



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	94.74 10.00	0.00 0.00	0.00 0.00	5.00
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	FISSD	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 targetted 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	



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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 10.91	2.00 3.64	0.00 0.00	0.00 0.00	14.55
	Build and strengthen human and organizational capabilities	M07	Personnel with competency 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	



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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	25.00 5.00	0.00 0.00	0.00 0.00	5.00
TOTAL WEIGHT						100.00									
							TOTAL RATINGS								
							27.05								

Submitted by:


 Rosanna M. Olgado
 Manager

Approved by:


 Atty. Joy M. Bulautian
 Assistant Chief Operating Officer

General Services Division
Administrative Services Department
END-USER'S EVALUATION OF SUPPLIERS
Second (2nd) Quarter 2020

TRANSACTIONS THROUGH:

HIGHLY SATISFIED	SATISFIED	NOT SATISFIED	TOTAL
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PETTY CASH VOUCHER

8	0	0	8
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PURCHASE ORDER/JOB ORDER

10	1	0	11
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TOTAL TRANSACTIONS

18	1	0	19
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PERCENTAGE

94.737%	5.263%	0.000%	100%
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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

WORKFORCE PROFILE AS OF JUNE 30, 2020

Plantilla Items

Plantilla Items	Number of Items
Filled Positions	441
Unfilled Positions	86
No. Of Existing Plantilla	527

Sex	Number of Employees
Male	507
Female	510
Total	1,017

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)	490	193	297
Job Order	485	291	194
Consultant	6	5	1
Contract of Service	26	13	13
TIIEZA Regulatory Office (Permanent)	10	5	5
Total	1,017	507	510

Appointments Issued from April to June 2020

Name	Position	Office/Department
1. Dela Cruz, Raquel S.	Department Manager A	Management Information Systems Department
2. Hortelano, Francis Randy J.	Department Manager A	Corporate Planning Department

Certified Correct:



JOSEFINA U. SORIANO

Manager, Human Resource Services Division