

NATIONAL HOUSING AUTHORITY (NHA)

Component					Baseline Data <sup>1</sup>		Target		
					2021	2022	2023	2024	
Objective/Measure	Formula	Weight	Rating System						
<b>SO 1 Enhance Provision of Safe, Resilient, and Affordable Housing</b>									
STAKEHOLDERS/SOCIAL IMPACT	SM 1	Percentage of Housing Units Started	Total Number of Housing Units <sup>2</sup> Started through Notice to Proceed (NTP) and/or Disbursement Voucher Divided by Total Housing Unit Start Target Less Number of Units Affected by External Factors	10%	(Actual / Target) x Weight	33.88%	Cannot Be Validated	100% of Total Board-Approved Target Starts	100% of Total Board-Approved Target Starts
	SM 2	Percentage of Housing Units Completed Within the Project Duration	Total Number of Fully Completed Units in 2024 Divided by Total Number of Completions Target Less Number of Units Re-Scheduled /Deferred as a Result of Granted Time Extensions,	10%	(Actual / Target) x Weight	34.27%	18.47%	90% of Total Completions Target	90% of Total Completions Target

<sup>1</sup> The 2021 and 2022 baseline data are based on the Validated 2021 and 2022 Performance Scorecard released by the Governance Commission.  
<sup>2</sup> Housing units include the following: (1) House and Lot Packages; (2) Housing Units; (3) Lots, (4) Low-Rise Building Units. The same definition shall apply to the term "housing unit" used in succeeding measures.



Component				Baseline Data <sup>1</sup>		Target		
Objective/Measure	Formula	Weight	Rating System	2021	2022	2023	2024	
			Granted Work Suspension Orders, and Termination of Contracts					
SM 3	Percentage of Housing Units Awarded	10%	Total Number of Awarded Residential Lots and or Housing Units Divided by Total Number of Inventory of Ready for Disposition as of Last Working Day of December 2023	(Actual / Target) x Weight	77.54%	Cannot Be Validated	72.50%	72.50%
SM 4	Percentage of Unawarded Housing Units <sup>3</sup>	10%	Total Number of Unawarded Vacant Residential Lots and or Housing Units/Condo Units Divided by Total Unawarded Vacant Residential Lots and or Housing Units/Condo Units as of Last Working Day of December 2023	{1 - [(Actual - Target) / Target]} x Weight	Not Applicable	Not Applicable	Not Applicable	25%

<sup>3</sup> Pertains to Unawarded and Vacant Housing Units



Component					Baseline Data <sup>1</sup>		Target	
Objective/Measure	Formula	Weight	Rating System	2021	2022	2023	2024	
<b>SO 2</b>	<b>Strengthen Strategic Partnerships with Stakeholders</b>							
SM 5	Number of Beneficiary-Families Provided Access to Livelihood Trainings and Other Income-Generating Interventions	Actual Number of Beneficiary Families in NHA-Administered Projects Provided Livelihood Trainings and Other Income Generating Interventions	10%	(Actual / Target) x Weight	30,848	36,209	42,000	53,271
<b>SO 3</b>	<b>Improve Stakeholder Satisfaction</b>							
SM 6	Percentage of Satisfied Customers <sup>4</sup>	Number of Respondents Who Gave a Rating of At Least Satisfactory / Total Number of Survey Respondents	10%	(Actual / Target) x Weight  <i>If Less Than 80% = 0%</i>	97%	Cannot Be Validated	90%	90% <sup>5</sup>
	<b>Sub-Total</b>		<b>60%</b>					

<sup>4</sup> The baseline data provided is based on the survey results using the methodology of the Governance Commission.

<sup>5</sup> Based on GCG – ARTA Joint Memorandum Circular No. 1, series of 2023. Covers customers availing **external services** only.

