

2021 PERFORMANCE SCORECARD (ANNEX B)

PHILIPPINE AMUSEMENT AND GAMING CORPORATION (PAGCOR)

	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2018	2019	2020	2021	
SOCIAL IMPACT	SO 1	Increase Contribution to National Government Coffers and Nation-Building Efforts							
	SM 1	Payment of Mandatory Contributions	Number of Recipient Agencies Which Received 100% of Mandatory Contributions Due for 2021 / Total Number of Recipient Agencies <sup>1</sup>	25%	(Actual / Target) x Weight <sup>2</sup>	₱57.18 Billion	2018 Actual + 19% Increase	100% Payment of Mandatory Contributions to Recipient Agencies	100% Payment of Mandatory Contributions to Recipient Agencies
	SO 2	Increase Gross Gaming Revenue of the Industry							
	SM 2	Increase Total Industry Gross Gaming Revenue <sup>3</sup>	Absolute Amount	25%	(Actual / Target) x Weight	₱205.76 Billion	2018 Actual + 22% Increase	₱95,080 Billion	₱130.275 Billion
			<b>Sub-total</b>	<b>50%</b>					
FINANCE	SO 3	Increase Revenue of PAGCOR							
	SM 3	Increase Income from Gaming Operations	Absolute Amount	20%	(Actual / Target) x Weight	₱67.85 Billion	₱75.76 Billion	₱29.352 Billion	₱37.646 Billion <sup>4</sup>
				<b>Sub-total</b>	<b>20%</b>				

<sup>1</sup> There are nine (9) identified recipient agencies. All Host Cities are considered as one (1) recipient agency.

<sup>2</sup> The nominator "actual" refers to the recipient agencies which received 100% of mandatory contributions due for 2021. The denominator "target" refers to the nine (9) recipient agencies.

<sup>3</sup> Gross Gaming Revenue, also referred to as Casino Gross Revenue, as defined by PAGCOR's regulatory manuals, includes revenues from licensees and PAGCOR casinos (table games, slot machines, bingo (traditional and e-bingo, PeGS/Instawin), but excludes offshore gaming.

<sup>4</sup> Target based on the revised Statement of Financial Performance submitted to the DBM.

	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2018	2019	2020	2021	
STAKEHOLDERS	<b>SO 4</b>	<b>Ensure a Conducive Business Environment within a Level Playing Field</b>							
	SM 4a	Percentage of Satisfied Customers (Casino Filipino Customers)	Total Number of Respondents which gave at least Satisfactory Rating / Total Number of Respondents	5%	(Actual / Target) x Weight If Less Than 80% = 0%	Survey Not Acceptable	96.25%	90%	90%
	SM 4b	Percentage of Satisfied Customers (Licensees)		5%					
			<b>Sub-total</b>	<b>10%</b>					
INTERNAL PROCESS	<b>SO 5</b>	<b>Improve Products, Services, and Operational Efficiency</b>							
	SM 5	Attain ISO 9001:2015 Recertification	Actual Accomplishment	5%	All or Nothing	ISO 9001:2015 Recertification	ISO 9001:2015 Recertification	Retention of ISO 9001:2015 Certification (Pass Surveillance Audit)	Retention of ISO 9001:2015 Certification (Pass Surveillance Audit)
	SM 6	Percentage of Applications Processed Within Prescribed Period	Number of Transactions Processed Within the Prescribed Period <sup>5</sup> / Number of Transactions of the Year	10%	(Actual / Target) x Weight	-	-	100% of Transactions Processed Within the Prescribed Period	100% of Transactions Processed Within the Prescribed Period
			<b>Sub-total</b>	<b>15%</b>					

<sup>5</sup>As indicated in the Citizen's Charter as approved by the Anti-Red Tape Authority (ARTA) and ARTA Memorandum Circular Nos. 2020-03 dated 20 March 2020 and 2020-03-A dated 11 June 2020.

	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2018	2019	2020	2021	
LEARNING & GROWTH	SO 6	Enhance Employee Competency and Motivation							
	SM 7	Percentage of Employees Meeting Required Competencies	Competency Baseline <sup>6</sup> 2021 – Competency Baseline 2020	5%	All or Nothing	Capacity Building on Competency Assessment Conducted and Competency Measure / Assessment Tool Developed	100% of Employees Assessed to Determine Competency Level and Competency Gaps	Improvement in the Competency Baseline of the Organization	Improvement in the Competency Baseline of the Organization
			<b>Sub-total</b>	<b>5%</b>					
			<b>TOTAL</b>	<b>100%</b>					

<sup>6</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:

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

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