

PHILIPPINE AMUSEMENT AND GAMING CORPORATION  
MONITORING REPORT OF PERFORMANCE TARGETS

COMPONENT					2022									
Objective/Measure	Formula	Weight	Rating/Score	2022 GCG Modified 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 2022 / Total Number of Recipient Agencies'	25%	(Actual/ Target) x Weight	100% Payment of Mandatory Contributions to Recipient Agencies	-	100% Payment of Mandatory Contributions to Recipient Agencies	-	-	-	-	-	-
	SO 2	Increase Gross Gaming Revenue (GGR) of the Industry												
	SM 2	Increase Total industry Gross Gaming Revenue	Absolute Amount	25%	(Actual/ Target) x Weight	P183.906 Billion	P45.065 Billion	P39.153 Billion	P45.632 Billion	-	P46.425 Billion	-	P45.782 Billion	-
		<i>Sub-Total</i>		50%					-	-		-	-	-
FINANCE	SO 3	Increase revenue of PAGCOR												
	SM 3	Increase Income from Gaming Operations	Absolute Amount	15%	(Actual/ Target) x Weight	P50.139 Billion	P11.931 Billion	P11.294 Billion	P12.281 Billion	-	P12.763 Billion	-	P13.161 Billion	-
	SO 4	Improve Budget Utilization Rate												
	SM 4	Disbursements Budget Utilization Rate	Total Disbursement/Total DBM Approved Corporate Operating Budget (Both Net of PS Cost)	5%	(Actual/ Target) x Weight	90%	-	87.80%	-	-	-	-	-	-
		<i>Sub-Total</i>		20%										
STAKEHOLDERS	SO 5	Ensure a Conducive Business Environment within a Level Playing Field												
	SM 5a	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  If less than 80% = 0%	Attain Satisfaction Rating of "Satisfied" from at least 90% of responders	-	-Preparation of Terms of Reference and Abstract of Canvass for 3 <sup>rd</sup> Party Provider were completed  -The recommendation for the Procurement of a 3 <sup>rd</sup> Party Provider for the	-	-	-	-	-	-

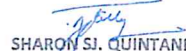
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Objective/Measure	Formula	Weight	Rating/Score	2022 GIG Modified Target	1 <sup>st</sup> Quarter		2 <sup>nd</sup> Quarter		3 <sup>rd</sup> Quarter		4 <sup>th</sup> Quarter	
					Target	Actual	Target	Actual	Target	Actual	Target	Actual
SM 5b	Percentage of Satisfied Customers (Customer Satisfaction Survey) – Licensees	5%		Attain Satisfaction Rating of ‘Satisfied’ from at least 90% of respondents		2022 Customer Satisfaction Survey was Board approved by the PAGCOR Board of Directors on February 23, 2022.  -The Procurement of the services of a 3 <sup>rd</sup> Party Provider for the 2022 Customer Satisfaction Survey is now on going.						
<i>Sub-Total</i>		10%										
INTERNAL PROCESS	SO 6 Improve Products, Services, and Operational Efficiency											
SM 6	Attain ISO 9001:2015 Recertification	Actual Accomplishment	5%	All or Nothing	Retention of ISO 9001:2015 Certification	- The recommendation for the Procurement of a Certifying Body for the ISO 9001:2015 recertification of the PAGCOR’s Quality Management System was approved by the PAGCOR Board of Directors last 17 February 2022. (Procurement activities: April 4, 2022 – Pre-bid Conference April 18, 2022 – Opening of Bids)  -Conduct of Internal Quality Audit (IQA) commenced on March 1, 2022. As of March 31, IQA of CF Angeles and seven (7) Corporate departments were completed.						

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					Target	Actual	Target	Actual	Target	Actual	Target	Actual	
SM 7	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 Received during the Year	5%	(Actual/ Target) x Weight	100% of Transactions Processed within Prescribed Period	-	BD = EG/EBLD = 100% GLDD = 100% OGLD = 100% AVERAGE = 100%	-	-	-	-	-	-
SM 8	Percentage of Completion of the ISSP	Actual Accomplishment	5%	(Actual/ Target) x Weight	100% Attainment of 2022 Deliverables	-		-	-	-	-	-	-
<b>Sub-Total</b>			<b>15%</b>										
SO 7	Enhance Employee Competency and Motivation												
SM 9	Percentage of Employees Meeting Required Competencies	Competency Baseline 2022 – Competency Baseline 2021	5%	All or Nothing	Improvement in the Competency Baseline of the Organization	-	Presentation of 2021 Competency Assessment Results in Departments, Branches and SOGs were completed  Ongoing conduct of Learning Development Planning Sessions with Departments, Branches and SOGs	-	-	-	-	-	-
<b>Sub-Total</b>			<b>5%</b>										
<b>TOTAL</b>			<b>100%</b>										

Certified Correct:

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

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

  
 SHARON S.J. QUINTANILLA  
 AVP. ACCOUNTING DEPARTMENT

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

Approved by:

  
 ANDREA D. DOMINGO  
 CHAIRMAN AND CHIEF EXECUTIVE OFFICER