



06 September 2019

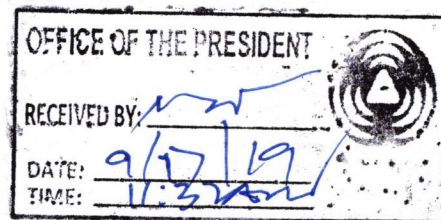
ATTY. ENGELBERT C. CARONAN, JR.

President

DEVELOPMENT ACADEMY OF THE PHILIPPINES (DAP)

DAP Building, San Miguel Avenue,

Ortigas Center, Pasig City



**RE : REVALIDATION OF THE RESULTS OF THE
2018 CUSTOMER SATISFACTION SURVEY**

Dear Pres. Caronan,

This refers to the validation results of DAP's 2018 Customer Satisfaction Survey (CSS).¹ Upon review of the submissions of all GOCCs and considering the initial implementation of the Standard Methodology and Questionnaire, the Governance Commission has resolved to consider, for 2018, the CSS results of GOCCs that were found non-compliant with the sample size as required under Part IV (3) items (a) to (e), but have otherwise complied with the prescribed standard methodology and the following formula:

$$\text{Sample size} = \frac{\frac{z^2 \times p(1-p)}{e^2}}{1 + \left(\frac{z^2 \times p(1-p)}{e^2 N} \right)}$$

where $z = 1.96$ at 95% confidence level

N = target universe or population

e = desired margin of error

p = sample proportion

Provided, further, that using the above formula, the margin of error (MOE), as computed, does not exceed the acceptable MOE of +/- 5.6 at 95% confidence level.

After review and evaluation of DAP's prior submissions, the validated score for the Strategic Measure on customer satisfaction has been reconsidered, thus:

No.	Measure	Weight	Rating System	Target	GCG Initial Validation		GCG Revalidation	
					Actual	Rating	Actual	Rating
SO 4 SM 9	Percentage of Satisfied Customers	5%	Actual / Target 0% = If less than 80%	85%	93.95%	0%	93.29% (264 out of 283)	5.00%

¹ Officially received by DAP on 20 August 2019.

Accordingly, we transmit herewith the revalidation of DAP's 2018 Performance Scorecard, with an adjusted rating of **99.91%** (See **Annex A**). The same is to be posted in DAP's website, in accordance with Section 43 of GCG Memorandum Circular No. 2012-07.

In relation to the grant of 2018 PBB to eligible officers and employees, DAP can grant such incentive only upon receipt of an authorization letter from the Governance Commission. In this regard, the Board is reminded that any unilateral action to release the PBB before such authorization will be considered as a violation of the Board's fiduciary duty to protect the assets of the GOCC as provided under Section 19 of Republic Act No. 10149.²

FOR YOUR INFORMATION AND GUIDANCE.

Very truly yours,

SAMUEL G. DAGPIN, JR.
Chairman


MICHAEL P. CLORIBEL
Commissioner


MARITES C. DORAL
Commissioner

² GOCC Governance Act of 2011.

DEVELOPMENT ACADEMY OF THE PHILIPPINES (DAP)
Revalidated 2018 Performance Scorecard

		Performance Measures					DAP Submission		GCG Validation		Supporting Documents	Remarks																
		Description	Formula	Weight	Target	Rating System ^{a/}	Actual	Rating	Score	Rating																		
CUSTOMERS / STAKEHOLDERS	SO 1	Enhanced Competence of Government Officials																										
	SM 1	Completion Rate	Number of graduates over enrolled students per class	10%	Graduate Degree Programs: GSPDM: 90% PMDP: 90%	Actual / Target x Weight	GSPDM: 96% PMDP: 99%	10%	GSPDM: 96.40% PMDP: 99.18%	10%	- GSPDM Completion Report - PMDP Completion Report - Certification issued by DAP Academy Registrar	<table><tr><th colspan="2">GSPDM</th></tr><tr><td>Accepted Students</td><td>No. of Graduates</td></tr><tr><td>472</td><td>455</td></tr><tr><td colspan="2">Completion Rate = 96.40%</td></tr></table> <table><tr><th colspan="2">PMDP</th></tr><tr><td>Accepted Students</td><td>No. of Graduates</td></tr><tr><td>122</td><td>121</td></tr><tr><td colspan="2">Completion Rate = 99.18%</td></tr></table>	GSPDM		Accepted Students	No. of Graduates	472	455	Completion Rate = 96.40%		PMDP		Accepted Students	No. of Graduates	122	121	Completion Rate = 99.18%	
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SM 2	Percentage of Re-Entry Plans (REPs) or Action Plans & Projects (APPs) and Capstones Accepted by Panel for Implementation	Proportion of participants or students with accepted or implemented REPs/ APPs or Capstones	10%	GSPDM: 95% PMDP: 85%	Actual / Target x Weight	GSPDM: 100% PMDP: 90%	10%	GSPDM: 100% PMDP: 83.47%	5% 4.91%	- Certification issued by DAP Academy Registrar - Summary of Capstone Project Plans - List of APP Titles/Re-Entry Titles - List of Scholars	101 out of the 121 PMDP graduates had their REPs accepted for implementation in 2018; while all 455 graduates in GSPDM had their APPs accepted.																	
SM 3	Implemented International Projects/ Hosting	Total count of APO projects hosted or implemented by DAP as the NPO	5%	17	Actual / Target x Weight	17	5%	17	5%	- Certification issued by APO DAP Secretariat - List of APO Project Hostings Implemented	Target met.																	

