



TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY

Performance Scorecard for 2019

Operations Department QUARTERLY RATINGS

TOURISM INFRASTRUCTURE & ENTERPRISE ZONE AUTHORITY
ASSETS MANAGEMENT SECTOR

RECEIVED BY : *[Signature]*
DATE : 09/30/2020
TIME : 4:25am

PERSPECTIVE	STRATEGIC OBJECTIVE	MEASURES	MEASURE NAME	DESCRIPTION (Operational Definition)	FORMULA	WEIGHT	DATA PROVIDER	DATA SOURCE	BASELINE 2018	TARGET 2019	QUARTERLY RATINGS				TOTAL
											1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	
FINANCIAL		M1	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 or re-aligned) x 100%	5.00	FISD	Budget Utilization Report	92	90.00	13.00 0.72	13.00 0.72	21.00 1.17	17.00 0.94	3.55
		M2	Net Income from All Assets	Generation of Net Income from all Assets (Operating, Leased, Joint Venture & Properties under Concession)	Gross Revenues from All Assets Less Operating Expenditures (before depreciation)	65.00	All Operating Assets & FISD	Monthly Financial Reports and Collection Reports	187.30	84.00	57.32 44.35	33.48 25.91	49.93 38.64	58.47 45.24	65.00
CUSTOMER SATISFACTION		M4	Accomplished Customer Forms / Satisfaction Survey	Monitoring the Quality of Service in Each Operating Assets Through Actual Client Commentaries	Satisfied Clients / Total Number of Accomplished Forms x 100	5.00	All Operating Assets	Clients	0	50.00	96.65 5.00	96.20 5.00	97.47 5.00	97.17 5.00	5.00
		M5	"Smiley Survey"	Monitoring the Quality of Service in Each Operating Assets Through Actual Client Commentaries	Number of Happy Emoticons / Total Number of Emoticons) x 100%	5.00	All Operating Assets	Clients	89.88	85.00	93.79 5.00	96.66 5.00	94.87 5.00	92.83 5.00	5.00
INTERNAL BUSINESS PROCESS		M3	Percentage of Satisfied Customer	Number of Respondents who rated at least Satisfactory/ Total number of survey respondents	All or Nothing	10.00	Third Party Consultant	Clients	80	80.00	0.00 0.00	0.00 0.00	0.00 0.00	90.00 10.00	10.00
		M6	Revised Operations Manual	Improving the quality of service in each operating assets through the revision of the Operations Manual (OM)	Actual Accomplishment	5.00	OPED/ AMS / BUDD	Operations Manual	N/A	1.00	0.00 0.00	0.00 0.00	0.00 0.00	1.00 5.00	5.00



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Operations Department QUARTERLY RATINGS

PERSPECTIVE	STRATEGIC OBJECTIVE	MEASURES	MEASURE NAME	DESCRIPTION (Operational Definition)	FORMULA	WEIGHT	DATA PROVIDER	DATA SOURCE	BASELINE 2018	TARGET 2019	QUARTERLY RATINGS				TOTAL
											1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	
LEARNING AND GROWTH		M7	Personnel with competency based enhancement needs sent to competency based training	Competency based training attended by personnel with competency enhancements needs	Percentage of employees who attended the training / over - all total number of identified employees with competency enhancement needs	5.00	HRD	List of Participants	0	59.00	0.00	0.00	0.00	93.75	5.00
											0.00	0.00	0.00	5.00	

TOTAL WEIGHT 100.00

TOTAL RATINGS 98.55

Submitted by:


Atty. Ma. Teresa C. Alvarez

Manager

Approved by:

