



TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY
Performance Scorecard for 2021

Administrative Services Department QUARTERLY RATINGS

PERSPECTIVE	STRATEGIC OBJECTIVE	MEASURE	MEASURE NAME	DESCRIPTION (Operational Definition)	FORMULA	WEIGHT	DATA PROVIDER	DATA SOURCE	BASELINE 2020	TARGET 2021	QUARTERLY RATINGS				
											1ST	2ND	3RD	4TH	TOTAL
CUSTOMER SATISFACTION		M01	% Internal Customer Satisfaction	In 2020, the department averaged 65%. For 2021, the target is to increase the rating by 5%.	Total number of client-employees that rated 5 (or Outstanding) over total number of respondents who availed the services x 100	10.00	HRD/GSD	Internal Customer Satisfaction Survey	65.00	70.00	89.37 <u>10.00</u>	77.56 <u>10.00</u>	0.00 <u>0.00</u>	0.00 <u>0.00</u>	10.00
		M02	End-User Satisfaction Survey	A satisfaction survey where end-users are officers and employees of TIEZA who will evaluate the suppliers/ service providers based on the items/services received.	Total number of highly satisfied end-users/ total number of respondents x 100	10.00	GSD/End-Users	End-User Satisfaction Survey	0.00	80.00	96.55 <u>10.00</u>	96.88 <u>10.00</u>	0.00 <u>0.00</u>	0.00 <u>0.00</u>	5.00
		M03	Budget Utilization Rate	Measure of the extent to which the budget of the department is being used.	(Actual funds used/DBM approved budget plus supplemental/realigned) x 100%	5.00	FIISD	Budget utilization report	97.00	90.00	0.00	0.00	0.00	0.00	
FINANCIAL		M04	Retirement Plan	Draft a retirement plan that shall outline activities for outgoing employees, whether optional or compulsory.	Retirement Guidelines and procedures (1Q - 25%) Retirement Timetable (2Q - 25%) Retirement Program Activities (3Q - 25%) COO-approved Retirement Plan Manual (4Q - 25%)	15.00	HRD	Actual Policy	0.00	100.00	25.00 <u>3.75</u>	25.00 <u>3.75</u>	0.00 <u>0.00</u>	0.00 <u>0.00</u>	7.50
INTERNAL BUSINESS PROCESS		M05	Integrated Inventory Management System (IIMS)	Continuation of migration of semi expendable items per sector. Last year, migration of items from TEZ Management and Asset Management Sector were completed. For this year, our target are items from AADF, AAES and offices under OCCO. Summary of accountabilities (SA) of individual employee from the said sectors will be the basis of migration of items.	No. of migrated SA/Total No. of SA per sector	10.00	GSD	Accomplishment Report	0.00	100.00	0.00	0.00	0.00	0.00	



TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY
Performance Scorecard for 2021
Administrative Services Department QUARTERLY RATINGS

PERSPECTIVE	STRATEGIC OBJECTIVE	MEASURE	MEASURE NAME	DESCRIPTION (Operational Definition)	FORMULA	WEIGHT	DATA PROVIDER	DATA SOURCE	BASELINE 2020	TARGET 2021	QUARTERLY RATINGS				
											1ST	2ND	3RD	4TH	TOTAL
INTERNAL BUSINESS PROCESS		M06	Centralized Records Management System	COO-approved policies and guidelines	All or Nothing	10.00	GSD	Actual Policy	0.00	100.00	0.00	0.00	0.00	0.00	
		M07	No. of vacant positions filled up	Filing-in of vacant positions to ensure the sufficient agency workforce also depends on the availability/allocated budget.	No. of filled-up positions/11 x 100	20.00	HRD	List of filled/unfilled positions	29.00	11.00	7.00 12.73	14.00 20.00	0.00 0.00	0.00 0.00	20.00
		M08	Personnel with competency enhancement needs sent to competency-based training	Competency-based training attended by personnel with competency enhancement needs	Total number of personnel with competency enhancement needs sent to training	5.00	HRD	Training Report	25.00	50.00	0.00	0.00	0.00	0.00	
		M09	Baseline Proficiency Level of the Organization using the Updated Competency Framework	An updated Competency Framework was installed in 2020 and there were additional competency sets identified and upgraded with a calibrated proficiency level. As a continuing guide for providing appropriate learning interventions to the organization and its employees, getting the baseline proficiency level using the updated competency framework will determine new targeted competency gaps and the level of enhancement needed by the organization and its employees.	Initial crafted Pre & Post Performance Assessment Tool (1Q - 25%) Report on the Pilot Testing / Test Tryout Result (2Q - 25%) Final Manual of the Pre & Post Proficiency Assessment Tool (PAT) (3Q - 25%) Report on the Result of the Assessment conducted as Baseline Proficiency Level of the Organization using the Updated Competency Framework (4Q-25%)	15.00	HRD	Report	0.00	100.00	25.00 3.75	25.00 3.75	0.00 0.00	0.00 0.00	7.50
TOTAL WEIGHT						100.00	TOTAL RATINGS								
							50.00								

Submitted by:


Rosanna M. Olgado
Manager

Approved by:


Atty. Joy M. Bulautan
Assistant Chief Operating Officer

ADMINISTRATIVE SERVICES DEPARTMENT
 % Internal Customer Satisfaction 2nd Quarter, CY 2021

	No. of Respondents/ Requests	No. of Outstanding Ratings
Human Resource Services Division	103	81
General Services Division	85	65
Total	188	146

% of Outstanding Ratings	2Q
Human Resource Services Division	78.64
General Services Division	76.47
Average	77.56

Reviewed by:

Rosanna M. Olgado
 ROSANNA M. OLGADO

Manager

Administrative Services Department

Noted by:

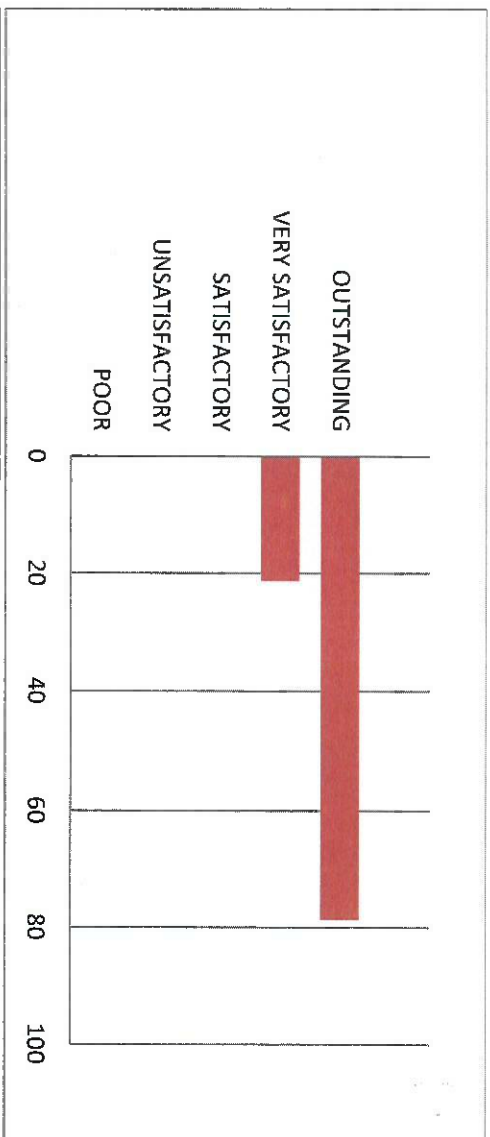
Joy M. Bulauitan
 ATTY. JOY M. BULAUITAN

Assistant Chief Operating Officer

Administration and Finance Sector

HRSD CUSTOMER SATISFACTION RATING FOR THE 2nd QUARTER OF CY 2021

There were 103 TIEZA employees, who requested 126 various documents from the Human Resource Services Division (HRSD) for the 2nd Quarter of CY 2021. Out of the 103 employees, 81 or 78.64 % gave an outstanding rating, and 22 or 21.36% gave a very satisfactory rating.



Prepared by:

Lory May P. Mangui
LORY MAY P. MANGUI
HRMO I

Noted by:

Rosanna M. Olgado
ROSANNA M. OLGADO
Manager, Administrative Services Department

APRIL - JUNE 2021

PURPOSE

NO. OF REQUEST

	10	<u>DOCUMENT REQUESTED</u>	<u>FREQUENCY OF REQUEST</u>
No Purpose	10		
For Bonding	10		
For Claim of CNA	0	Certificate of Employment	18
For PRA/ISE Incentive	0	Certificate of Employment with Remuneration	17
For Death Claims	1	Service Record	22
For Reference/Personal File/Updating	17	201 File (SAL/NBI Clearance/Medical Result)	20
For Optional Retirement	1	List of Trainings Attended	1
For GSIS/Claiming of Benefits/Remittance	18	Others	48
For VISA/Travel Abroad	5		
For Personal Filing	2	TOTAL 126	
For Renewal of Secondment	1		
For Vaccination	3		
For Enrollment of Children	1		
For Employment	1		
For School Requirement/Legal Purposes	21		
For Hospital Reference	1	STATUS OF PERSONNEL WHO REQUESTED THE DOCUMENTS AND	
For Supporting Documentation	2	<u>NUMBER OF EMPLOYEES</u>	
For Loan	2	Permanent	80
For Bank Transaction	1	Job Order	17
For Mobile Plan Application	2	Resigned Contract of Service	0
For Job Application/Promotion	1	Resigned Permanent Employee	5
For BIR	6	Resigned Job Order Hiree	1
For Reference	2	Contract of Service	0
For Application for Study Leave	2		
For Philhealth Lifetime Card	2		
For Requirements	1		
For Credit Card Application	3		
For PAG-IBIG	2		
For PAG-IBIG	4		
For Housing Loan	5		
For Retirement Computation	1		
For Certification of Remittance	0		
For PSA	0		
For Documentation/Attachment to Office Order	0		
		TOTAL 103	

ACCOMPLISHMENT REPORT

ADMINISTRATIVE SERVICES DEPARTMENT – GENERAL SERVICES DIVISION
2nd Quarter 2021 – April to June 2021


PROGRAM/ACTIVITY/PROJECT <small>Title of program/activity/project; inclusive dates, venue, nature of activity (if not indicated in the title); short description</small>	OBJECTIVES <small>Objectives of the program/activity/project</small>	STATUS <small>Present status of program/follow-ups; completed/ on-going/cancelled/rescheduled (please provide reason for non-implementation)</small>
CUSTOMER SATISFACTION	To determine the satisfaction of customers, promptness and effectiveness of GSD Services.	76.47% Outstanding Out of 85 requests, 65 were outstanding and 20 were highly satisfied with the division's services.


VARIOUS DOCUMENTS: requested by personnel **JOB ORDERS:**


Types of Documents/Records	Nos. of Requests	Rating	Types of Request/Service	Nos. of Requests	Rating
a.) Office Order	9/9	0	a.) Electrical Service/ Audio b.) Carpool Service	15/16 41/60	0 0

TOTAL # of TRANSACTIONS 85
 TOTAL of OUTSTANDING 65
 PERCENTAGE OF OUTSTANDING 76.47%

Checked & Reviewed by: Attested by: Noted by:


BERNADETTE M. ALVAREZ
 Records Management Chief


ANA RUTH L. MATEO
 Manager, General Services Division


ROSANNA M. OLGADO
 Manager, Administrative Services Department




Republic of the Philippines
Tourism Infrastructure & Enterprise Zone Authority


General Services Division
Administrative Services Department
END-USER'S EVALUATION OF SUPPLIERS
Second (2nd) Quarter 2021

