MARAWI RESORT HOTEL, INC. (MRHI)

		Component				Baseline Data		Target	
		Objective/Measure	Formula	Weight	Rating System	2021	2022	2023	2024
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	Cannot Be Validated	90%	24%
	SM 2	Number of Conferences/Seminars and Events Conducted	Absolute Number	20%	(Actual / Target) x Weight	N/A	Cannot Be Validated	100	130
	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	Cannot Be Validated	90%	90%[1]
		Sub-total		**50%**					

[1] Based on GCG-ARTA Joint Memorandum Circular (JMC) No. 1, series of 2023. Covers customers availing the GOCC's *external services* only.

		Component				Baseline Data		Target	
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FINANCIAL	**SO 3**	**Guarantee Profitability and Sustainability**							
	SM 4	Net Operating Income	Operating Income – Operating Expenses	15%	(Actual / Target) x Weight	N/A	₱221,362.10	₱562,000	₱1.20 Million
	SO 4	**Improve Budget Utilization Rate**							
	SM 5	Disbursements Budget Utilization Rate	Total Disbursements / Total Board-Approved Corporate Operating Budget *(Both Net of PS Cost)*	5%	(Actual / Target) x Weight	N/A	Cannot Be Validated	90%	90%
		Sub-total		**20%**					
INTERNAL PROCESS	**SO 5**	**Develop Marketing and Promotion Strategies**							
	SM 6	Board-approved Marketing Plan	Actual Accomplishment	10%	All or Nothing	N/A	Cannot Be Validated	Board-approved Marketing Plan	Board-approved Marketing Plan
	SO 6	**Improve Products, Services, and Operational Efficiency**							
	SM 7	Institutionalized Quality Management System	Actual Accomplishment	10%	All or Nothing	N/A	Cannot Be Validated	Board-Approved: (a) Quality Policy (b) Quality Management System Manual (c) Quality Management System Procedure	Board-Approved: (a) Quality Policy (b) Quality Management System Manual (c) Quality Management System Procedure

		Component				Baseline Data		Target	
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LEARNING AND GROWTH	SM 8	Automated Systems and Processes	Actual Accomplishment	5%	All or Nothing	N/A	Cannot Be Validated	Submission of the Board-Approved Information Systems Strategic Plan (ISSP) to the Department of Information and Communications Technology (DICT)	Submission of the Board-Approved Information Systems Strategic Plan (ISSP) to the Department of Information and Communications Technology (DICT)
		Sub-total		**25%**					
	SO 7	**Develop Organizational Competencies**							
	SM 9	Board-approved Competency Framework of the Organization	Actual Accomplishment	5%	All or Nothing	N/A	Cannot Be Validated	Board-approved Competency Framework with the following documents: 1. Competency Catalogue 2. Competency Framework 3. Competency Tables	Board-approved Competency Framework with the following documents: 1. Competency Catalogue 2. Competency Framework 3. Competency Tables 4. Competency Matrix 5. Position Profiles 6. Competency-based Job Description
		Sub-total		**5%**					
		Total		**100%**					