

COMPONENT					Proposed 2022 Targets (based on GCG modified targets)	2022 Actual	
	Objective/Measure	Formula	Weight (GCG-modified)	Rating/ Score			
SOCIAL IMPACT	SO 1	Increase Contribution to National Government Coffers and 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%	25%	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	Absolute Amount	25%	25%	₱183.906 Billion	₱214.338 Billion
		Sub-Total		50%	50%		
FINANCIAL	SO 3	Increase Revenue of PAGCOR					
	SM 3	Increase Income from Gaming Operations	Absolute Amount	15%	15%	₱50.139 Billion	₱55.053 Billion
	SO 4	Improve Budget Utilization Rate					
	SM 4	Disbursement Budget Utilization Rate	Total Disbursement/Total DBM Approved Corporate Operating Budget (Both Net of PS Cost)	5%	5%	90%	97.86%
		Sub-Total		20%	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 Respondents who gave at least Satisfactory Rating / Total Number of Respondents	5%	5%	90%	95.20%
	SM 5b	Percentage of Satisfied Customers (Customer Satisfaction Survey) – Licensees		5%	5%	90%	95.02%
			Sub-Total		10%	10%	

INTERNAL PROCESS	SO 6	Improve Products, Services and Operational Efficiency					
	SM 6	Attain ISO 9001:2015 Recertification	Actual Accomplishment	5%	5%	Retention of ISO 9001:2015 Certification	DQS recommended for a single multi-site ISO 9001:2015 Certification
	SM 7	Percentage of Applications Processed Within Prescribed Period <i>(as indicated in the Citizens Charter as approved by ARTA)</i>	Number of Transactions Processed Within the Prescribed Period / Number of Transactions Received during the Year	5%	4.82%	100% of Transactions Processed within the Prescribed Period	96.39% of Transactions Processed within the Prescribed Period
	SM 8	Percentage of Completion of the ISSP	Actual Accomplishment	5%	5%	100% Attainment of 2022 Deliverables	Attained 100% of the 2022 deliverables
		Sub-Total		15%	14.82%		
LEARNING & GROWTH	SO 7	Enhance Employee Competency and Motivation					
	SM 9	Percentage of Employees Meeting the Required Competencies	Competency Baseline 2022 – Competency Baseline 2021	5%	5%	Improvement in the Competency Baseline of the Organization	5.28% improvement in the Organization’s Competency Level <i>(CY 2022 138.08%; CY 2021 132.80%)</i>
			Sub-Total	5%	5%		
		TOTAL		100%	99.82%		