	HIGHLY SATISFIED	SATISFIED	NOT SATISFIED	TOTAL
TRANSACTIONS THROUGH:				
PETTY CASH VOUCHER	36	0	0	36
PURCHASE ORDER/JOB ORDER	26	2	0	28
TOTAL TRANSACTIONS	62	2	0	64
PERCENTAGE	96.875%	3.125%	0.000%	100%


PREPARED BY:


MARILOU J. QUIAMBAO
Supervising Supply Officer

REVIEWED BY:


ANA RUTH L. MATEO
Manager-General Services Division

NOTED BY:


ROSANNA M. OLGADO
Manager-Administrative Services Department

13 July 2021

GENERAL SERVICES DIVISION - ADMINISTRATIVE SERVICES DEPARTMENT
END-USER'S EVALUATION OF SUPPLIERS
PETTY CASH VOUCHER
FOR THE SECOND (2nd) QUARTER 2021

NO.	SUPPLIER'S NAME	TRANSACTION REFERENCE	END-USER	DATE	CONTROL NUMBER	ADJECTIVAL RATING	NUMERICAL RATING	HS	S	NS	COMMENTS
1	Ace Hardware	PCV 21-081	AADF	07-Feb	023A	Highly Satisfied	3	1			
2	EJK Trading	PCV 21-061	GSD	21-Apr	057	Highly Satisfied	3	1			
3	Verberry Consumer Good Trading	PCV 21-062	TAXD	22-Apr	058	Highly Satisfied	3	1			
4	ECOPT	PCV 21-031	TAXD	26-Apr	059	Highly Satisfied	3	1			
5	Zoom Video Comm.	PCV 21-060	ADSD	26-Apr	060	Highly Satisfied	3	1			
6	Sunshine Officelink Ventures	PCV 21-041	TAXD	28-Apr	061	Highly Satisfied	3	1			
7	Sunshine Officelink Ventures	PCV 21-056	FISD	28-Apr	062	Highly Satisfied	3	1			
8	Sunshine Officelink Ventures	PCV 21-062	FISD	29-Apr	063	Highly Satisfied	3	1			
9	EA Intertrade Gen. Mdse.	PCV 21-065	BUDD	27-Apr	064	Highly Satisfied	3	1			
10	Verberry Consumer Good Trading	PCV 21-069	TAXD	10-May	065	Highly Satisfied	3	1			
11	Philand Industries, Inc.	PCV 21-055	TAXD	18-May	066	Highly Satisfied	3	1			
12	Philand Industries, Inc.	PCV 21-066	TAXD	18-May	067	Highly Satisfied	3	1			
13	Seamate Auto Interiors	PCV 21-048	AESS	18-May	068	Highly Satisfied	3	1			
14	Batparts Supply Co., Inc.	PCV 21-072	MISD	18-May	069	Highly Satisfied	3	1			
15	Verberry Consumer Good Trading	PCV 21-079	GSD	21-May	070	Highly Satisfied	3	1			
16	Honda Cars	PCV 21-064	FISD	23-May	071	Highly Satisfied	3	1			
17	Verberry Consumer Good Trading	PCV 21-074	TAXD	24-May	072	Highly Satisfied	3	1			
18	Sunshine Officelink Ventures	PCV 21-071	MISD	25-May	073	Highly Satisfied	3	1			
19	Sunshine Officelink Ventures	PCV 21-084	FISD	25-May	074	Highly Satisfied	3	1			
20	Sunshine Officelink Ventures	PCV 21-070	TAXD	25-May	075	Highly Satisfied	3	1			
21	EA Intertrade Gen. Mdse.	PCV 21-077	GSD	25-May	076	Highly Satisfied	3	1			
22	ATR Mult Trade	PCV 21-076	FISD	26-May	077	Highly Satisfied	3	1			
23	Batparts Supply Co., Inc.	PCV 21-082	AESS	31-May	078	Highly Satisfied	3	1			
24	Technon Comp. Corp.	PCV 21-080	LAUD	31-May	079	Highly Satisfied	3	1			
25	Excelerate Trading Inc.	PCV 21-047	GSD	31-May	080	Highly Satisfied	3	1			
26	Octagon Computer Store	PCV 21-078	AADF	01-Jun	081	Highly Satisfied	3	1			
27	Octagon Computer Store	PCV 21-075	JVSC	01-Jun	082	Highly Satisfied	3	1			
28	Mexpress Comp. Center	PCV 21-089	TAXD	01-Jun	083	Highly Satisfied	3	1			
29	Zialey Garment Trading	PCV 21-087	GSD	07-Jun	084	Highly Satisfied	3	1			
30	Tuan Bon Office Supplies Corp.	PCV 21-043	MISD	16-Jun	085	Highly Satisfied	3	1			
31	Verberry Consumer Good Trading	PCV 21-095	BUDD	16-Jun	086	Highly Satisfied	3	1			
32	Tuan Bon Office Supplies Corp.	PCV 21-051	TERD	16-Jun	087	Highly Satisfied	3	1			
33	Tuan Bon Office Supplies Corp.	PCV 21-	TERD	16-Jun	088	Highly Satisfied	3	1			
34	Batparts Supply Co., Inc.	PCV 21-092	MISD	29-Jun	089	Highly Satisfied	3	1			
35	Batparts Supply Co., Inc.	PCV 21-088	MISD	29-Jun	090	Highly Satisfied	3	1			
36	Cat's Eye King Ent.	PCV 21-043	GSD	30-Jun	091	Highly Satisfied	3	1			
TOTAL RESPONDENTS							36	0	0	0	36
AVERAGE RATING							1	0	0	0	1

**END-USER'S EVALUATION OF SUPPLIERS
PURCHASE ORDER / JOB ORDER
FOR THE SECOND (2nd) QUARTER 2021**

[illegible]

Retirement Plan Timetable of Activities

Abigail Percela <abbypercela@gmail.com>

5 May 2021 at 14:47

To: rosanna oligado <ochee_olgado@yahoo.com>, Josefina Soriano <josoriano22.tieza@gmail.com>
Cc: Leizl Gatchalian <lsgatchalian@gmail.com>, Sheena Borromeo <shinborromeo@gmail.com>, annie torres <acsl_torres@yahoo.com>, kate merino <katemerino@gmail.com>, Justine Joy Ventura <justinejoyventura@yahoo.com>, emilycariaga72@yahoo.com.ph, chaessrosal@yahoo.com.ph, chitfrancisco06@gmail.com

Mesdames,

Attached are the Timetable of Activities for Compulsory Retirement and Optional/Early Retirement.