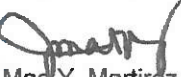

Jetro Nicolas F. Lozada
Assistant Chief Operating Officer

OPERATIONS DEPARTMENT
BUDGET UTILIZATION
FOR CY 2019

	APPROVED BUDGET		Funding Commitment						
	CY 2019		as of June 30, 2019	Jan. 1 - Mar. 31, 2019	April 1 - June 30, 2019	as of Sept. 30, 2019	July 1 - Sept. 30, 2019	Jan. 1 - Dec. 31, 2019	Oct. 1 - Dec. 31, 2019
TOTAL MOOE	3,115,600.00		818,215.00	398,376.17	419,838.83	1,473,962.06	655,747.06	1,999,412.86	525,450.80
TOTAL EO	-		-	-	-	-	-	-	-
	3,115,600.00		818,215.00	398,376.17	419,838.83	1,473,962.06	655,747.06	1,999,412.86	525,450.80
	BUDGET UTILIZATION RATE:								
	1st Quarter, 2019			13%					
	2nd Quarter, 2019			13%					
	3rd Quarter, 2019			21%					
	4th Quarter, 2019			17%					


TIEZA ENTITIES
QUARTERLY FINANCIAL PERFORMANCE (After Closing of Books)
CY 2019
Before Depreciation (In Thousand Pesos)

ENTITIES	1st Quarter (Jan - Mar)	2nd Quarter (Apr - June)	3rd QUARTER (Jul- Sept)	4th QUARTER (Oct- Dec)	TOTAL
	NI(NL)	NI(NL)	NI(NL)	NI(NL)	NI(NL)
Balicasag Island Dive Resort	(120.9)	(1,369.6)	(1,445.5)	(1,615.0)	(4,551.0)
Banaue Hotel & Youth Hostel	6,157.8	(1,103.3)	(2,887.8)	(490.9)	1,675.8
Club Intramuros Golf Course	1,995.8	(2,992.1)	(625.6)	207.8	(1,414.1)
Gardens of Malasag	(1,554.9)	(3,172.1)	(1,745.7)	(1,853.7)	(8,326.4)
Zamboanga Golf Course and Beach	1,297.7	161.8	1,007.2	1,662.2	4,128.9
Light & Sound Museum	(140.2)	(1,842.9)	(1,267.3)	(2,381.2)	(5,631.6)
Cebu Field Office (CFO)	1,590.9	1,648.2	981.3	198.1	4,418.6
Sub Total	9,226.2	(8,670.0)	(5,983.4)	(4,272.7)	(9,699.9)
JV/Leased Sale					
Luneta Boardwalk	1,235.1	9,075.0	7,007.7	6,390.2	23,708.0
Boracay Water Treatment Facility	46,555.7	32,625.1	46,508.0	55,189.3	180,878.1
ICC	300.0	448.8	2,400.4	1,161.1	4,310.2
Sub Total	48,090.8	42,148.9	55,916.1	62,740.5	208,896.3
TOTAL	57,317.0	33,478.9	49,932.7	58,467.8	199,196.4

Prepared By

 Mae Y. Martinez
 Operations Department

Noted:

 Atty. Maria Teresa C. Alvarez
 Manager, Operations Department

TOURISM INFORMATION & TOURS DIVISION
 ASSISTANT MANAGER
 RECEIVED BY: 
 DATE: 09/23/2020
 TIME: 2:54pm

(In Thousand Pesos)

****as of March 9, 2020**

Mae Y. Martinez

Atty. Maria Teresa C. Alvarez

ASSETS MANAGEMENT

APPROVED BY: [Signature]
DATE: 09/23/2020
2:57 PM

Summary of Feedback Forms
 October - December 2019
 Operations Department

Entities	Excellent	Very Satisfactory	Satisfactory	Fair	Poor	No Answer	Total	Rating (%)	
								Satisfied	Dissatisfied
Balicasag Island Dive Resort	394	276	60	19	0	0	749	97.46	2.54
Banaue Hotel & Youth Hostel	149	125	22	11	8	12	327	90.52	9.48
Cebu Field Office	195	223	78	8	0	6	510	97.25	2.75
Club Intramuros Golf Course	77	271	129	3	0	0	480	99.38	0.63
Gardens of Malasag Eco-Tourism Vill.	377	348	203	32	0	0	960	96.67	3.33
Light & Sound Museum	1560	502	164	28	2	0	2256	98.67	1.33
Zamboanga Golf Course & Beach Park	0	128	147	27	2	0	304	90.46	9.54

