

BIR RR9A's Performance Management System Towards Meeting Set Revenue Goals

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Abstract

The focus on performance management system in the Philippines is anchored on the trust of the Civil Service Commission (CSC). Public sectors especially local government unit has aspired to achieve high performance through performance management systems, procedures, and practices. One of BIR' SPMS gives emphasis to the strategic alignment of its thrusts (vision, mission and strategic goals) with the day-to-day operations of its offices/units and individual performance of its employees. The study aimed to determine the role of Bureau of Internal Revenue's RR9A's Employees Performance Management System in achieving its set revenue goals. Descriptive method was used with structured survey questionnaires as data gathering instruments. The respondents were the 571 employees working at BIR Revenue Region. Frequency count, weighted mean, Cronbach Alpha were used as statistical tools to interpret the data. The findings showed that BIR's RR9A Strategic Performance Management System as planned and implemented in terms of policies, guidelines, procedures, mechanism of appeal were implemented to a very great extent. BIR's RR9A compliance in the implementation of the agency's Strategic Performance Management System in terms of Performance Rewarding and Developmental Planning, Performance Monitoring and Coaching, Performance Review and Evaluation and Rewarding and Developmental Planning was very high. Moreover, BIR achievement on tax revenue over the last five years was very high. The extent of Effects of BIR Strategic Performance Management System to tax revenue was very great. Finally, a Performance Management Framework towards Meeting Set Revenue Goals was conceptualized with the objective of enhancing the implementation of SPMS in BIR's RR9A.

Keywords: Strategic Performance Management System, revenue goals