The timetables were already discussed with and reviewed by the team.

For your review/comments and approval.

Thanks

2 attachments

 **Optional:Early Retirement Timetable of Activities.docx**
20K

 **Compulsory Retirement Timetable of Activities.docx**
21K



Republic of the Philippines

Tourism Infrastructure & Enterprise Zone Authority

Cordi,

24 July 2021

Attached is the 3rd Q
output for our Retirement
Plan Manual. Thanks.

Abby

MEMORANDUM

FOR : THE MANAGER
Administrative Services Department

THE MANAGER
Human Resource Services Division

FROM : *Abby*
HRMO V
Human Resource Services Division

SUBJECT : RETIREMENT PROGRAM ACTIVITIES

DATE : 26 JULY 2021

Relative to the TIEZA Retirement Plan Manual, attached are the proposed Retirement Programs and Activities and guidelines.

For your review/consideration and approval.



TIEZA RETIREMENT PLAN

TIMETABLE OF ACTIVITIES

OPTIONAL/EARLY RETIREMENT

TIME PERIOD: 150 DAYS PRIOR TO RETIREMENT

RESPONSIBLE UNIT/PERSONNEL	ACTIVITY
Retiring personnel	To submit a Letter of Intent to Retire with endorsement of the concerned personnel's Office Head/ Department Manager,
Recruitment & Selection (R&S)	Upon receipt of the retiree's Letter of Intent to Retire: <ul style="list-style-type: none"> • Give the retiree a checklist <u>with dates to submit</u> and <u>reminders</u> to retiring personnel; • Endorse the Letter of Intent to the OCOO for the COO's acceptance of the retirement • Give Compensation & Benefits Section a copy of the Letter of Intent to Retire
	Check/validate employee's 201 File information and Service Records for any discrepancies and inform retiring personnel of any discrepancy
	Give a Notification of Retiring Personnel to Accounting Division, Reports Section, with a note to fast track retirement benefits and remittance processing once the retirement documents are properly endorsed by HRSD
Retiring personnel	<ul style="list-style-type: none"> • Coordinate and/or submit documents to HRSD on discrepancies, service record documents/information and/or retirement concerns; and • Update 201 File Information, especially contact numbers, residence, mailing and email addresses
Recruitment & Selection (R&S)	Coordinate with Retiring Personnel and update his/her Service Records and/or 201 file information/records, especially updated contact numbers and email address,
Compensation & Benefits (C&B)	Upon receipt of the Letter of Intent to Retire from R&S , coordinate with GSIS on the tentative computation of years in government service of retiring personnel
Retiring personnel	To wait for notifications from GSIS
Retiring personnel	Upon receipt of notification from GSIS re concern on loans and/or computation of years of government service to coordinate with HRSD on GSIS concerns and give supporting documents to C&B, R&S, if required
HRSD <ul style="list-style-type: none"> • Recruitment & Selection (R&S) • Compensation & Benefits (C&B) 	Upon receipt of notification from retiring personnel re GSIS concerns , HRSD to reconcile records, in coordination with the retiring personnel
Retiring personnel	<ul style="list-style-type: none"> • Coordinate and/or submit documents to HRSD on discrepancies, service record documents/information and/or retirement concerns; and • Update 201 File Information, especially contact numbers, residence, mailing and email addresses
HRSD <ul style="list-style-type: none"> • Recruitment & Selection (R&S) • Compensation & Benefits (C&B) 	Submit the reconciled documents to GSIS
	Inform/update retiring personnel on action taken c/o R&S for 201 File Information and Service Records concerns c/o C&B for loans concerns and coordination with Accounting for remittance concerns
Recruitment & Selection (R&S)	Upon receipt of the copy of COO's acceptance of retirement, forward a copy to Compensation and Benefits Section
Compensation &	Upon receipt of the copy of COO's acceptance of retirement, issue a Clearance

TIME PERIOD: WITHIN 1-7 WORKING DAYS AFTER RETIREMENT

ACTIVITY: PROCESSING OF GSIS RETIREMENT BENEFIT

RESPONSIBLE UNIT/PERSONNEL	ACTIVITY
	<i>Submission of Retirement Documents to GSIS</i>
HRSD <ul style="list-style-type: none"> Recruitment & Selection (R&S) Compensation & Benefits (C&B) 	Prepare/process the final retirement documents of the Retiree and give the following documents to the Retiree: <ul style="list-style-type: none"> Service Record with end date Certificate of LWOP, indicating the specific dates and time of LWOP Declaration of Pendency/Non-Pendency of Case (PPNPC) Form (Note: to be notarized by Retiree ONLY on or after the date of receipt of notification from GSIS)
Retired personnel	Retiring personnel to: <ul style="list-style-type: none"> Personally submit the required documents and form to GSIS (Note: Retiring personnel to notify Compensation & Benefits Section if he/she opts to personally submit the documents and form to GSIS); or Submit the completely filled-up GSIS form and complete documents to the Compensation & Benefits Section for submission to GSIS

