

MARAWI RESORT HOTEL, INC. (MRHI)
Validation Result of 2023 Performance Scorecard

	Component					MRHI Submission ¹		GCG Evaluation		Supporting Documents	GCG Remarks	
	Objective/Measure		Formula	Weight	Rating System	Target	Actual	Rating	Actual			Rating
SOCIAL IMPACT	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	90% ²	-	-	Cannot be validated	0%	Guest List Arrival 2023	The GCG cannot objectively validate MRHI's accomplishment due to incomplete submission of supporting documents. Item 9 of GCG M.C. No. 2023-01 states that for measures for which the GOCC fails to submit the requested validating documents within the prescribed deadline, and for accomplishments that cannot be objectively verified by GCG on account of inadequate or incomplete documentation shall be given an automatic zero score.
	SM 2	Number of Conferences/ Seminars and Events Conducted in MRHI	Absolute Number	20%	(Actual / Target) x Weight	100	-	-	Cannot be validated	0%	No supporting documents submitted	The GCG cannot objectively validate MRHI's accomplishment due to non-submission of supporting documents.

¹ MRHI did not submit an Annual Performance Report
² The impact of events/factors beyond the control of MRHI will be considered during the annual validation, e.g. Ramadan.

Validation Result of the 2023 Performance Scorecard (Annex A)

	Component					MRHI Submission ¹		GCG Evaluation		Supporting Documents	GCG Remarks	
	Objective/Measure	Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating			
	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%	90%	-	-	Not Compliant	0%	Harmonized Client Satisfaction Measurement Results of GOCCs Covered by R.A. No. 10149 as endorsed by the Anti-Red Tape Authority (ARTA)	ARTA tagged MRHI as <i>Not Compliant</i> due to the non-submission of the CSM Report.
		Sub-total		50%				-		0%		
FINANCIAL	SO 3 Guarantee Profitability and Sustainability											
	SM 4	Net Operating Income	Net Operating Income – Net Operating Expenses	15%	(Actual / Target) x Weight	₱562,000	-	-	(₱433,004)	0%	2023 Commission on Audit (COA) Annual Audit Report	The validated accomplishment was computed based on the Operating Income of ₱11,156,615 and Operating Expenses of ₱11,589,619.

Validation Result of the 2023 Performance Scorecard (Annex A)

INTERNAL PROCESS	Component					MRHI Submission ¹		GCG Evaluation		Supporting Documents	GCG Remarks	
	Objective/Measure	Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating			
	SO 4 Improve Budget Utilization Rate											
	SM 5	Disbursements Budget Utilization Rate	Total Disbursements / Board-Approved Corporate Operating Budget (both net of PS Cost)	5%	(Actual / Target) x Weight	90%	-	-	Cannot be validated	0%	2023 COA Annual Audit Report	The Governance Commission noted a COA audit observation which states: "Non-preparation of the agency's COB for Current Year 2023 in its prescribed form and its non-submission to the DBM..." COA further states that due to this, "...there is no assurance that all expenses incurred are allowable and supportive of government programs." ³
		Sub-total		20%				-		0%		
SO 5 Develop Marketing and Promotion Strategies												
	SM 6	Develop Marketing Plan	Actual Accomplishment	10%	All or Nothing	Board-Approved Marketing Plan	-	-	Cannot be validated	0%	Marketing Plan	The submitted document was a draft Marketing Plan only, as it is neither signed nor approved by the Board of Directors.

³ Summary of Significant Observations and Recommendations – Item No. 5 of the 2023 COA Annual Audit Report, page iv.

Validation Result of the 2023 Performance Scorecard (Annex A)

Component						MRHI Submission ¹		GCG Evaluation		Supporting Documents	GCG Remarks
Objective/Measure	Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating			
SO 6 Improve Products, Services, and Operational Efficiency											
SM 7	Institutionalize Quality Management System	Actual Accomplishment	10%	All or Nothing	Board-Approved: a. Quality Policy b. Quality Management System Manual c. Quality Management System Procedure	-	-	Cannot be validated	0%	No supporting documents submitted	The GCG cannot objectively validate MRHI's accomplishment due to non-submission of supporting documents.
SM 8	Automated Systems and Processes	Actual Accomplishment	5%	All or Nothing	Submission of the Board-Approved Information Systems Strategic Plan (ISSP) as submitted to the Department of Information and Communications Technology (DICT)	-	-	Cannot be validated	0%	No supporting documents submitted	The GCG cannot objectively validate MRHI's accomplishment due to non-submission of supporting documents.
	Sub-total		25%				-		0%		

Validation Result of the 2023 Performance Scorecard (Annex A)

	Component					MRHI Submission ¹		GCG Evaluation		Supporting Documents	GCG Remarks	
	Objective/Measure	Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating			
LEARNING & GROWTH	SO 7	Develop Organizational Competencies										
	SM 9	Board-Approved Competency Framework	Actual Accomplishment	5%	All or Nothing	Board-Approved Competency Framework ⁴ with the following documents: 1. Competency Catalogue 2. Competency Framework 3. Competency Tables	-	-	Cannot be validated	0%	No supporting documents submitted	The GCG cannot objectively validate MRHI's accomplishment due to non-submission of supporting documents.
		Sub-total		5%				-		0%		
		TOTAL		100%				-		0%		

Annex A Reviewed and Certified Correct by:

Signature Redacted

ATTY. MARICOR E. LACAMBACAL
Director IV
Corporate Governance Office C

Signature Redacted

JAENA M. ROSAL
Director III
Corporate Governance Office C

⁴ Deliverables should comply with the minimum requirements provided in the FAQs on Competency Framework published on GCG Website.