

**PHILIPPINE AMUSEMENT AND GAMING CORPORATION**  
MONITORING REPORT OF PERFORMANCE TARGETS

COMPONENT					2021									
	Objective/Measure	Formula	Weight	Rating/ Score	2021 Proposed Target	1 <sup>st</sup> Quarter		2 <sup>nd</sup> Quarter		3 <sup>rd</sup> Quarter		4 <sup>th</sup> 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.	-	-	-	-	-	-
	SO 2 Increase Gross Gaming Revenue (GGR) of the Industry													
	SM 2	Increase Total industry Gross Gaming Revenue	(2020GGR – 2019 GGR) / 2019GGR	25%	Actual/ Target x Weight	P130.275 Billion	P28.236 Billion	P30.026 Billion	P31.325 Billion	-	P34.265 Billion	-	P36.449 Billion	-
	Sub-Total		50%						-	-	-	-	-	
FINANCIAL	SO 3 Increase revenue of PAGCOR													
	SM 3	Increase Income from Gaming Operations	Absolute Amount	20%	Actual/ Target x Weight	P37.065 Billion	P8.174 Billion	P8.363 Billion	P8.814 Billion	-	P9.709 Billion	-	P10.368 Billion	-
		Sub-Total		20%										
STAKEHOLDERS	SO 4 Ensure a Conducive Business Environment within a Level Playing Field													
	SM 4	Percentage of Satisfied Customers (Customer Satisfaction Survey) – Casino Filipino Customers	Total number of responders which gave at least Satisfactory rating / Total number of responders	5%	Actual/ Target x Weight	Attain Satisfaction Rating of "Satisfied" from at least 90% of responders	-	On-going preparation for terms of reference and abstract of canvass for 3 <sup>rd</sup> Party Provider for the 2021 Customer Satisfaction Survey	-	-	-	-	-	-
		Percentage of Satisfied Customers (Customer Satisfaction Survey) – Licensees	Total number of responders which gave at least Satisfactory rating / Total number of responders	5%	Actual/ Target x Weight	Attain Satisfaction Rating of "Satisfied" from at least 90% of responders	-	On-going preparation for the 2021 Customer Satisfaction Survey for the Licensees	-	-	-	-	-	-
		Sub-Total		10%										
INTERNAL PROCESS	SO 5 Improve Service Delivery and Operational Efficiency													
	SM 5	ISO 9001:2015 Recertification	Actual Accomplishment	5%	All or Nothing	Retention of ISO 9001:2015 Certification (pass Surveillance Audit)	-	5 <sup>th</sup> Revision of the Quality Manual and the Quality Procedure for Internal Quality Audit (IQA) were approved by the Board on Feb. 3, 2021.	-	-	-	-	-	-

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					Target	Actual	Target	Actual	Target	Actual	Target	Actual
						Conduct of IQA commenced on Feb. 8, 2021. As of March 31, 2021, IQA of CF-Tagaytay and 7 Corporate Departments/Committees were completed.						
SM 6	Percentage of Applications Processed Within Prescribed Period (as indicated in the Citizens Charter as approved by ARTA)	Number of Transactions Processed Within the Prescribed Period / Number of Transactions of the Year	10%	Actual/Target x Weight	90% of Transactions processed within prescribed period		BD = - GLDD 100% OGLD =100% AVERAGE = 100%					
	<i>Sub-Total</i>		15%									
SO 6	Enhance Employee Competency and Motivation											
SM 7	Improve Competency Baseline of the Organization	Actual Accomplishment	5%	All or Nothing	<p>1 Conversion of existing Job Descriptions (JDs) into Competency based JDs with Key Results Areas (KRAs) and Key Performance Indicators (KPIs);</p> <p>2 Capability Building in Preparation for the Integration of Competencies in Various HR Functions</p> <p>3a Conduct of 2021 Competency Assessment to 1,000 PAGCOR regular employees</p> <p>3b Conduct of learning</p>	<p>1a. Conversion of existing JDs to Competency based JDs with KRAs and KPIs of 50% of positions.</p> <p>b. Conduct of Competency based JD Writeshops amongst departments, branches &amp; Satellite Operation Groups (SOGs).</p>	<p>Completed conversion of existing JDs to Competency-based JDs (CBJDs) with KRAs and KPIs of 50% of positions; and</p> <p>Conduct of CBJD Writeshops amongst departments, branches &amp; Satellite Operation Groups (SOGs).</p>	<p>1a. Validation and finalization of Competency based JDs with KRAs and KPIs of 35% positions;</p> <p>b. Conversion of existing JDs to Competency based JDs with KRAs and KPIs of remaining 50% of positions; and,</p> <p>2. Conduct of Capability Building Workshops for Recruitment and Plantilla Management Division (RPMD), Performance, Talent, and Career Management</p>	<p>1a. Validation and finalization of Competency based JDs with KRAs and KPIs of 35% positions; and,</p> <p>2. Integration of competencies in one (1) RPMD and one (1) HRPPD process.</p>	<p>1. Validation and finalization of Competency based JDs with KRAs and KPIs for the 30% of positions;</p> <p>2. Integration of competencies in one (1) PTCMD and one (1) LDD processes;</p> <p>3a. Conduct of 2021 Competency Assessment to 1,000 regular employees who participated in learning interventions; and,</p> <p>3b. Comparative Summary of</p>		

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					Target	Actual	Target	Actual	Target	Actual	Target	Actual	
				interventions to identified employees in departments, branches, and SOGs			(PTCMD), Learning and Development Division (LDD), and HR Programs & Policies Division (HRPPD) personnel					2020 and 2021 Competency Assessment Results	
	<i>Sub-Total</i>	5%											
	<b>TOTAL</b>	<b>100%</b>											

Certified Correct:

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

Date: \_\_\_\_\_

  
 SHARON S. QUINTANILLA  
 AVP. ACCOUNTING DEPARTMENT

Date: \_\_\_\_\_

Approved by:

  
 ANDREA D. DOMINGO  
 CHAIRMAN AND CHIEF EXECUTIVE OFFICER

Date: \_\_\_\_\_

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