ACTIVITY: PROCESSING OF LAST SALARY, OTHER BENEFITS & TERMINAL LEAVE BENEFITS

RESPONSIBLE UNIT/PERSONNEL	ACTIVITY
Retired Personnel	Provide the following documents to Compensation & Benefits upon retirement or at least 1-2 days after retirement: <ul style="list-style-type: none"> Original Clearance Form Service Record DTR TL application form Certification of Latest Salary Appointment document Certification of No Administrative Case SALN Affidavit to deduct, Ombudsman/CSC Certification c/o R&S, Copy of leave ledger cards
Compensation & Benefits	<ul style="list-style-type: none"> Review, compute/recompute the last salary and other benefits; and Process the documents for the Retiree's: <ul style="list-style-type: none"> Last Salary and Other Benefits Terminal Leave Benefits Endorse to Accounting for voucher and check processing of the Retiree's, with reminder to fast track remittance to GSIS, Pag-IBIG and PhilHealth for the prompt processing of retirement claims: <ul style="list-style-type: none"> Last Salary and Other Benefits Terminal Leave Benefits
Accounting Division	Upon receipt of the endorsement memo and complete documents from HRSD, process the Retiree's: <ul style="list-style-type: none"> Last Salary and Other Benefits Terminal Leave Benefits Issue a voucher and check for the Retiree to claim (i.e. Last Salary and Other Benefits with Terminal Leave Benefits) Fast track and process the remittance of the Retiree to GSIS, PhilHealth and Pag-IBIG

TIEZA RETIREMENT PLAN

TIMETABLE OF ACTIVITIES

COMPULSORY RETIREMENT

TIME PERIOD: **3 YEARS** PRIOR TO RETIREMENT

2 YEARS PRIOR TO RETIREMENT

RESPONSIBLE UNIT/PERSONNEL	ACTIVITY
Recruitment & Selection (R&S)	Check/validate: Employee information for any discrepancies (i.e. 201 File Records/Information, discrepancies in the name, etc.) Service Record of the Retiree for any concerns
	Issuance of Notification of Compulsory Retirement to retiring personnel: Remind retiree to submit expression of intent to retire 150 days prior to his/her retirement and submit necessary requirements 130 days prior to his/her retirement. If there is discrepancy in the Retiree's personal records, R&S to advise the Retiree to make the necessary request for correction of personal information in the records of the CSC If less than 15 years of government service is noted, retiree to be informed that he/she has the option to request directly before the CSC for the extension of his/her service for not more than one (1) year, at least one (1) year before his/her retirement.
	Coordination with the Office of the Ombudsman and the CSC on the pending cases of retiring personnel
Retiring personnel	Coordinate and/or submit documents to HRSD on discrepancies, service record documents/information and/or retirement concerns; and Update 201 File Information, especially contact numbers, residence, mailing and email addresses
Recruitment & Selection (R&S)	Coordinate with Retiring Personnel and update his/her Service Records and/or 201 file information/records, especially updated contact numbers and email address,
Recruitment & Selection (R&S)	Submit a Masterlist of retiring personnel to Compensation & Benefits
Compensation & Benefits (C&B)	Coordinate with GSIS on the tentative computation of years in government service of retiring personnel
Retiring personnel	To wait for notifications from GSIS
	Upon receipt of notification from GSIS re concern on loans and/or computation of years of government service, coordinate with HRSD on GSIS concerns and give supporting documents to C&B and/or R&S, if required
HRSD Recruitment & Selection (R&S) Compensation & Benefits (C&B)	Upon receipt of notification from retiring personnel re GSIS concerns , HRSD to reconcile records, in coordination with the retiring personnel
	Submit the reconciled documents to GSIS
	Inform/update retiring personnel on action taken: c/o R&S for 201 File Information and Service Records concerns c/o C&B for loans concerns and coordination with Accounting for remittance concerns

TIME PERIOD: 150 DAYS PRIOR TO RETIREMENT

RESPONSIBLE UNIT/PERSONNEL	ACTIVITY
Retiring personnel	To submit a Letter of Intent to Retire
Recruitment & Selection (R&S)	Upon receipt of the retiree's Letter of Intent to Retire: Give the retiree a checklist with dates to submit and reminders to retiring personnel; Endorse the Letter of Intent to the OCOO for the COO's acceptance of the retirement Give Compensation & Benefits Section a copy of the Letter of Intent to Retire
Compensation & Benefits (C&B)	Upon receipt of the retiree's Letter of Intent to Retire from Recruitment & Selection, request GSIS for a tentative computation of government service of the retiring personnel Note: GSIS to email directly to retiring personnel, personnel to coordinate with HRSD for concerns if GSIS notified them of any concerns, for appropriate action (i.e. the number of years of government service, contribution, loan, change of name, etc.)
Recruitment & Selection (R&S)	Upon receipt of the copy of COO's acceptance of retirement, forward a copy to Compensation and Benefits Section
Compensation & Benefits (C&B)	Upon receipt of the copy of COO's acceptance of retirement, issue a Clearance Form to the retiring personnel
Compensation & Benefits (C&B)	Upon receipt of the completely signed and/or filled-up Clearance Form, provide the retiring personnel the following: GSIS Retirement Application Form; and Checklist of Documentary Requirements with date to submit

TIME PERIOD: 130 DAYS PRIOR TO RETIREMENT

RESPONSIBLE UNIT/PERSONNEL	ACTIVITY <i>Submission of Notification Documents to GSIS</i>
Retiring personnel	Retiring personnel to: Personally submit the required documents and form to GSIS at least 130 days prior to the actual date of retirement (Note: Retiring personnel to notify Compensation & Benefits Section if he/she opts to personally submit the documents and form to GSIS); or Submit the completely filled-up GSIS form and required retirement documents to the Compensation & Benefits Section for submission to GSIS

TIME PERIOD: 120 DAYS FROM RECEIPT OF COMPLETE RETIREMENT DOCUMENTS (e.g. retirement application form and required retirement documents)