Satisfied Customer	5,428
Dissatisfied Customer	158
Total	5,586
	97.17%


Prepared by:
 Mae J. Martinez


Noted by:
 Atty. MARIA TERESA C. ALVAREZ
 Manager - Operations Department


Summary of Feedback Forms
July - December 2019
Operations Department

Entities	Excellent	Very Satisfactory	Satisfactory	Fair	Poor	No Answer	Total	Satisfied	Dissatisfied
Baitasag Island Dive Resort	611	453	100	32	3	0	1199	97.08%	2.92%
Banaue Hotel & Youth Hostel	140	123	29	15	4	12	323	90.40%	9.60%
Cebu Field Office	354	425	173	20	1	11	984	96.75%	3.25%
Club Intramuros Golf Course	130	549	278	14	1	0	972	98.46%	1.54%
Gardens of Malasag Eco-Tourism Vill.	664	713	432	62	1	0	1872	96.63%	3.37%
Light & Sound Museum	2763	1084	406	59	4	0	4316	98.54%	1.46%
Zamboanga Golf Course & Beach Park	241	268	159	34	2	0	704	94.89%	5.11%

Satisfied Customer	10,095
Dissatisfied Customer	275
Total	10,370
	97.35%

Prepared by: 
Mae Y. Martinez

Noted by: 
ATTY. MARIA TERESA C. ALVAREZ
Manager Operations Department


1/8/20
4.18%

SUMMARY OF SMILEY SURVEY FORM
October - December 2019

Entity	October		November		December		Total		Rating (%)		Total Number of Emoticons
Balicasag Island Dive Resort	679	12	672	15	422	6	1,773	33	98.17	1.83	1,806
Banaue Hotel & Youth Hostel	230	20	226	18	67	21	523	59	89.86	10.14	582
Cebu Field Office	1,180	18	1,668	88	2,049	121	4,897	227	95.57	4.43	5,124
Club Intramuros Golf Course	136	15	190	11	169	10	495	36	93.22	6.78	531
Gardens of Malasag Eco-Tourism Vill.	672	689	607	41	852	26	2,131	756	73.81	26.19	2,887
Light & Sound Museum	3,687	692	4,238	516	1,902	233	9,827	1,441	87.21	12.79	11,268
Zamboanga Golf Course & Beach Park	10,072	500	9,729	401	10,783	427	30,584	1,328	95.84	4.16	31,912
Grand Total							50,230	3,880	92.83	7.17	54,110

Prepared by:

Mae W. Martinez

Noted by:

Atty. MARIA TERESA C. ALVAREZ
Manager - Operations Department

SUMMARY OF SMILEY SURVEY FORM
July - December 2019

	July-Sept		Oct-Dec		Total		Average		Total Number of Emoticons
	U	o	U	o	U	o	U	o	
Balicasag Island Dive Resort	1,738	34	1,773	33	3,511	67	98.13%	1.87%	3,578
Banague Hotel & Youth Hostel	1,177	114	456	38	1,633	152	91.48%	8.52%	1,785
Cebu Field Office	2,593	142	4,897	227	7,490	369	95.30%	4.70%	7,859
Club Intramuros Golf Course	423	23	495	36	918	59	93.96%	6.04%	977
Gardens of Malasag Eco-Tourism Vill.	1,589	124	2,131	756	3,720	880	80.87%	19.13%	4,600
Light & Sound Museum	3,286	257	9,827	1,441	13,113	1,698	88.54%	11.46%	14,811
Zamboanga Golf Course & Beach Park	30,385	1,535	30,584	1,328	60,969	2,863	95.51%	4.49%	63,832
Grand Total					91,354	6,088	93.75%	6.25%	97,442

