

**HOME DEVELOPMENT MUTUAL FUND (PAG-IBIG FUND)  
Validation Result of 2022 Performance Scorecard**

Component					Pag-IBIG Fund Submission		GCG Validation		Supporting Documents	Remarks	
Objective/Measure	Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating			
CUSTOMER	SO 1	Increase and Sustain Membership									
	SM 1	Percentage of Labor Force Covered	Total Active Members as of Performance Year / Adjusted Coverable <sup>1</sup>	10%	(Actual / Target) x Weight	43.11%	47.59%	-	47.59%	10%	Membership level report per area  Computation of the adjusted coverable based on the average of two (2) quarters of 2021  Copy of the extracted data from Philippine Statistics Authority (PSA)

<sup>1</sup> Adjusted Coverable pertains to the Total Employed Persons by Major Industry Group based on the 2020 Labor Force Survey of the Philippine Statistics Authority, excluding Agriculture, Other Service Activities, and Activities of Extraterritorial Organization and Bodies. Workers below 18 years old may be deducted on the total number of coverable upon submission of data from PSA, subject to determination of the number of covered minors per relevant laws.

*Asi*

Component					Pag-IBIG Fund Submission		GCG Validation		Supporting Documents	Remarks	
Objective/Measure	Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating			
<b>SO 2</b>	<b>Provide Affordable Home Financing</b>										
SM 2	Actual Take-Out Units from SH and LC	Actual Take-Out Units from SH and LC	20%	(Actual / Target) x Weight	93,583	101,846	-	101,846	20%	Summary report detailing the breakdown of the Housing Loan Package Mix  Samples for the SH and LC with its supporting documents	Target exceeded.
<b>SO 3</b>	<b>Improve Access and Delivery of Products and Services to Enhance Customer Satisfaction</b>										
SM 3a	Percentage of Satisfied Customer – Individual Members	Number of respondents who gave a rating of at least satisfactory / Total number of respondents	5%	(Actual / Target) x Weight	90%	100%	-	100%	5%	CSS Final report  Thirty (30) samples or ten samples each per customer type	Target exceeded.
SM 3b	Percentage of satisfied Customer – Business Organizations/ Employers		2.5%	0% = if Below 80%	90%	99%	-	99%	2.50%		Target exceeded.

*Ygi*

Objective/Measure			Component			Pag-IBIG Fund Submission		GCG Validation		Supporting Documents	Remarks	
			Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual			Rating
SM 3c	Percentage of satisfied Customer – Partner Developers		2.5%		90%	99%	-	98.89%	2.50%		Target exceeded.	
			<b>Sub-total</b>	<b>40%</b>					<b>40%</b>			
<b>SO 4 Increase in Asset Size</b>												
<b>FINANCIAL</b>	SM 4	Increase Net Financial Asset Level	Total Assets less ROPA, net; Property and Equipment, net; Intangible Assets, net; and Other Assets; Non-current Assets held for Sale; and Right of Use of Asset	10%	(Actual / Target) x Weight;  0% = If less than ₱511.227 Billion	₱765.234 Billion <sup>2</sup>	₱806.365 Billion	-	₱801.63 Billion	10%	2022 COA Annual Audit Report  Financial Highlights  Net Financial Assets Summary Report  Breakdown of items deducted from total assets	Target exceeded.

<sup>2</sup> Target is based on the Corporate Operating Budget and pertains to Cash and Cash Equivalents, Financial Assets, Loans and Receivables, and Non-Current Assets Held for Sale.

Component					Pag-IBIG Fund Submission		GCG Validation		Supporting Documents	Remarks	
Objective/Measure	Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating			
<b>SO 5</b>	<b>Ensure Financial Sustainability</b>										
SM 5	Increase Income Level	Total Revenue Less Total Expenses	10%	(Actual / Target) x Weight	₱32.293 Billion <sup>3</sup>	₱39.066 Billion	-	₱39.07 Billion	10%	2022 COA Annual Audit Report  Financial Highlights as of 31 December 2022	Target exceeded.
SM 6	Increase Members' Savings	Total Member's Savings Collected	10%	(Actual / Target) x Weight	₱65.592 Billion <sup>4</sup>	₱79.903 Billion	-	₱78.96 Billion	10%	2022 COA Annual Audit Report  Summary report with the detailed breakdown per area	Target exceeded.

<sup>3</sup> Target is based on the Corporate Operating Budget and pertains to Net Income After Tax.

<sup>4</sup> Target is based on the Corporate Operating Budget and pertains to Members' Contributions.

*Agui*

Component					Pag-IBIG Fund Submission		GCG Validation		Supporting Documents	Remarks
Objective/Measure	Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating		
<b>SO 6 Improve Asset Quality</b>										
SM 7	Improve Performing Loans Ratio	Accounts current to 3 months+ MCR Interim Releases not yet fully released (within the 6 months release period and those with approved extension period) / Total Outstanding Balance [exclusive of Sales Contract Receivables (SCR) under Remediation, Mortgage Contract Receivables (MCR) Referred to Foreclosure, and Petition for Extra Judicial Foreclosure]	10%	(Actual / Target) x Weight; 0% = 80% and Below	88.00%	90.69%	-	86.98%	9.88%	Copy of the schedule of the performing and non-performing loans  Raw data as generated from the system  Listing of aging report  COA Annual Audit Report  Target not met.  Note 6 of the COA Annual Audit Report was used for the denominator.