SM 4	Local and International Public Sector Productivity Specialist Trained	Total number of graduates from productivity specialist courses	5%	50	Actual / Target x Weight	89	5%	89	5%	- Certification issued by DAP Director - List of Participants/ Specialists Trained	A total of 89 public sector productivity specialists were trained, consisting of 71 local and 18 international participants.
SO 2 Improved Effectiveness and Efficiency of Government Organizations Assisted											
SM 5	Government Offices with ISO 9001-Certifiable QMS	No. of agencies with ISO 9001 Certifiable QMS over total number of agencies assisted on QMS	5%	75%	Actual / Target x Weight	95.65%	5%	95.12%	5%	- Certification issued by DAP VP/ Managing Director - List of Govt Client Agencies with ISO 9001 Certifiable QMS	39 out of 41 agencies were assisted by DAP to be ISO 9001-certifiable. Palawan State University and Kalinga State University were deemed relatively certifiable only.
SM 6	Agencies Assisted in Innovation and Productivity Improvement Project (IPIP) Plan Development and Innovation Laboratory Projects	Total count of agencies assisted in IPIP plan development and innovation laboratory projects	5%	4	Actual / Target x Weight	28	5%	28	5%	- Certification issued by DAP Director - List of Agencies Assisted on Innovation Projects	Target exceeded.
SO 3 Broadened Adoption of Innovative and Synergistic Solutions to Address Broad-based Policy and Socio-Economic Concerns											
SM 7	New Government Programs Institutionalized	Total number of programs that have been institutionalized	5%	Adoption of the Alternative Learning System - Education and Skills Training (ALS-EST) by the Dep. of Education	Actual / Target x Weight	1 (ALS-EST)	5%	ALS-EST adopted	5%	- Certification issued by DAP Compliance Officer - Implementing Guidelines for the Downloading of Funds for the Pilot Implementation of ALS-EST - DepEd Memorandum No. 144, s. 2018 - DepEd Order No. 027, s. 2018	On 8 June 2018, DepEd issued DepEd Order No. 027 s.2018, amending DepEd Order No. 42, s.2015, which aligned ALS with the implementation of the K to 12 Program. It also released the Implementing Guidelines for the Downloading of Funds for the Pilot Implementation of ALS-EST on 6 August 2018.

