

**PHILIPPINE AMUSEMENT AND GAMING CORPORATION (PAGCOR)
Recalibrated 2020 Performance Scorecard**

		Component						Target	
		Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020
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 ¹	25%	(Actual / Target) x Weight	₱42.17 Billion	₱57.18 Billion	(2018 Actual + 20% Increase)	100% Payment of Mandatory Contributions to Recipient Agencies
	SO 2	Increase Gross Gaming Revenue (GGR) of the Industry							
	SM 2	Increase Total Industry Gross Gaming Revenue ²	<u>Absolute Amount</u>	25%	(Actual / Target) x Weight	₱170.40 Billion	₱205.76 Billion	2018 Actual + 17% Increase	<u>₱95.080 Billion</u>
			Sub-total	50%					
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	<u>₱29.352 Billion</u>
				Sub-total	20%				

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

² 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.

	Component						Target		
	Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020	
STAKEHOLDERS	SO 4	Ensure a Conducive Business Environment within a Level Playing Field							
	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%	90%
			Sub-total	10%					
INTERNAL PROCESS	SO 5	Improve Service Delivery and Operational Efficiency							
	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	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 / Number of Transactions of the Year	10%	(Actual / Target) x Weight	-	-	-	<u>Process at least 80% of transactions within the turnaround time based on Citizen's Charter</u>
			Sub-total	15%					

	Component						Target		
	Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020	
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 in the Competency Baseline of the Organization ³
			Sub-total	5%					
			TOTAL	100%					

³ 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:

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

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