*Agis*

Component					Pag-IBIG Fund Submission		GCG Validation		Supporting Documents	Remarks	
Objective/Measure	Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating			
<b>SO 7</b>	<b>Maximize Budget Utilization</b>										
SM 8	Budget Utilization Rate (BUR)	Total Disbursements / Total DBM-approved COB (both net of PS Cost)	5%	(Actual / Target) x Weight;	90% <sup>5</sup>	70.00%	-	90.86%	5%	BUR Computation  Justification and Rationale on the underutilization of some line items in the Corporate Operating Budget (COB)  2022 COB as approved by the DBM	Target exceeded.
		<b>Sub-total</b>	<b>45%</b>						<b>44.88%</b>		

<sup>5</sup> Applicable processing time based on compliance with Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

Component					Pag-IBIG Fund Submission		GCG Validation		Supporting Documents	Remarks	
Objective/Measure	Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating			
<b>SO 8</b>	<b>Streamline Processing Time</b>										
	Improve Processing Time on:										
	a.) End-User Financing (EUF) Approval and Take-out	Number of EUF applications Processed within Applicable Processing Time / Total number of EUF applications received	2.5%	(Actual/Target) x Weight; Below 95% = 0%	100%	98.88%	-	98.91%	2.47%	Copy of database for EUF and STL  Samples of documents of the transactions  Screenshots from the system per step (as provided in the Citizens Charter)	Target not met.
SM 9	b.) Short-Term Loan (STL) Approval and Disbursement	Number of loan applications Processed within Applicable Processing Time / Total number of loan applications received	2.5%	(Actual/Target) x Weight; Below 95% = 0%	100%	99.82%	-	99.82%	2.49%	Copy of the 2022 Citizens Charter  List of holidays to be excluded from the overall turnaround time	Target not met.

*Agui*

Component					Pag-IBIG Fund Submission		GCG Validation		Supporting Documents	Remarks		
Objective/Measure	Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating				
<b>SO 9 Practice Principles of Good Governance and Attain Performance Excellence</b>												
INTERNAL PROCESS	SM 10	Ensure compliance in Government Quality Management Systems Standards (GQMSS)	Actual Accomplishment	2.5%	All or Nothing	Maintenance of ISO 9001:2015 Certification covering the following processes:	Membership Registration – ISO Certification is maintained (Audit was conducted on April 01-08, 2022)	-	Maintenance of ISO 9001:2015 Certification covering the following processes:	2.5%	ISO Certificate ISO Audit Report	Target met.
						1. Membership Registration; 2. Short-Term Loan and Provident Benefit Claims	Short-Term Loan and Provident Benefit Claims – ISO Certification is maintained (Audit was conducted on August 15, 2022- September 01, 2022)		1. Membership Registration; 2. Short-Term Loan and Provident Benefit Claims			

*Handwritten signature*



Component					Pag-IBIG Fund Submission		GCG Validation		Supporting Documents	Remarks		
Objective/Measure	Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating				
		2.5%		Maintenance of ISO 9001:2015 Certification covering the following processes; Housing Loans Origination and Management	HL Origination and Management – ISO Certification is maintained (Audit was conducted on July 28-29, 2022)	-	Maintenance of ISO 9001:2015 Certification covering the following processes; Housing Loans Origination and Management	2.5%		Target met.		
		<b>Sub-total</b>	<b>10%</b>					<b>9.96%</b>				
<b>SO 10 Continuously Develop Competent and Engaged Employees</b>												
<b>LEARNING AND GROWTH</b>	SM 11	Competent Workforce	Competency Baseline <sup>6</sup> 2022 - Competency Baseline 2021	5%	All or nothing	<b>Establishment of Competency Baseline</b>	7% decrease in the Competency Level	-	102% 2022 Competency Baseline	5%	2022 Competency Assessment Report  Database of the 2022 competency assessment and justifications on the overall results  Samples of the Competency Assessments	Pag-IBIG Fund's request for target recalibration from "Improvement on the Competency Level of the Organization based on the 2021 year-end assessment" to "Establishment of Competency Baseline" is <b>APPROVED</b> . This is in light of Pag-IBIG Fund's representation that behavioral
							102% 2022 Competency Level					

<sup>6</sup> The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula: Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled

$$\frac{\sum_{i=1}^A \left[ \frac{a_i - 1}{a_i} \right]}{B} \text{ where: } a =$$

*Yg*

Component					Pag-IBIG Fund Submission		GCG Validation		Supporting Documents	Remarks	
Objective/Measure			Formula	Wt.	Rating Scale	Target	Actual	Rating			Actual
											change in the raters of employees, the effect of the pandemic on the demonstration of employees' competencies, and the retirement of seasoned employees.
			<b>Sub-total</b>	<b>5%</b>						<b>5%</b>	
			<b>TOTAL</b>	<b>100%</b>						<b>99.84%</b>	

*fyi*