

**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	-	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	₱52.566 Billion	P46.425 Billion	-	P45.782 Billion	-
		<b>Sub-Total</b>		<b>50%</b>					-	-		-	-	-
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	₱13.429 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%	-	91.49%		-	-	-
		<b>Sub-Total</b>		<b>20%</b>										
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 respondents	5%	(Actual/ Target) x Weight If less than 80% = 0%	Attain Satisfaction Rating of 'Satisfied' from at least 90% of respondents	-	-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	-	-Procurement of the services of a 3 <sup>rd</sup> Party Provider for the 2022 Customer Satisfaction Survey is on going.	-	-	-	-

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
	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.						
	<b>Sub-Total</b>			<b>10%</b>										
	<b>SO 6</b>	<b>Improve Products, Services, and Operational Efficiency</b>												
<b>INTERNAL PROCESS</b>	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.	-	Procurement of Certifying Body is on-going.  Conduct of IQA is on-going. As of June 30, 2022, IQA is 52% complete.	-	-	-	-



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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%	-	BD = EG/EBLD = 91% GLDD = 38% OGLD = 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>										
<b>SO 7 Enhance Employee Competency and Motivation</b>													
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	-	- Ongoing procurement for the subscription of the Enhanced Online PAGCOR Assessment System (PAS) for the 2022 Competency Assessment	-		-	
<b>Sub-Total</b>			<b>5%</b>										
<b>TOTAL</b>			<b>100%</b>										


Certified Correct:

  
 JESSA MARIZ R. FERNANDEZ  
 AVP, CORPORATE SECRETARY SUPPORT AND COMPLIANCE DEPARTMENT

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

  
 SHARON SJ QUINTANILLA  
 OIC, FINANCE GROUP

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

Approved by:   
 ALBERTO O. REGINO, JR.  
 OFFICER-IN-CHARGE, PAGCOR