Prepared by:

Mae Y. Martinez

Noted by:

Atty. MARIA TERESA C. ALVAREZ
 Manager - Operations Department

1/8/20
 43,877



TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY

OPERATIONS MANUAL

Effectivity Date

Revision Level

Levels of Authority

Document Code

Policy No. 1

Pursuant to Board Resolution No. R- 18- 02- 19 dated 18 February 2019, the following Levels of Authority shall be adopted:

1. Cash Advance

The Authority to grant cash advances shall be signed by the Chief Operating Officer (COO) or his duly authorized representative.

Nonetheless, the granting of cash advances in the amount of P50, 000.00 and below, shall be approved by the Assistant Chief Operating Officer (ACOO) concerned, or the ACOO of other sectors in case of absence of the concerned ACOO.

2. Designation of Officer-in-Charge

In case the COO shall be on temporary leave or on official business, and not due to resignation, death, or legal incapacity, the COO shall designate an Officer-in-Charge from among the ACOOs. All other OICs of the various units shall be designated by the ACOO/ OIC- ACOO of their respective sectors.

3. Travel Orders

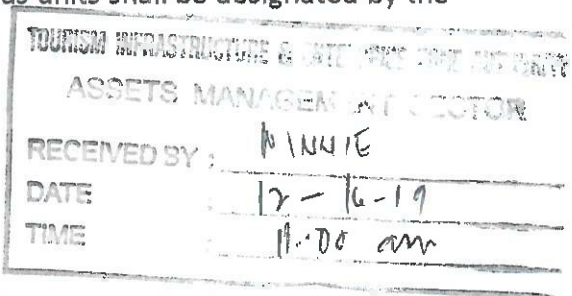
3.1 Foreign Travel

Upon the recommendation of the COO/ OIC, all office orders for foreign travel shall be signed by the Secretary of the Department of Tourism or its duly authorized representative

3.2 Local Travel

Length of Travel

PARTICULARS	OFFICE	APPROVING AUTHORITY
Length of Travel is -		
• Up to 15 calendar	• Offices Under the Chief Operating	Chief Operating Officer or his duly authorized



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Summary of Seminars Attended for 2019
(Operations Department)

Participants	Seminars attended
1. Alvarez, Ma. Teresa C.	10
2. Abul, Sheridan Claire	1
3. Alanano, Ellan Rheanne	1
4. medo,Anna Riza	1
5. Andres, Mary jane	6
6. Anota, Danilo	1
7. Borja, Claire	6
8. Castro, Kathryn	1
9. Galang,Teresa	2
10. Galimba, John Michael	1
11. Gatmaitan, Juliet	4
12. Godalle, Krystine Joy	2
13. Gulangan, Elleonor	2
14. Maningas, Trixie Juanita	5
15. Marquez, Ma. Carmela	6
16. Martinez, Ma. Gina	6
17. Mendoza III, Adelfo	3
18. Montegrande, Maria Elsa	2
19. Oyales, Mercedita	4
20. Pacelan, Leilani	1
21. Pascual, Cresencio	2
22. Piog, Henry	3
23. Polinar, Clarisse Mae	1
24. Quijada, Arceli Dolorosa	3
25. Salaan, Eden	4
26. Sarip, Magdara	2
27. Sibi, Juliet	1
28. Julius Mar Tambo	2
29. Tundagui, Vivian	2
30. Ybañez, Irene	2
Total	87
Percentage Rating	30/32 x 100 = 93.75

Legend:

30 – number of Oped employees who attended the seminar for CY 2019

32 – Total number of Operations Dept Permanent Employees (with plantilla)

Prepared by:

Noted by:


Mary Jane Andres


Atty. MARIA TERESA C. ALVAREZ