

MARAWI RESORT HOTEL, INC. (MRHI)

	Component				Baseline Data		Target		
	Objective/Measure		Formula	Weight	Rating System	2022	2023	2024	2025
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	Cannot Be Validated	Cannot Be Validated	24%	24%
	SM 2	Number of Conferences/Seminars and Events Conducted	Absolute Number	20%	(Actual / Target) x Weight	Cannot Be Validated	Cannot Be Validated	130	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 <i>If less than 80% = 0%</i>	Cannot Be Validated	Not Compliant	90%	90% ¹
		Sub-total			50%				

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



	Component				Baseline Data		Target		
	Objective/Measure		Formula	Weight	Rating System	2022	2023	2024	2025
FINANCIAL	SO 3	Guarantee Profitability and Sustainability							
	SM 4	Net Operating Income	Operating Income – Operating Expenses	15%	(Actual / Target) x Weight	₱221,362.10	(₱433,004)	₱1.20 million	₱0.51 million
	SO 4	Improve Budget Utilization Rate							
	SM 5	Disbursement Utilization Rate	Budget Total Disbursements / Total Board-Approved Corporate Operating Budget (Bot Net of PS Cost)	5%	(Actual / Target) x Weight	Cannot Be Validated	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	Cannot Be Validated	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	5%	All or Nothing	Cannot Be Validated	Cannot Be Validated	Board-approved: (a) Quality Policy (b) Quality Management System Manual (c) Quality Management System Procedure	Board-approved Quality Policy, Board-approved Quality Management System Manual, and Board-approved Quality Management System Procedure
		5%		ISO 9001:2015 Certification					

	Component					Baseline Data		Target	
	Objective/Measure		Formula	Weight	Rating System	2022	2023	2024	2025
	SM 8	Automated Systems and Processes	Actual Accomplishment	5%	All or Nothing	Cannot Be Validated	Cannot Be Validated	Submission of the Board-Approved Information Systems Strategic Plan (ISSP) to the Department of Information and Communications (DICT)	Submission of the Board-Approved Information Systems Strategic Plan (ISSP) to the Department of Information and Communications (DICT)
		Sub-total		25%					
	SO 7	Develop Organizational Competencies							
LEARNING AND GROWTH	SM 9	Board-approved Competency Framework of the Organization	Actual Accomplishment	2.5%	All or Nothing	Cannot Be Validated	Cannot Be Validated	Board-approved Competency Framework, which includes: (1) Competency Catalogue (2) Competency Framework (3) Competency Tables (4) Competency Matrix (5) Position Profiles (6) Competency-based Job Description	Board-approved Competency Framework, which includes: (1) Competency Catalogue (2) Competency Framework (3) Competency Tables (4) Competency Matrix (5) Position Profiles (6) Competency-based Job Description
	SO 8	Establish Disaster Resilience							

	Component					Baseline Data		Target	
	Objective/Measure		Formula	Weight	Rating System	2022	2023	2024	2025
	SM 10	Development and Implementation of Disaster Risk Reduction Management (DRRM) Plan	Actual Accomplishment	2.5%	All or Nothing	N/A	N/A	N/A	Board-approved Public Service Continuity Plan (PSCP)
		Sub-total		5%					
		Total		100%					
BONUS STRATEGIC MEASURE:									
FINANCIAL	GAD Budget Utilization Rate		Actual Disbursement for GAD-related Activities / Total COB	1%	All or Nothing	N/A	N/A	N/A	5% of Total Budget
INTERNAL PROCESS	ISO Certification on any of the following Standards:								
	i. Environmental Management System Certification		Actual Accomplishment	1%	All or Nothing	N/A	N/A	N/A	ISO 14001:2015 Certification
	ii. Business Continuity Management System (BCMS)		Actual Accomplishment		All or Nothing	N/A	N/A	N/A	ISO 22301:2019 Certification