RESPONSIBLE UNIT/PERSONNEL	ACTIVITY <i>Submission of Notification Documents to GSIS</i>
Compensation & Benefits (C&B)	Process and submit the retirement application and documents to GSIS Notify the Retiring personnel re GSIS submission of notification documents

	<ul style="list-style-type: none"> - Last Salary and Other Benefits - Terminal Leave Benefits
	Issue a voucher and check for the Retiree to claim (i.e. Last Salary and Other Benefits with Terminal Leave Benefits)
	Fast track and process the remittance of the Retiree to GSIS, PhilHealth and Pag-IBIG
Retired Personnel	Within 1 month after receipt of Last Salary, coordinate or inquire with FSD re retirement claims processing and for issuance of Certification of Last Remittance

WORKFORCE PROFILE AS OF JUNE 30, 2021

Plantilla Items

Plantilla Items	Number of Items
Filled Positions	444
Unfilled Positions	83
No. Of Existing Plantilla	527

Sex	Number of Employees
Male	498
Female	498
Total	996

Overall Workforce

Status of Employment	Number of Employees	Sex	
		Male	Female
Permanent (Coterminous with the Official being Served, Coterminous with the Privatization of the Operating Entity, Temporary, Coterminous with the Incumbent)	485	194	291
Job Order	471	285	186
Consultant	5	3	2
Contract of Service	25	12	13
TIEZA Regulatory Office (Permanent)	10	4	6
Total	996	498	498

Appointments Issued from April to June 2021

Name	Position	Office/Department
1. Aram-Samaniego, Arjance C.	Attorney III	Legal Department
2. Benedicto, Ciara Mae S.	Financial Planning Specialist B	Financial Services Department
3. Buenaventura, Rene Lenard M.	Sr. Project Planning and Development Officer	Project Evaluation and Planning Department
4. Canieso, Ariel T.	Sr. Financial Planning Specialist	Financial Services Department
5. Daguió, Irwin T.	Sr. Financial Planning Specialist	Financial Services Department
6. Lagrosas, Paquito Jr. D.	Corporate Planning Analyst A	Corporate Planning Department
7. Lontoc, Karen Keith V.	Internal Auditor I	Internal Audit Department
8. Magracia, Franco Jr. D.	Sr. Corporate Accounts Analyst	Financial Services Department
9. Mangui, Lory May P.	Human Resource Management Officer I	Administrative Services Department
10. Ocampo, Cristeto G.	Department Manager A	Travel Tax Department
11. Ocampo, Janeth Christine A.	Division Manager A	Corporate Planning Department
12. Peralta, Biechelle Lyka H.	Corporate Accounts Analyst	Financial Services Department

Name	Position	Office/Department
13. Percela, Abigail R.	Human Resource Management Officer IV	Administrative Services Department
14. Yambao, Noel F.	Project Planning and Development Chief	Project Evaluation and Planning Department

Certified Correct:



JOSEFINA U. SORIANO

Manager, Human Resource Services Division



profiles
IDENTIFY. ENABLE. RETAIN.

ISO 9001:2015 Certified

MANILA

Tel: (02) 635 0016

Fax: (02) 637 8769

CEBU

Tel: (32) 318 4935

Mobile: 09778041287

Email: solutions@profilesasiapacific.com
www.profilesasiapacific.com

ENDORSEMENT

February 5, 2021

Dr. Rosanna M. Olgado

Manager, Administrative Services Department

TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY (TIEZA)

6th & 7th Floors, Tower 1, Double Dragon Plaza,

Double Dragon Meridian Park

Macapagal Avenue corner Edsa Extension

1302 Bay Area, Pasay City

Dear Dr. Olgado:

We are pleased to endorse our submissions of the (1) **Report on the Piloted/Validated Assessment Tool** and the (2) **Final Assessment Tool on TIEZA's Enhanced Competency Model** for the project *"Review/Update/Development of Tourism Infrastructure and Enterprise Zone Authority's Competency Manual, Job Profile Description Forms, and Pre- and Post-Performance Assessment Tool."*

To acknowledge the receipt of the said documents, kindly affix your signature and the date on the conforme portion below and send us back the signed document. Thank you!

Very Truly Yours,

Erin H. Singson

Strategic Consulting Services

Profiles Asia Pacific, Inc.

RECEIVED BY:

Dr. Rosanna M. Olgado

Manager, Administrative Services Department

TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY

Date: JULY 13, 2021

Profiles Asia Pacific, Inc.

1602 OMM-Citra Building, 39 San Miguel Avenue,
Ortigas Center, 1605 Pasig City, Philippines

11th Floor AppleOne-Equipcom Tower, Mindanao Ave., cor.
Barran Road, Cebu Business Park, Cebu City, Philippines 6000

Profiles International
imagine great people®

peopleDYNAMICS

jobmatch

PEOPLE#NABLE





Review / Update / Development of Tourism Infrastructure and Enterprise Zone Authority's Competency Manual, Job Profile Description Forms, and Pre and Post Performance Assessment Tool Summary Report on the Results of the Interviews

Report on the Piloted/Validated Assessment on the Enhanced Competency Model of TIEZA



Year 2020 - 2021

This report summarizes the process undertaken by Profiles Asia Pacific, Inc. in finalizing the assessment tool on TIEZA's enhanced competency model based on the feedback submitted by the latter's leaders.



Table of Contents

I. Background.....	3
II. Finalized Assessment Tool on TIEZA's Enhanced Competency Model.....	4
III. Annexes	7
A. List of Competencies in TIEZA's Enhanced Competency Model	7
B. Finalized Assessment Questionnaire Sets.....	9



I. Background

The Tourism Infrastructure and Enterprise Zone Authority (TIEZA) engaged Profiles Asia Pacific, Inc. (PAP) to undertake the *“Review / Update / Development of Tourism Infrastructure and Enterprise Zone Authority’s Competency Manual, Job Profile Description Forms, and Pre and Post Performance Assessment Tool Summary Report on the Results of the Interviews.”*

The first phase of this engagement focused on the assessment of TIEZA’s employees across all levels based on its previous competency model and was completed in January 2019. The second phase produced an enhanced competency model (where 26 new competencies were created). This phase also yielded an updated competency-based job description across all regular positions. These were completed in October 2020.

