

PHILIPPINE AMUSEMENT AND GAMING CORPORATION
MONITORING REPORT OF PERFORMANCE TARGETS

COMPONENT					2020										
	Objective/Measure	Formula	Weight	Rating/ Score	2020 Target (GCG-modified)	1 st Quarter		2 nd Quarter		Revised Full Year Target	3 rd Quarter		4 th Quarter		
						Target	Actual	Target	Actual		Target	Actual	Target	Actual	
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'	25%	Actual/ Target x Weight	100% Payment of Mandatory Contributions to Recipient Agencies	-	Computed for the corresponding mandatory contributions based on the recorded income.	-	Computed for the corresponding mandatory contributions based on the recorded income.		-	-	-	-
	SO 2 Increase Gross Gaming Revenue (GGR) of the Industry														
	SM 2	Increase Total Industry Gross Gaming Revenue	(2020 GGR - 2019 GGR) / 2019 GGR	25%	Actual/ Target x Weight	P297.52 Billion	-	P52.917 Billion	-	P2.420 Billion		-	-	-	-
	<i>Sub-Total</i>		50%												
FINANCIAL	SO 3 Increase revenue of PAGCOR														
	SM 3	Increase Income from Gaming Operations	Absolute Amount	20%	Actual/ Target x Weight	P73.649 Billion	-	P15.415 Billion	-	P0.112 Billion		-	-	-	-
		<i>Sub-Total</i>		20%											
STAKEHOLDERS	SO 4 Ensure a Conducive Business Environment within a Level Playing Field														
	SM 4	Percentage of Satisfied Customers / Stakeholders (Customer Satisfaction Survey)	Total number of responders which gave at least Satisfactory rating / Total number of respondents	10%	Actual/ Target x Weight If less than 80% = 0%	90%	-	-	-	-		-	-	-	-
		<i>Sub-Total</i>		10%											
INTERNAL PROCESS	SO 5 Improve Service Delivery and Operational Efficiency														
	SM 5	Attain ISO 9001:2015 Recertification	Actual Accomplishment	5%	All or Nothing	Pass Surveillance Audit (Retention of ISO 9001:2015 Certification)	-	Completed Internal Quality Audit (IQA) of nine (9) Corporate Departments and three (3) Committees.	-	With the imposition of Enhanced Community Quarantine (ECQ) in the National Capital Region and other specific areas in the country effective March 17, 2020 to contain the outbreak of the COVID-19 virus, all IQA activities were temporarily suspended. Evaluation of the feasibility of implementing remote audit is ongoing.		-	-	-	-

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					Target	Actual	Target	Actual		Target	Actual	Target	Actual	
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	100% of Transactions Processed Within the Prescribed Period	-	BD = 100 % (3/3) GLDD = 100% (1,322/1,322) IGOD = 100 % (20/20) LMD = 100% (356/356) OGLD = 100% (28/28) SD = 100% (7/7) SMD = 100% (142/142) TD = 100% (6/6) AVERAGE = 100%	-	BD = (0/0) GLDD = 100% (1,341/1,341) IGOD = 100 % (4/4) LMD = 71% (41/58) OGLD = 100% (11/11) SD =(0/0) SMD = 100% (18/18) TD =100% (2/2) AVERAGE = 98.81%					
Sub-Total			15%											
SO 6 Enhance Employee Competency and Motivation														
SM 7	Percentage of Employees Meeting Required Competencies	Actual Accomplishment	5%	All or Nothing	Improvement in the Competency Baseline of the Organization	-	Ongoing Presentation of 2019 Competency Assessment Results in departments, branches and SOGs; Conduct of Learning Development Planning Sessions with departments, branches and SOGs; and Conduct of learning interventions amongst departments, branches and SOGs	-	Ongoing Presentation of 2019 Competency Assessment Results in departments, branches and SOGs; Conduct of Learning Development Planning Sessions with departments, branches and SOGs; and Conduct of learning interventions amongst departments, branches and SOGs					
Sub-Total			5%											
TOTAL			100%											

Certified Correct:

Juan Saños
JUANITO L. SAÑOSA, JR.
 CORPORATE SECRETARY & COMPLIANCE OFFICER

Date: July 2020

Sharon S. Quintanilla
SHARON S. QUINTANILLA
 A.V.P. ACCOUNTING DEPARTMENT

Date: July 2020

Approved by:

Andrea D. Domingo
ANDREA D. DOMINGO
 CHAIRMAN AND CHIEF EXECUTIVE OFFICER