



**TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY**  
**Performance Scorecard for 2020**  
**Administrative Services Department QUARTERLY RATINGS**

PERSPECTIVE	STRATEGIC OBJECTIVE	MEASURE	MEASURE NAME	DESCRIPTION (Operational Definition)	FORMULA	WEIGHT	DATA PROVIDER	DATA SOURCE	BASELINE 2019	TARGET 2020	QUARTERLY TARGETS				
											1ST	2ND	3RD	4TH	TOTAL
CUSTOMER SATISFACTION		M01	% Internal Customer Satisfaction	Rating matrix has been revised from a 3-point to a 5-point Likert scale, consistent with those of the IPCR: 5-Outstanding, 4-Very Satisfactory, 3-Satisfactory, 2-Unsatisfactory, 1-Poor	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	0.00	80.00	83.44 10.00	0.00 0.00	0.00 0.00	0.00 0.00	2.50
		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	86.00	80.00	82.46 10.00	0.00 0.00	0.00 0.00	0.00 0.00	2.50
FINANCIAL		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	82.00	90.00	0.00	0.00	0.00	0.00	
INTERNAL BUSINESS PROCESS		M04	Employee Handbook	COO-approved handbook.	Handbook published online by 4Q	15.00	HRD	Report	0.00	100.00	0.00	0.00	0.00	0.00	
		M05	Integrated Inventory Management System (IIMS)	Last year, we have targeted migration of Book up items (P15,000 and up) from old system to new system (IIMS). For this year, our target is the migration of semi-expendable properties/items (below P15,000) acquired earlier than 2018.  Migration will be on a sectoral basis, considering the bulk of semi expendable items per employee of each sector. For 2020, target sectors are TEZ Management and Assets Management Sectors. 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 2020**  
**Administrative Services Department QUARTERLY RATINGS**

PERSPECTIVE	STRATEGIC OBJECTIVE	MEASURE	MEASURE NAME	DESCRIPTION (Operational Definition)	FORMULA	WEIGHT	DATA PROVIDER	DATA SOURCE	BASELINE 2019	TARGET 2020	QUARTERLY TARGETS				
											1ST	2ND	3RD	4TH	TOTAL
LEARNING AND GROWTH	Build and strengthen human and organizational capabilities	M06	No. of vacant positions filled up	Filling-in of vacant positions to ensure the sufficient agency workforce also depends on the availability/allocated budget. Before this pandemic, we planned to fill in the remaining 82 positions until December 2020. However, due to the pandemic the agency launched an austerity measure that affected our personnel services budget, thus we reduced our target to 61% of the remaining vacant positions equivalent to 50 positions. But again a second austerity measure was launched cutting up 50% of our remaining budget, so after the second austerity measure we planned to fill in 22 vacant positions, and out of these 22 vacant positions our target is to fill-in 50% of it and if possible only those very crucial positions.	No. of filled-up positions/11 x 100	20.00	HRD	List of filled/unfilled positions	82.00	11.00	6.00 <u>10.91</u>	0.00 <u>0.00</u>	0.00 <u>0.00</u>	0.00 <u>0.00</u>	0.00 <u>10.91</u>
	Build and strengthen human and organizational capabilities	M07	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	10.00	HRD	Training Report	80.00	25.00	0.00	0.00	0.00	0.00	



**TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY**  
**Performance Scorecard for 2020**  
**Administrative Services Department QUARTERLY RATINGS**

PERSPECTIVE	STRATEGIC OBJECTIVE	MEASURE	MEASURE NAME	DESCRIPTION (Operational Definition)	FORMULA	WEIGHT	DATA PROVIDER	DATA SOURCE	BASELINE 2019	TARGET 2020	QUARTERLY TARGETS				
											1ST	2ND	3RD	4TH	TOTAL
LEARNING AND GROWTH	Build and strengthen human and organizational capabilities	M08	Improvement on the Competency Level of the Organization	COO-approved Updated Competency Framework composed of the following: 1. Competency Catalogue 2. Competency Framework 3. Competency Tables 4. Competency Matrix 5. Position Profiles	Summary Report based on the results of Interviews and FGDS (2Q - 25%)  Report based on the Results of the Validation of the Competencies' Proficiency Levels (3Q - 25%)  COO-approved Updated Competency Framework (4Q - 50%)	20.00	HRD	Report	0.00	100.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00
<b>TOTAL WEIGHT</b>						<b>100.00</b>									
							<b>TOTAL RATINGS 15.91</b>								

Submitted by:  
  
 Rosanna M. Olgado  
 Manager


Approved by:  
  
 Atty. Joy M. Baulitan  
 Assistant Chief Operating Officer

ADMINISTRATIVE SERVICES DEPARTMENT  
*% Internal Customer Satisfaction 1st Quarter, CY 2020*

