

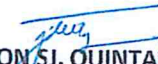
COMPONENT							
	Strategic Objective (SO) / Strategic Measure (SM)	Formula	Weight	Rating System	Annual Targets	2023 Actual	
SOCIAL IMPACT	SO 1	Increase Contribution to National Government Coffers and Nation-Building Efforts					
	SM 1	Payment of Mandatory Contributions	Number of Recipient Agencies Which Received 100% of Mandatory Contributions Due for 2023 / 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	Total Industry Gross Gaming Revenue	Absolute Amount	25%	(Actual/Target) x Weight	P244.840 Billion	P285.272 Billion
		<i>Sub-Total</i>		50%			
FINANCIAL	SO 3	Increase Revenue and Maintain Profitability of PAGCOR					
	SM 3	Increase from Gaming Operations	Absolute Amount	10%	(Actual/Target) x Weight	P68.490 Billion	P73.114 Billion
	SM 4	Net Income After Tax (NIAT)	Net Income Less Income Tax	5%	(Actual/Target) x Weight	P1.022 Billion	P6.817 Billion
	SM 5	Collection Efficiency Rate	Total Amount of Collection / Total Amount Due to PAGCOR	5%	(Actual/Target) x Weight	98%	99.06%
	SO 4	Improve Budget Utilization Rate					
	SM 6	Disbursements Budget Utilization Rate	Total Disbursement/ Total DBM-Approved Corporate Operating Budget (Both Net of PS Cost)	5%	(Actual/Target) x Weight	90%	99.24%
		<i>Sub-Total</i>		25%			
STAKEHOLDERS	SO 5	Ensure a Conducive Business Environment within a Level Playing Field					
	SM 7	Percentage of Satisfied Customers	Total Number of Respondents who gave a rating of at least Satisfactory/ Total Number of Respondents	5%	(Actual/Target) x Weight  If less than 80% = 0%	90%	99.65% of Respondents rated satisfied or higher
		<i>Sub-Total</i>		5%			

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	Strategic Objective (SO) / Strategic Measure (SM)	Formula	Weight	Rating System	Annual Targets	2023 Actual	
INTERNAL PROCESS	SO 6	Improve Products, Services, and Operational Efficiency					
	SM 8	Attain ISO 9001:2015 Certification	Actual Accomplishment	5%	All or Nothing	Retention of ISO 9001:2015 Certification (Pass Surveillance Audit)	PAGCOR successfully passed both surveillance and extension to scope audits warranting the eligibility of the currently certified sites and the two additional sites (Casino Filipino Bacolod and Casino Filipino Olongapo) for a single multi-site ISO 9001:2015 certification
	SM 9	Percentage of Applications Processed Within Prescribed Period	Number of Transactions Processed Within the Prescribed Period / Total Number of Transactions Received during the Year	6%	(Actual/Target) x Weight	100% of Transactions Processed within the Prescribed Period	100% of Transactions Processed within the Prescribed Period
	SM 10	Percentage of Completion of the ISSP	Total Number of Deliverables Due for 2023 Attained / Total Number of Deliverables Due for 2023	5%	(Actual/Target) x Weight	100% Attainment of 2023 Deliverables (Based on ISSP 2022-2026 as submitted to/endorsed by the DICT)	Attained 100% of the 2023 deliverables
		<b>Sub-Total</b>		<b>16%</b>			
LEARNING & GROWTH	SO 7	Enhance Employee Competency and Motivation					
	SM 11	Percentage of Employees Meeting Required Competencies	Actual Accomplishment	2%	All or Nothing	Revised Board-Approved Competency Framework	The Enhanced Competency Framework was Board approved on August 03, 2023
				2%		Establish Competency Baseline of Employees	Organization's Competency baseline for 2023 is 143.56%
		<b>Sub-Total</b>		<b>4%</b>			
	<b>TOTAL</b>		<b>100%</b>				

**Certified Correct:**

  
**ATTY. LEONCIO JOEL M. BARRAMEDA III**  
CORPORATE SECRETARY & COMPLIANCE OFFICER

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

  
**SHARON S.J. QUINTANILLA**  
VICE PRESIDENT, FINANCE GROUP

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

**Approved by:**

  
**ALEJANDRO H. TENGCO**  
CHAIRMAN AND CHIEF EXECUTIVE OFFICER