The final phase covers the assessment of TIEZA’s employees against this enhanced model its *enhanced competency model*. Sixty-one (61) competencies comprise this enhanced model, which includes five (5) core, four (4) leadership, and fifty-two (52) technical competencies.

Questionnaires for the self-assessment and assessment by managers that were utilized in the first phase were revised to be aligned with the enhanced competency model. Items for newly created competencies were developed. Items under the competencies that were retained in the enhanced competency model, were revised to be aligned with the aforesaid model. Items were also developed for the 25 new competencies.

The proposed assessment tool on TIEZA’s enhanced competency model included a total of 64 sets of questionnaires, which were customized based on the competencies of the division/department under AECS, AFS, AMS, OCOO, and TEZMS respectively. The competencies for each division/department were specifically based on the Competency Map produced from Phase 2 of this engagement.

Further, this assessment is a 180-degree performance evaluation; as such, each division/department has been provided with two versions of its questionnaire, i.e., (1) Manager’s rating form, and (2) Self-rating form. Each form has an equal number of items that measure the same competencies. Also, as with the assessment on the previous competency model, the assessment on TIEZA’s enhanced competency model employed a five-point Likert Scale response format.



II. Finalized Assessment Tool on TIEZA's Enhanced Competency Model

The questionnaires sets of the proposed assessment tool on TIEZA's enhanced competency model were then submitted for review by the TIEZA leaders. Such review checked for comprehension and face validity, ensuring that the items are not just highly relevant to the construct, but also highly relevant to the functions of their respective department or division. A cascade session on the enhanced competency model along with the briefing and Q&A on the nature of feedback required from TIEZA leaders was held to aid the leaders in their review.

After the item validation undertaken with the support of TIEZA's leaders, PAP consolidated all feedback given by TIEZA to PAP in January 2021, and analyzed comments were analyzed both as a whole (pertinent to the entire organization) and as they related to each organizational unit within TIEZA. The assessment items were then revised accordingly.

In particular, feedback on the Core and Leadership items given by various departments and divisions were consolidated. Any revisions on the items on the core and leadership items were applied across all questionnaires. As such, all revised, deleted, or added items under core and leadership competencies were applied to all questionnaires sets across various organizational units.

As for technical competencies which are generally unique to certain organizational units in TIEZA, comments regarding the applicability of the items to their department or division were carefully considered. Suggested revisions were also compared with the conceptual definition of the competency, as detailed in TIEZA's Enhanced Competency Manual, to evaluate if they still capture the meaning of the construct or competency.

The revisions made by PAP covered the wordings and applicability of the items to the department or division. The number of items in the initial items pool, items deleted, and items in the final form for each questionnaire set comprising the finalized assessment on TIEZA's enhanced competency model are summarized in Table 1.

Table 1. Number of Items from the Initial Item Pool to the Final Form of the Questionnaires.

QUESTIONNAIRE	ITEM POOL	DELETED ITEMS	FINAL ITEMS	ADDITIONAL REMARKS
Architectural and Engineering Services Sector (AESS)				
Office of the ACOO for Architectural and Engineering Services Sector	220	10	210	No feedback received from this unit
Construction Management Department	172	9	180	Deleted items: 9 Added items: 17
Contract Management Department	156	40	116	
Construction Supervision Division	179	20	159	No feedback received from this unit
Project Evaluation & Planning Department	204	10	194	No feedback received from this unit
Project Management Division	166	10	156	No feedback received from this unit



QUESTIONNAIRE	ITEM POOL	DELETED ITEMS	FINAL ITEMS	ADDITIONAL REMARKS
Project Planning & Design Division	156	10	146	No feedback received from this unit
Administration and Finance Sector (AFS)				
Office of the ACOO for Administration and Finance Sector	197	11	196	Deleted items: 11 Added items: 10
Administrative Services Department	198	5	193	
General Services Division	191	9	192	No feedback received from this unit; Deleted items: 9 Added items: 10
Human Resource Services Division	180	11	179	Deleted items: 11 Added items: 10
Financial Services Department	190	10	180	No feedback received from this unit
Accounting Division	114	15	99	
Budget Division	112	10	102	
Treasury Division	139	14	125	
Travel Tax Department	202	15	187	
Examination Division	142	11	131	
Privilege Administration Division	145	17	128	
Privilege Administration Division-Bacolod	106	12	94	
Privilege Administration Division-Baguio	116	12	104	
Privilege Administration Division-CDO	116	12	104	
Privilege Administration Division-Cebu	167	17	150	
Privilege Administration Division-Davao	167	18	149	
Privilege Administration Division-DMIA Clark	167	17	150	
Privilege Administration Division-Iloilo	116	12	104	
Privilege Administration Division-Kalibo	116	12	104	
Privilege Administration Division-Laoag	116	12	104	
Privilege Administration Division-Main Office	200	6	194	
Privilege Administration Division-NCR	210	15	195	
Privilege Administration Division-SF&LaUnion	116	12	104	
Privilege Administration Division-Zamboanga	106	10	96	
Assets Management Sector (AMS)				
Office of the ACOO for the Asset Management Sector	207	11	196	No feedback received from this unit
Business Development Department	205	7	198	
Business Research and Development	176	7	169	
Operations Department	209	11	198	
Balicasag Island	208	14	194	
Banaue	206	14	192	
Club Intramuros	213	13	200	
Cebu Extension	128	10	118	
Gardens of Malasag & Eco-Tourism Village	206	14	192	
Intramuros Light and Sound Museum	177	13	164	
Zamboanga Golf Course	203	13	190	
Sales	240	12	228	
Office of the Chief Operating Officer (OCCO)				
Corporate Planning	191	11	180	
Financial Audit	135	12	123	
Internal Audit	180	16	164	
Litigation	189	11	178	
Management Information Systems Department	215	10	205	