	No. of Respondents/ Requests	No. of Outstanding Ratings
Human Resource Services Division	261	211
General Services Division	43	37
<b>Total</b>	<b>304</b>	<b>248</b>

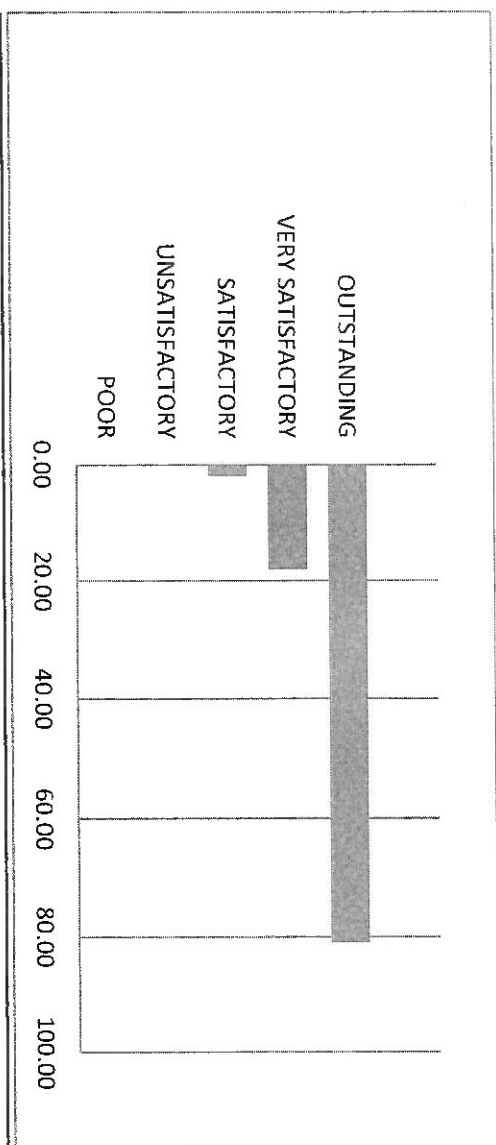
% of Extremely/Highly Satisfied	<b>1Q</b>
Human Resource Services Division	80.84
General Services Division	86.05
<b>Average</b>	<b>83.44</b>

Reviewed by:

  
**ROSANNA M. OLGADO**  
 Manager  
 Administrative Services Department

## HRSD CUSTOMER SATISFACTION RATING FOR THE 1<sup>st</sup> QUARTER OF CY 2020

There were 261 TIEZA employees, who requested 329 various documents from the Human Resource Services Division (HRSD) for the 4<sup>th</sup> Quarter of CY 2019. Out of the 261 employees, 211 or 81 % gave an outstanding rating, 46 or 18% gave a very satisfactory rating and 4 or 2% gave a satisfactory rating.



For the period, the division received seven (7) comments, to wit:

1. "God bless po and Thank you"
2. "Thanks po ng madami"
3. "Very fast! Thank you and God bless"
4. "Super fast! Thanks! Keep up the good work!"

Prepared by:

**CATHRIN MARGOT M. DE CASTRO**  
Human Resource Management Officer I

Noted by:

**ROSANNA M. OLGADO**  
Manager, Administrative Services Department

5. "Thank you very much!"
6. "Very accommodating"
7. "Thank you"

## NO. OF REQUEST

## RESULTS AND DISCUSSION

7



# ACCOMPLISHMENT REPORT

Administrative Services Department - General Services Division  
for the 1st Quarter of 2020

PROGRAM/ACTIVITY/PROJECT	OBJECTIVES	STATUS																			
<i>Title of program/activity/project, inclusive dates, venue, nature of activity (if not indicated in the title); short description</i>	<i>Objectives of the program/activity/project</i>	<i>Present status of program/follow-ups; completed/ongoing/cancelled/rescheduled (please provide reason for non-implementation)</i>																			
<b>INTERNAL CUSTOMER SATISFACTION RATING</b>																					
<p><b>Customer Satisfaction</b></p> <p>To determine the promptness and effectiveness of GSD Services by using customer satisfaction survey.</p> <p>To show the customers that we value their opinion and their appeasement.</p> <p><b>86%</b> <b>Outstanding</b></p>																					
<table border="1"> <tr> <th>TYPE OF RECORDS</th> <th>NOS. OF REQUESTS</th> </tr> <tr> <td>Travel Order</td> <td>4</td> </tr> <tr> <td>Office Order</td> <td>39</td> </tr> <tr> <td>Memorandum</td> <td>0</td> </tr> <tr> <td>Others</td> <td>0</td> </tr> </table>	TYPE OF RECORDS	NOS. OF REQUESTS	Travel Order	4	Office Order	39	Memorandum	0	Others	0	<table border="1"> <tr> <th>TYPE OF SERVICE</th> <th>NOS OF REQUESTS</th> </tr> <tr> <td>Electrical/Audio</td> <td>0</td> </tr> <tr> <td>Transportation</td> <td>0</td> </tr> <tr> <td>Maintenance</td> <td>0</td> </tr> <tr> <td>Others</td> <td>0</td> </tr> </table>	TYPE OF SERVICE	NOS OF REQUESTS	Electrical/Audio	0	Transportation	0	Maintenance	0	Others	0
TYPE OF RECORDS	NOS. OF REQUESTS																				
Travel Order	4																				
Office Order	39																				
Memorandum	0																				
Others	0																				
TYPE OF SERVICE	NOS OF REQUESTS																				
Electrical/Audio	0																				
Transportation	0																				
Maintenance	0																				
Others	0																				
DESCRIPTION	RATING	PERCENTAGE																			
NOS. OF OUTSTANDING	37	86%																			
NOS. OF VERY SATISFACTORY	6	16%																			
TOTAL NOS. OF TRANSACTIONS	43	100%																			
COMMENTS																					
Very efficient, Very Fast, Thank you!																					

