

## PHILIPPINE AMUSEMENT AND GAMING CORPORATION (PAGCOR)

	Objective/Measure	Component			Baseline Data			Target	
		Formula	Weight	Rating System	2017	2018	2019		
SOCIAL IMPACT	SO 1	Increase Contribution to National Government Coffers in Nation-Building Efforts							
	SM 1	Payment of Mandatory Contributions	Number of Recipient Agencies Which Received 100% of Mandatory Contributions Due for 2020 / Total Number of Recipient Agencies <sup>1</sup>	25%	(Actual / Target) x Weight	₱42.17 Billion	₱57.18 Billion	(2018 Actual + 20% Increase)	100% C Rec
	SO 2	Increase Gross Gaming Revenue (GGR) of the Industry							
	SM 2	Increase Total Industry Gross Gaming Revenue <sup>2</sup>	(2020 GGR – 2019 GGR) / 2019 GGR	25%	(Actual / Target) x Weight	₱170.40 Billion	₱205.76 Billion	2018 Actual + 17% Increase	201%
		<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	₱57.34 Billion	₱67.85 Billion	N/A	₱
			<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> 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 game machines, bingo (traditional and e-bingo, PeGS/Instawin), but excludes offshore gaming.

<sup>3</sup> Based on historical data, the GGR has been increasing with an average of 20% from 2014 to 2018. Closure of Suncity, one of PAGCOR's junket operators, was taken into consideration in the

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STAKEHOLDERS	SO 4	<b>Ensure a Conducive Business Environment within a Level Playing Field</b>							
	SM 4	Percentage of Satisfied Customers	Total Number of Respondents which gave at least Satisfactory Rating / Total Number of Respondents	10%	(Actual / Target) x Weight If Less Than 80% = 0%	N/A	Result not acceptable	90%	
			<b>Sub-total</b>	<b>10%</b>					
INTERNAL PROCESS	SO 5	<b>Improve Service Delivery and Operational Efficiency</b>							
	SM 5	Attain ISO 9001:2015 Recertification	Actual Accomplishment	5%	All or Nothing	ISO 9001:2015 Certified	ISO 9001:2015 Recertification	ISO 9001:2015 Recertification	Re Ce su
	SM 6	Percentage of Applications Processed Within Prescribed Period	Number of Transactions Processed Within the Prescribed Period / Number of Transactions of the Year	10%	(Actual / Target) x Weight	-	-	-	Proc Pre
			<b>Sub-total</b>	<b>15%</b>					

<sup>4</sup> As indicated in the Citizen's Charter as approved by the Anti-Red Tape Authority.

Component					Baseline Data			Target	
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LEARNING & GROWTH	SO 6	Enhance Employee Competency and Motivation							
	SM 7	Percentage of Employees Meeting Required Competencies	Actual Accomplishment	5%	All or Nothing	50% Position Profiles submitted with no Competency Baseline Established	Capacity Building on Competency Assessment Conducted and Competency Measure / Assessment Tool Developed	Assessment of 100% Employees to Determine Competency Level and Competency Gaps	Improvement
			<b>Sub-total</b>	<b>5%</b>					
			<b>TOTAL</b>	<b>100%</b>					

<sup>5</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

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

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