QUESTIONNAIRE	ITEM POOL	DELETED ITEMS	FINAL ITEMS	ADDITIONAL REMARKS
Monitoring and Evaluation	179	35	144	
Strategic Planning	146	11	135	
Office of the Chief Operating Officer	198	8	190	No feedback received from this unit
Office of the Corporate Secretary	176	10	166	No feedback received from this unit
Operations Audit	135	10	125	No feedback received from this unit
Legal Department	204	11	193	No feedback received from this unit
Legal Services	189	10	179	No feedback received from this unit
Tourism Enterprise Zone Management Sector (TEZMS)				
Regulation Department	213	31	182	
Evaluation and Registration	188	26	162	
Incentives Administration	161	10	151	
Permits and Licenses	205	10	195	
Office of the ACOO for Tourism Enterprise Zone Management Sector	205	10	195	No feedback received from this unit
TEZ Assistance and Monitoring Department	203	10	193	No feedback received from this unit
TEZ Compliance Monitoring Division	178	10	168	No feedback received from this unit
TEZ Designated Areas Private TEZ	170	10	160	No feedback received from this unit
TEZ Designated Areas Public TEZ	211	10	201	No feedback received from this unit



III. Annexes

A. List of Competencies in TIEZA's Enhanced Competency Model

Core Competencies

1. Effective Communication
2. Exemplifying Integrity
3. Stewardship of Resources
4. Service Excellence
5. Resiliency and Agility

Leadership Competencies

6. Directing and Managing Change
7. Developing People and Managing Performance
8. Building Commitment
9. Thinking Strategically

Technical Competencies

10. Accounting Proficiency
11. Achieving High Standards
12. Analytical Thinking
13. Architectural Planning and Design
14. Attention to Detail
15. Audit Management
16. Benefits, Compensation, and Welfare Management
17. Budgeting
18. Business Acumen
19. Business Development and Management
20. Cash Management
21. Computer Proficiency
22. Contract Management
23. Coordination
24. Driving and Transportation
25. Employee Relations
26. Energy to Work
27. Enterprise Management
28. Entrepreneurial Thinking
29. Establishing Linkages, Networks, and Partners
30. Examination of Airline/Shipping Company Records Regarding Travel Tax
31. Facility and Equipment Operation and Maintenance
32. Financial Acumen
33. Formulation of Organization's Integrated Development Plans and Programs
34. Hospitality and Customer Focus
35. Information Security, Risk Management, and Assurance



36. Information Technology Policy and Planning
37. Information Technology Support and Services
38. Infrastructure Project Management
39. Interpersonal Effectiveness
40. Learning and Development
41. Legal Services Administration
42. Managing Work
43. Marketing and Sales Proficiency
44. Monitoring and Evaluation
45. Performance Management Standards
46. Policy Development
47. Procurement Planning and Management
48. Program/Project Planning and Management
49. Property and Supplies Management
50. Providing Support and Services
51. Records and Information Management
52. Research Proficiency
53. Risk Assessment and Management
54. Risk, Control, and Governance
55. Systems Administration and Data Management
56. Talent Acquisition
57. Technical Writing
58. Tourism Area Development
59. Tourism Promotion and Media Relation
60. Training Program Administration
61. Travel Tax Implementing Rules and Regulations Implementation



B. Finalized Assessment Questionnaire Sets

SECTORS	FILES ENDORSED	FILE NAMES
Architectural and Engineering Services Sector	3 Excel Files	<ul style="list-style-type: none"> ▪ AESS_Contract Management ▪ AESS_Construction Management Division ▪ AESS_Archi and Eng., Construction Supervision, PEPD,PMD,PPDD
Administration and Finance Sector	10 Excel Files	<ul style="list-style-type: none"> ▪ AFS_Accounting Division ▪ AFS_Admin and Finance ▪ AFS_Admin Services Department ▪ AFS_Budget Division ▪ AFS_Examination Division ▪ AFS_GSD and FSD ▪ AFS_HR Division ▪ AFS_Privilege Administration ▪ AFS_Travel Tax Department ▪ AFS_Treasury Division
Assets Management Sector	5 Excel Files	<ul style="list-style-type: none"> ▪ AMS_Business Development Department ▪ AMS_Business Research and Development Division ▪ AMS_Office of the ACOO ▪ AMS_Operations Department ▪ AMS_Sales
Office of the Chief Operating Officer	12 Excel Files	<ul style="list-style-type: none"> ▪ OCOO_Corporate Planning ▪ OCOO_Corporate Secretary ▪ OCOO_Financial Audit ▪ OCOO_Internal Audit ▪ OCOO_Legal Department ▪ OCOO_Legal Services ▪ OCOO_Litigation ▪ OCOO_MISD ▪ OCOO_Monitoring and Evaluation ▪ OCOO_Office of the Chief Operating Officer ▪ OCOO_Operations Audit ▪ OCOO_Strategic Planning
Tourism Enterprise Zone Management Sector	6 Excel Files	<ul style="list-style-type: none"> ▪ TEZMS_Assistance and Monitoring Department ▪ TEZMS_Compliance Monitoring TEZMS_Designated Areas (Private) TEZ ▪ TEZMS_Designated Areas (Public) TEZ ▪ TEZMS_Office of the ACOO ▪ TEZMS_Regulation Department



profiles
UNDERSTAND YOUR PEOPLE

ISO 9001: 2015 Certified

**LG102 OMM-CITRA BUILDING, SAN MIGUEL AVE.
ORTIGAS CENTER, PASIG CITY 1605**

PHILIPPINES

+632 8635 0016

www.profilesasiapacific.com