Checked and Reviewed by:

Attested by:

Noted by:

*for*  
**BERNADETTE M. ALVAREZ**  
Records Management Chief

*Atk*  
**ANA RUTH L. MATEO**  
Manager, General Services Division

*for*  
**ROSANNA M. OLGADO**  
Manager, Administrative Services Department



# SUMMARY REPORT ON CUSTOMER SATISFACTION SURVEY

## GENERAL SERVICES DIVISION - RECORDS SECTION

January - March 2020

SN	Request No.	Requesting Employee	Department	Document / Service Requested	No of Documents	Rating	Date	Filed	Received	Timeliness Score
01	ADSD-GSD-2020-0001	Goodi Peco	ADSD	Office Order 307-2019	1	Highly Satisfied	02-Jan-20	1:16 PM	1:17 PM	5
02	ADSD-GSD-2020-0002	Margie Floronta	COPD	Travel Order 2019-11-1568	1	Highly Satisfied	02-Jan-20	2:35 PM	2:38 PM	5
03	ADSD-GSD-2020-0003	Jeanette V. Castillo	FISD	Office Order 001-2020	3	Highly Satisfied	08-Jan-20	2:00 PM	2:03 PM	5
04	ADSD-GSD-2020-0004	Adnet	ADSD	Office Order 010-2018	1	Highly Satisfied	06-Jan-20	2:35 PM	2:40 PM	5
05	ADSD-GSD-2020-0005	Rommel V. Nelmidia	BACSEC	10 Office Order	10	Outstanding	09-Jan-20	10:00 AM	10:15 AM	5
06	ADSD-GSD-2020-0006	A. Biolena	FISD	Office Order 191-2019	1	Outstanding	14-Jan-20	4:13 PM	4:15 PM	5
07	ADSD-GSD-2020-0007	Marjorie Falo	FISD	Office Order 420-2017	1	Outstanding	15-Jan-20	11:09 AM	1:15 AM	5
08	ADSD-GSD-2020-0008	Jeaneel Bautro	TRO	Office Order 217-2019	1	Outstanding	20-Jan-20	4:10 PM	4:11 PM	5
09	ADSD-GSD-2020-0009	Mary-Jay Reambonanza	TERD	Office Order 301-2019	1	Outstanding	21-Jan-20	3:50 PM	3:51 PM	5
10	ADSD-GSD-2020-0010	Rommel V. Nelmidia	BACSEC	Office Order 010-2019, 135-2019	2	Outstanding	28-Jan-20	9:00 AM	9:15 AM	5
11	ADSD-GSD-2020-0011	Angelito A. Roque	PEPD	Travel Order 2019-12-1700	1	Outstanding	29-Jan-20	3:50 PM	1:51 PM	5
12	ADSD-GSD-2020-0012	Nathalia Agustín	AADF	Office Order 051-2018	1	Outstanding	30-Jan-20	11:15 AM	11:20 AM	5
13	ADSD-GSD-2020-0013	Justine Joy V. Ventura	ADSD	Travel Order 2020-01-127	1	Outstanding	05-Feb-20	9:25 AM	9:30 AM	5
14	ADSD-GSD-2020-0014	Rommel V. Nelmidia	BACSEC	Office Order 027-2019	1	Outstanding	07-Feb-20	3:00 PM	4:15 PM	5
15	ADSD-GSD-2020-0015	Floride I. Raceria	FISD	Office Order 040-2015	1	Outstanding	10-Feb-20	9:20 AM	9:21 AM	5
16	ADSD-GSD-2020-0016	Sam Anonuevo	IAUD	Travel Order 2020-01-152	1	Outstanding	11-Feb-20	9:58 AM	9:58 AM	5
17	ADSD-GSD-2020-0017	Raynaldo R. Velazquez	BACSEC	Office Order 332-2017	1	Outstanding	12-Feb-20	7:30 AM	8:30 AM	5
18	ADSD-GSD-2020-0018	Eugene Jayson Almon	TAXD	Office Order 393-2016	1	Outstanding	13-Feb-20	1:20 PM	1:20 PM	5
19	ADSD-GSD-2020-0019	Erwin Montelmozo	AAES	Office Order 019-2020	1	Outstanding	21-Feb-20	8:30 AM	8:10 AM	5
20	ADSD-GSD-2020-0020	Calli M. Paigman	ATEZ	Office Order 027-2018	1	Outstanding	27-Feb-20	3:45 PM	2:55 PM	5
21	ADSD-GSD-2020-0021	Karen Keith Lontoc	IAUD	5 Office Order	5	Outstanding	02-Mar-20	2:40 PM	3:00 PM	5
22	ADSD-GSD-2020-0022	Gervin Villamin	AMGT	Office Order 028-2020	1	Outstanding	04-Mar-20	3:21 PM	3:22 PM	5
23	ADSD-GSD-2020-0023	May Anne B. Abana	COPD	Office Order 037-2020	1	Outstanding	03-Mar-20	3:00 PM	3:03 PM	5
24	ADSD-GSD-2020-0024	Karen Keith Lontoc	IAUD	Office Order 130-2018, 381-2016	2	Outstanding	05-Mar-20	3:00 PM	1:58 PM	5
25	ADSD-GSD-2020-0025	Cristine A. Flores	LEGD	Office Order 182-2016	1	Outstanding	06-Mar-20	4:00 PM	4:03 PM	5
26	ADSD-GSD-2020-0026	Frances Elmos	COPD	Office Order 020-2020	1	Outstanding	09-Mar-20	4:55 PM	4:58 PM	5
TOTAL DOCUMENTS					43	AVERAGE SCORE				5