Component					Baseline Data <sup>1</sup>		Target		
Objective/Measure	Formula	Weight	Rating System	2021	2022	2023	2024		
<b>SO 4 Ensure Efficient Budget Management</b>									
FINANCIAL	SM 7a	Obligations Subsidy Budget Utilization Rate	Total Obligated Subsidy / Total DBM-Approved COB from Subsidy <i>(Both Net of PS Cost)</i>	2.5%	(Actual / Target) x Weight	Not Applicable	81.10%	90%	90%
	SM 7b	Corporate Fund Budget Utilization Rate	Total Disbursements / Total DBM-Approved COB from Internally Generated Fund <i>(Both Net of PS Cost)</i>	2.5%	(Actual / Target) x Weight	Not Applicable	Not Applicable	Not Applicable	90%
	SM 7c	Disbursements of Prior Years' Subsidy Budget Utilization Rate	Total Disbursement from Prior Years' Subsidy / Prior Years' Subsidy <i>(Both Net of PS Cost)</i>	2.5%	(Actual / Target) x Weight	Not Applicable	96.99%	90%	90%

Component				Baseline Data <sup>1</sup>		Target		
Objective/Measure	Formula	Weight	Rating System	2021	2022	2023	2024	
SM 7d	Disbursements Subsidy Budget Utilization Rate	Total Disbursements / Total Obligations (Both Net of PS Cost)	2.5%	(Actual / Target) x Weight	35.20%	34.92%	90%	90%
<b>SO 5</b>	<b>Ensure Efficient Asset Management</b>							
SM 8	Collection Efficiency of Residential Lots/Units	Total Actual Collection <sup>6</sup> / Total Amount Due <sup>7</sup>	10%	(Actual / Target) x Weight	Cannot Be Validated	Cannot Be Validated	50%	50%
	<b>Sub-Total</b>		<b>20%</b>					

<sup>6</sup> Total Actual Collection – Programmed Collection Plus Collection from Prior Years

<sup>7</sup> Total Amount Due – Collection for the Year Plus Arrears from Previous Year



	Component				Baseline Data <sup>1</sup>		Target		
	Objective/Measure	Formula	Weight	Rating System	2021	2022	2023	2024	
INTERNAL PROCESS	<b>SO 6</b>	<b>Maximize Utilization of Information and Communication Technology</b>							
	SM 9	Implementation of the Information Systems Strategic Plan (ISSP)	Total Number of Deliverables <sup>8</sup> Due for 2024 Attained/ Total Number of Deliverables Due for 2024	5%	All or Nothing per Deliverable	50% of 2021 Deliverables Completed	Completed 1 out of 8 Target Deliverables for the Year (Data Center Migration and Network Rehabilitation)	Completed 100% of 2023 Deliverables Based on 2021-2023 ISSP	100% Attainment of the 2024 ISSP Deliverables
	<b>SO 7</b>	<b>Maintain Quality Management System</b>							
	SM 10	ISO 9001:2015 Certification	Actual Accomplishment	5%	All or Nothing	ISO 9001:2015 Certification Attained	ISO 9001:2015 Certification Maintained	ISO 9001:2015 Certification Maintained	ISO 9001:2015 Re-Certification

<sup>8</sup> Deliverables refer to systems/applications.

Component					Baseline Data <sup>1</sup>		Target	
Objective/Measure	Formula	Weight	Rating System	2021	2022	2023	2024	
	<b>Sub-Total</b>		<b>10%</b>					
<b>SO 8</b>	<b>Enhance Employee Competencies</b>							
<b>LEARNING AND GROWTH</b>	SM 11	Competency Level 2024 – Competency Level 2023  (Where Competency Level = Total Number of Employees with Required Competencies Met / Total Number of Employees)	10%	All or Nothing	Competency Baseline Established	No Improvement in the Competency Baseline of the Organization	Improvement in the Competency Baseline of the Organization	Increase from 2023 Actual Competency Level
		<b>Sub-Total</b>		<b>10%</b>				
	<b>TOTAL</b>		<b>100%</b>					

For GCG:

  
**ATTY. MARIUS P. CORPUS**  
 Chairperson

For NHA:

  
**MR. ALVIN S. FELICIANO**  
 NHA Assistant General Manager