

NATIONAL HOUSING AUTHORITY

		Component			Baseline Data			Target	
		Objective/Measure	Formula	Weight	Rating System	2016	2017	2018	2019
STAKEHOLDERS/SOCIAL IMPACT	SO 1	Scale-Up Provision of Safe and Affordable Housing Responsive to the Needs of Informal Settler Families (ISFs) and Low-Income Formal Sector							
	SM 1	Percent of Housing Units Started	Total number of housing units started through NTP / Total number of housing starts for the year per Board-approved Work Program	12.50%	(Actual/Target) x Weight 0% = If 80% and below	No data available	No data available	-	100% of Total Housing Starts per 2019 Board-Approved Work Program
	SM 2	Percent of Units Completed within the Project Duration	Total number of fully completed units in 2019 / Total number of completions target per Board-approved Work Program	12.50%	(Actual/Target) x Weight 0% = If 80% and below	53%	-	90% (82,229 out of 91,366)	90% of Total Completions Target per 2019 Board-Approved Work Program
	SM 3	Number of Community Facilities Completed in Existing Resettlement Sites (18 Live Cases)	Actual number of community facilities completed in existing relocation sites	5%	(Actual/Target) x Weight	N/A	N/A	53 Community Facilities Completed	22 Community Facilities Completed

		Component			Baseline Data			Target	
Objective/Measure	Formula	Weight	Rating System	2016	2017	2018	2019		
SM 4	Percent of Housing Units Disposed	Total Number of units awarded or disposed / Total number of Inventory for disposition	15%	(Actual/Target) x Weight	20% ¹ (33,033 / 167,730)	-	66% ¹ (46,251 / 69,908)	100%	
SM 5	Percent of Housing Units Occupied	Number of occupied units / Number of units ready for occupancy as of 1 st quarter of 2019	10%	(Actual/Target) x Weight	N/A	59% (131,593 / 224,128)	75% (78,104 / 104,139)	80%	
SO 2	Strengthen Strategic Partnerships with Stakeholders								
SM 6	Number of Beneficiary-Families below Poverty Threshold provided Access to Livelihood Trainings & Other Income-Generating Interventions	Actual number of beneficiary families in NHA-administered projects provided livelihood trainings and other income generating interventions	5%	(Actual/Target) x Weight	33,465	46,826	55,200	36,750	
SO 3	Improve Stakeholder Satisfaction								
SM 7	Percentage of Satisfied Customers	Number of respondents who rated at least satisfactory / Total number of survey respondents	5%	(Actual/Target) x Weight 0% if below 80%	No Survey Conducted	84% of stakeholders rated Very Satisfied and Somewhat Satisfied	90%	90%	
Sub-total			65%						

¹ Pertains to the aggregate Percent of Housing units disposed:

2016: for old inventory - 41% (16,559 out of 40,741) and for new inventory – 13% (16,474 out of 126,989)

2018: for old inventory - 65% (44,608 out of 68,265) and for new inventory: 100% (1,643 out of 1,643) as provided under the GCG-modified 2018 Performance Scorecard.

		Component			Baseline Data			Target	
		Objective/Measure	Formula	Weight	Rating System	2016	2017	2018	2019
FINANCE	SO 4	Efficient Budget Management							
	SM 8	Budget Utilization Rate	Total actual disbursements / Total DBM-approved Corporate Operating Budget (net of Personal Services Cost)	10%	90% to 100% = 10%; 80% to 89% = 5%; < 80% = 0% More than 100% = 0%	N/A	N/A	90%	90%
	SO 5	Efficient Asset Management							
	SM 9	Collection Efficiency of Residential Lots	Total actual collection for residential lots / Total Amount Due	10%	(Actual/Target) x Weight 0% if less than 37%	31% (₱0.709 Billion / ₱2.30 Billion)	-	50% (₱1.867 Billion / ₱3.733 Billion)	55%
	Sub-total			20%					
INTERNAL PROCESS	SO 6	Established Quality Management System							
	SM 10	ISO Certification	Actual accomplishment	5%	All or Nothing	ISO Certification not obtained	ISO 9001:2008 Certification	ISO 9001:2015 Certification	ISO 9001:2015 Certification Maintained
	Sub-total			5%					
LEARNING & GROWTH	SO 7	Optimum Utilization of Information Technology							
	SM 11	Implementation of the 2019-2021 ISSP for the Authority	Actual Accomplishment	5%	All or Nothing	N/A	N/A	Approved ISSP for the Period 2019-2021 as submitted to DICT	100% of ISSP Deliverables for 2019 Completed

	Component				Baseline Data			Target	
	Objective/Measure	Formula	Weight	Rating System	2016	2017	2018	2019	
LEARNING & GROWTH	SO 8	Established Competency-Based Framework							
	SM 12	Percentage of Employees Meeting Required Competencies	Actual accomplishment	5%	All or Nothing	Human Resource Competency Based Framework Approved by the NHA General Manager	Competency Baseline for Employees under executive/managerial level was not established	Board-Approved Competency Tables and Competency Matrix	Board-Approved Competency-Based Framework/Model ² which shall include the following: (1) Competency Tables (2) Competency Matrix (3) Position Profiles (4) Competency-Based Job Description Conduct competency assessment based on approved framework to 100% of employees under Executive and Managerial levels
				Sub-total	10%				
				Total	100%				

² **Competency Tables:** A set of tables containing an operational definition for each competency, identifying the behavioral indicators associated with the competency, and classifying the behavioral indicators into different levels, showing a progression of proficiency. **Competency Matrix:** A matrix of all position titles and competencies that identifies the (1) competencies required for each position and (2) the required competency levels for those competencies. **Position Profiles:** A set of profiles for all positions identifying the (1) competencies required for each position title, and the (2) behavioral indicators associated with these required competencies. The behavioral indicators must be in accordance with the competency levels required for the position title under the Competency Matrix. **Competency-Based Job Description:** A set of all job descriptions of all position titles identifying the (1) tasks and sub-tasks associated with each position title, (2) the competencies required for the position title, (3) the competency levels for these required competencies, and (4) the behavioral indicators associated with the competency levels.