

THE JHMC BOARD OF DIRECTORS

Chairman: Mr. Silvestre C. Afable Jr.
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Atty. Ceasar G. Oracion
BGen. Eduardo B. Davalan (Ret.)
Ms. Gloria F. Peralta, CPA
Mr. Monico A. Puentevella Jr.
P/Director Rufino G. Ibay Jr. (Ret.)



The JHMC Board of Directors, together with the JHMC Management and Staffs, during the CY 2019 Strategic Planning spearheaded by the Corporate Planning Unit and the Office of the Corporate Secretary held on 21 May 2019 at Kamana Sanctuary Spa Resort, Ilanin Forest West, Subic Bay Freeport Zone. This was facilitated by the Corporate Planning Manager.

THE PRESIDENT'S REPORT CALENDAR YEAR 2019

Over the years, the John Hay Management Corporation (JHMC) as a steward of the Camp John Hay, continues to develop the estate into a premier tourist and investment destination and center for human resource development. It continues to be a strong catalyst for economic growth and job generation, manages its forest watershed areas with a goal of sustainable multiple use and administers effective and efficient regulation in the John Hay Special Economic Zone (JHSEZ) and the John Hay Reservation Area (JHRA) and have been building partnership with various stakeholders for a lasting and positive impact in the City of Baguio and the country.

This President's Report covers the accomplishments of JHMC for the Calendar Year (CY) 2019. This report was prepared in accordance with the strategic directions and policies set by the Governing Board of the JHMC, and Performance Agreements with the Governance Commission for Government-Owned or Controlled Corporations (GCG), and the Bases Conversion and Development Authority (BCDA).

It is a privilege and an honor to report the major accomplishments of the JHMC for CY 2019.

STAKEHOLDERS' SATISFACTION RATING



It has been a great pleasure for all government agencies to obtain a good stakeholders' satisfaction rating for it is an indicator of providing a high-level delivery of public services.

In the survey conducted in accordance with the standard methodology, procedures, and

modalities prescribed by the Governance Commission for Government Owned or Controlled Corporations (GCG) by the third party consultant: Saint Louis College of San Fernando (SLC), La Union, JHMC was able to maintained a good satisfaction rating. SLC report stated that *"The equivalent of 94.74% of the respondent Locators registered that they were either Satisfied or Definitely Satisfied on the overall dimension of satisfaction on the JHMC services. The top reasons for their satisfactions included their appreciation for the professional attitude, competence, and responsiveness of the staff in addressing their needs; the good quality and efficient services JHMC provides; and the sustained cleanliness of the surroundings"*. This is the result of the re-run of the statistical data, from the initially reported 92.54%, and is proof