FINANCIAL	SM 8	Researches and Studies Completed	Total number of research and studies completed	5%	6	Actual / Target x Weight	6	5%	6	5%	- Certification issued by DAP Director - List of Research Studies (validated on-site)	Target met.									
	SO 4	Ensured Delivery of Relevant High-Quality Training, Education, Consultancy and Research Services																			
	SM 9	Percentage of Satisfied Customers	Number of respondents which gave at least a Satisfactory rating / Total number of respondents	5%	85% (Using the Standard Methodology and Questionnaire developed by GCG)	Actual / Target x Weight 0% = If less than 80%	93.95%	5%	93.29%	5%	- Certification issued by DAP Compliance Officer - 2018 Client Satisfaction Survey Final Report	Out of 283 respondents that answered the survey, 264 (93.29%) gave at least a satisfactory rating.									
	SO 5	Broadened Network and Linkages with Local and Foreign (Public and Private) Institutions																			
	SM 10	Active Partnership with Institutions	Total number of partnerships with existing activities / total number of partnerships	5%	14 out of 17 partners	Actual / Target x Weight	14 out of 17 partners	5%	14 out of 17 partners	5%	- Certification issued by DAP Compliance Officer - List of Active Partnerships	Target met.									
		Sub-total		60%				60%		59.91%											
SO 6	Sustained Financial Viability																				
SM 11	Revenue Growth	Actual Figure	5%	₱653,709,934	Actual / Target x Weight	₱653.815 Million	5%	₱653.815 Million	5%	- Certification issued by DAP Finance - Audited 2018 Financial Statements	<table><tr><th>Revenues</th><th>Amount (₱)</th></tr><tr><td>Service and Business Inc.</td><td>372,037,248</td></tr><tr><td>Other Non-Operating Inc.</td><td>498,421</td></tr><tr><td>Subsidy</td><td>281,279,364</td></tr><tr><td>Total</td><td>653,815,033</td></tr></table>	Revenues	Amount (₱)	Service and Business Inc.	372,037,248	Other Non-Operating Inc.	498,421	Subsidy	281,279,364	Total	653,815,033
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	SM 12	Earnings Before Income Tax, Depreciation and Amortization (EBITDA)	Actual Figure	5%	₱40 Million	Actual / Target x Weight	₱97.045 Million	5%	₱97.16 Million	5%	- Certification issued by DAP Finance - Audited 2018 Financial Statements	<table><tr><th>Item</th><th>In Millions</th></tr><tr><td>Net Income</td><td>69,821,641</td></tr><tr><td colspan="2">Add back:</td></tr><tr><td>Depreciation</td><td>27,223,508</td></tr><tr><td>2018 EBITDA</td><td>97,044,969</td></tr></table>	Item	In Millions	Net Income	69,821,641	Add back:		Depreciation	27,223,508	2018 EBITDA	97,044,969
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INTERNAL PROCESS	SO 7	Enhanced Operational Efficiency and Effectiveness																				
	SM 13	Budget Utilization Rate for Major Government Programs from NG	Amount Utilized / Total Budget	10%	90%	Actual / Target x Weight	100%	10%	99.74%	10%	- Certification issued by DAP Finance - Budget Utilization Report - Program Subsidy Status Report	₱281.28 Million was utilized for the year against a total allotment of ₱282 Million for government-funded projects & programs.										
	SM 14	On-Time Delivery Rate	Projects Completed or Accomplished on Time over Total Projects	5%	70%	Actual / Target x Weight	81%	5%	81.29%	5%	- Certification issued by DAP Compliance Officer - Status Report on 2018 Projects	155 projects were contracted to DAP, of which 126 were completed and 29 were not delivered on time (17 were delayed; 7 for termination; and 5 on-hold).										
	SM 15	Quality Management System (QMS) Conformance Rate	Sustained ISO Certification (Project Management System; Support Systems; and Conference Facilities Management)	5%	Continued Certification ISO 9001:2015	All or Nothing	Continued Certification ISO 9001:2015	5%	Continued Certification ISO 9001:2015	5%	- Certification issued by DAP Compliance Officer - Certification issued by TUV Rheinland Philippines, Inc. on First Follow-up Audit of DAP	The first follow-up audit was conducted on 30 Oct 2018 & 3-4 Dec 2018 and resulted to DAP's recommendation for continued certification.										
		Sub-total			20%				20%		20%											

LEARNING & GROWTH	SO 6	Expanded and Maintained Pool of High-Performing Talents										
	SM 16	Organizational Climate/ Employee Morale Index	Score on Employee Morale of Employees Surveyed	5%	3.8	Actual / Target x Weight	3.8	5%	3.8	5%	- Certification issued by HRMD - Assessment Report - Copy of the tool/ instrument	Based on the submitted report, the organizational climate as perceived by the employees was positive - bearing a mean score of 3.8
	SM 17	Percentage of Employees Meeting Required Competencies	Actual Implementation of the Competency-based Framework	5%	Improvement from the 2017 Baseline	All or Nothing	83.04%	5%	95.96%	5%	- Certification issued by HRMD - Competency-Based Human Resource Management Framework Assessment Reports on Profiling - List of Learning Interventions to Programs Personnel	Improvement from a baseline of 239 plantilla personnel meeting the competencies required of their respective positions to 261 personnel as of end of 2018 – out of a total of 272 plantilla personnel. This represents an 8.09% improvement from the said baseline. The 83.04% accomplishment submitted by DAP includes non-plantilla personnel that are excluded in this measure.
		Sub-total		10%				10%		10%		
		TOTAL		100%				100%		99.91%		

a/ But not to exceed the weight assigned per indicator.