioner

For PTA:

HON. GIL S. BELTRAN
President