

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

COMPONENT					2021									
	Objective/Measure	Formula	Weight	Rating/Score	2021	1 st Quarter		2 nd Quarter		3 rd Quarter		4 th Quarter		
					Proposed Target	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	(2020GGR – 2019 GGR) / 2019GGR	25%	Actual/Target x Weight	P130.275 Billion	P28.236 Billion	P30.025 Billion	P31.325 Billion	P20.875 Billion	P34.265 Billion	-	P36.449 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	P37.065 Billion	P8.174 Billion	P8.363 Billion	P8.814 Billion	P6.411 Billion	P9.709 Billion	-	P10.368 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 (Customer Satisfaction Survey) – Casino Filipino Customers	Total number of responders which gave at least Satisfactory rating / Total number of respondents	5%	Actual/Target x Weight	Attain Satisfaction Rating of 'Satisfied' from at least 90% of respondents	-	On-going preparation for terms of reference and abstract of canvass for 3 rd Party Provider for the 2021 Customer Satisfaction Survey	-	Proposed procurement of service of 3rd Party Provider was approved by PAGCOR's Board on 24 June 2021 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 respondents	5%	Actual/Target x Weight	Attain Satisfaction Rating of 'Satisfied' from at least 90% of respondents	-	On-going preparation for the 2021 Customer Satisfaction Survey for the Licensees	-	On-going preparation for the 2021 Customer Satisfaction Survey for the Licensees	-	-	-	-
			<i>Sub-Total</i>		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 th Revision of the Quality Manual and the Quality Procedure for Internal Quality Audit (IQA) were approved by the Board on Feb. 3, 2021.	-	Conduct of IQA is on-going. As of June 30, 2021, IQA is 49% complete	-	-	-	-