

THE JHMC BOARD OF DIRECTORS

The current composition of the JHMC Governing Board is as follows:

Names	Positions
1. Mr. Silvestre C. Afable Jr.	Chairperson
2. Atty. Ceasar G. Oracion	Vice-Chairperson
3. Mr. Allan R. Garcia	President and CEO
4. BGen. Eduardo B. Davalan (Ret.)	Director-Corporate Treasurer
5. Ms. Charito R. Dulay	Director
6. Dr. Alejandro F. Fernandez	Director
7. P/Director Rufino G. Ibay Jr. (Ret.)	Director
8. Atty. Rudolph Steve E. Jularbal	Director
9. Ms. Gloria F. Peralta, CPA	Director
10. Mr. Monico A. Puentevella Jr.	Director
11. Atty. Christian Paul L. Ulpindo	Director

THE PRESIDENT’S REPORT

CALENDAR YEAR 2020

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.

Aligned to its Vision-Mission-Core Values Statement, the Governing Board of the JHMC set the five (5) focus areas for the Calendar Years (CYs) 2019 to 2023 as follows: Environment Preservation; Tourism Development/ Revenue Generation; Human Resource Development; Enhancing Relationship Lines and Relationship Building Collaboration; and, Safety and Security Issues.

In addition, a general direction was laid for the management of the Bounce Back Better (BBB Plan) for the Bases Conversion and Development Authority (BCDA) Group in view of the Corona Virus Disease – 19 (COVID-19) pandemic. Four (4) strategic areas for focus to operationalize and implement priority projects for CYs 2020 – 2022 were identified as follows:

Rapidly Recover Revenue; Rebuild Operations; Rethink the Organization; and, Accelerate the Digital Adoption to Enable Re-imagination.

This President’s Report was prepared in accordance with the strategic directions and policies set by the Governing Board of the JHMC, the Performance Agreement with the Governance Commission for Government-Owned or Controlled Corporations (GCG), and the Revised Performance Agreement with the Bases Conversion and Development Authority (BCDA).

It is a privilege and an honor to report the major accomplishments of the JHMC for CY 2020.

A. On Customers/Stakeholders/Social Impact Perspectives

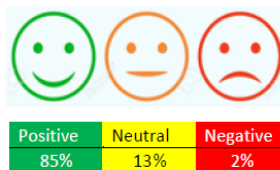
CUSTOMER SATISFACTION RATING

Obtaining a good customers’ satisfaction rating is an indicator of providing a high-level delivery of public services.

Below is the result of the annual Customer Satisfaction Survey (CSS) 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, Premier Value Provider, Inc.

- A. Overall Customer Satisfaction Score Zoom in (Ctrl+Plus)
- Using a Likert scale of 1 to 5, JHMC’s overall average customer satisfaction rating is 4.1 which is Satisfactory.
 - The level of overall customer satisfaction rating is excellent with an 85% overall positive ratings which means that 85% of the respondents gave a positive rating (a score of 4 or 5) to JHMC.

4.1
Overall Satisfaction Rating



Technical Note:

% positive pertains to the percentage of respondents who gave an overall rating of 4 or 5 (on a scale of 1 to 5). Similarly, % neutral is the percentage of respondents who gave an overall rating of 3 while % negative is the percentage of respondents who gave a rating of 1 or 2.

Interpretation of Scores:

For the Average Rating: 1 to 1.80 (Very Dissatisfied), 1.81 to 2.60 (Dissatisfied), 2.61 to 3.40 (Neither Satisfied nor Dissatisfied), 3.41 to 4.20 (Satisfied), 4.21 to 5.0 (Very Satisfied)

For the Percentage Rating: Below 50% (Areas for Improvement/Poor), 50%-74% (Flag-up/Satisfactory, 75% and above (Strength/Excellent)

This is a proof that JHMC goes beyond compliance and operates policies of continuous improvement in order to ensure integrity and honesty in dealings with customers and operate highly effective and efficient organization, focused on meeting customer objectives with the aim of providing services which give fair value and consistent quality, reliability and safety in return for the price paid for the same.