Other comments /remarks

Thank you Sir KC for fast transaction - Mary-Jay Reambonanza

Thank you! - Justine Joy V. Ventura

Prepared by:

KC Cristosomo  
Records Officer C

Certified True & Correct:

Evangeline R. Dy  
Records Officer A

Bernadette M. Alvarez  
Records Management Chief

Noted by:

ROSANNA M. OLIGADO

Manager - Administrative Services Department

Note: the above data is for AMET and  
IPCR purposes

Ana Ruth L. Mateo  
Manager - General Services Division

Total Documents Processed	43	100.00%
Travel Order	4	9.30%
Office Order	39	90.70%



GENERAL SERVICES DIVISION  
ADMINISTRATIVE SERVICES DEPARTMENT  
END-USER'S EVALUATION OF SUPPLIERS  
FIRST (1st) QUARTER 2020

TRANSACTIONS THROUGH:

HIGHLY SATISFIED	SATISFIED	NOT SATISFIED	TOTAL
---------------------	-----------	------------------	-------

PETTY CASH VOUCHER	76	15	0	91
PURCHASE ORDER/JOB ORDER	18	5	0	23

TOTAL TRANSACTIONS

PERCENTAGE	82.456%	17.544%	0.000%	100%
------------	---------	---------	--------	------

PREPARED BY:

MARILOU J. QUIAMBABO  
Supervising Supply Officer

REVIEWED BY:

ANA RUTH L. MATEO  
Manager-General Services Division

NOTED BY:

ROSANNA M. OLGADO  
Manager-Administrative Services Department

# WORKFORCE PROFILE AS OF MARCH 31, 2020

## Plantilla Items

Plantilla Items	Number of Items
Filled Positions	446
Unfilled Positions	81
No. Of Existing Plantilla	527

Sex	Number of Employees
Male	508
Female	514
Total	1,022

## 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)	495	193	302
Job Order	486	292	194
Consultant	6	5	1
Contract of Service	25	13	12
TIEZA Regulatory Office (Permanent)	10	5	5
Total	1,022	508	514

## Appointments Issued from January to March 2020

Name	Position	Office/Department
1. Abana, May Anne B.	Project Planning and Development Officer C	Corporate Planning Department
2. Bon, Alex B.	Driver Mechanic B	Administrative Services Department
3. Dulnuan, Gina Araceli B.	Cashier C	Operations Department - Banaue Hotel and Youth Hostel
4. Estofo, Lou Milko Charmaigne T.	Cashier B	Travel Tax Department
5. Melanio, Ma. Lina G.	Procurement Officer B	Administrative Services Department
6. Moya, Romulo Jr. I.	Driver Mechanic A	Office of the Chief Operating Officer

Certified Correct:

  
JOSEFINA U. SORIANO  
Manager, Human Resource Services Division