

GOVERNMENT SERVICE INSURANCE SYSTEM

Performance Measures				Baseline Data			Targets		
Indicator	Formula	Weight		Rating	2010	2011	2012	2013	2014
		2013	2014						
MFO 1: Delivery of products and services under Social Insurance Fund (SIF)									
1A. Member-focused policies reviewed and enacted <i>Policies are Board Resolutions (BR) and Policy and Procedural Guidelines (PPG)</i>									
Quantity: Member-focused policies, programs and/or procedural guidelines reviewed and enacted	Number of policies reviewed and enacted	6%	6%	13 or more policies approved by BOT - 100%	5	10	8	13	8

Interim Performance Scorecard 2013-2014 (Annex A)

Performance Measures				Baseline Data			Targets		
Indicator	Formula	Weight		Rating	2010	2011	2012	2013	2014
		2013	2014						
1B. Social Insurance (SI)* claims and benefits <i>SI claims are benefits defined by RA 8291 or the GSIS Charter. SI claims include retirement/separation benefit, disability benefit, life insurance, funeral and survivorship benefits excluding monthly pension payments.</i>									
Quantity / Timeliness: SI claims and benefits processed within TAT	Number of processed claims within TAT / Number of received applications	10%	10%	95% & above - 100% 90%-94% - 80% below 90% - 60%			94.76%	above 90%	above 95%
1C. Monthly pension payment <i>Pensioners are old-age, survivorship, and disability under RA No. 8291, excluding pensioners residing abroad and in ARMM who undergo Annual Renewal of Active Status (ARAS).</i>									
Quantity / Timeliness: Pension paid every 8th of the month	Percentage of pensioners paid every 8th of the month	5%	5%	95% & above - 100% 90%-94% - 80% below 90% - 60%	every 8th of the month	every 8th of the month	95%	at least 95%	at least 95%

Interim Performance Scorecard 2013-2014 (Annex A)

Performance Measures				Baseline Data			Targets		
Indicator	Formula	Weight		Rating	2010	2011	2012	2013	2014
		2013	2014						
1D. Members' and pensioners' records created or updated									
Quantity / Timeliness: Members' and pensioners' records created or updated	Percentage of records created or updated within 5 working days from receipt of request / Number of requests	4%	4%	90% & above - 100% 80%-89% - 80% below 80% - 60%			98%	at least 90%	at least 90%
1E. Additional benefits under the SI fund granted <i>Additional benefits are approved by the Board of Trustees annually. These are pensioners' cash gift, carer's allowance and members' dividends on both regular and optional policies.</i>									
Quantity / Timeliness: Additional benefits under the SI fund granted	Percentage of qualified members and pensioners paid within schedule	5%	5%	95% & above - 100% 90%-94% - 80% below 90% - 60%			96% for members' dividend; 99.6% for pensioners' annual cash gift	at least 95%	at least 95%

Interim Performance Scorecard 2013-2014 (Annex A)

Performance Measures				Baseline Data			Targets		
Indicator	Formula	Weight		Rating	2010	2011	2012	2013	2014
		2013	2014						
1F. Client Satisfaction Rating of at least 80% for all services									
Quality: Client Satisfaction Rating of at least 80% for all services	Overall ARTA rating computed by CSC that captures all GSIS services	5%	5%	Rating Scale: 82% & above - 100% 81%-76% - 80% below 76% - 60% Rating for 2013: 100% ARTA Rating Rating for 2014: 70% - ARTA Rating 30% - GSIS Survey	not applicable	not applicable	86% (Passed) ARTA Report Card Rating on Overall Satisfaction No GSIS Customer Satisfaction Survey	at least 82%	at least 85%
		35%	35%						

Interim Performance Scorecard 2013-2014 (Annex A)

Performance Measures				Baseline Data			Targets		
Indicator	Formula	Weight		Rating	2010	2011	2012	2013	2014
		2013	2014						
MFO 2: Grant of loans and delivery of products and services under other GSIS-administered funds									
2A. Loans granted									
<i>Loans are ConsoLoan, Regular Policy Loan, Optional Policy Loan, Pension Loan, Emergency Loan. Cash Advance Loan is only until 30 June 2013 while Educational Loan is until 30 December 2013.</i>									
Quantity: Loans granted	Number of approved applications credited to member's or pensioner's account / Number of valid applications received	5%	5%	90% & above - 100% 80%-89% - 80% below 80% - 60%			95%	at least 95%	at least 95%
Timeliness	Crediting of loan proceeds within 5 WDs upon AAO approval	5%	5%					at least 95%	at least 95%

Interim Performance Scorecard 2013-2014 (Annex A)

Performance Measures				Baseline Data			Targets		
Indicator	Formula	Weight		Rating	2010	2011	2012	2013	2014
		2013	2014						
2B. Claims and benefits under other GSIS-administered funds									
<i>Other GSIS-administered funds are claims under Optional Life Insurance, Pre-Need and Employees' Compensation.</i>									
Quantity / Timeliness: Claims and benefits under other GSIS administered funds	Number of claims processed within 60 WDs upon receipt of complete documents / Number of valid applications received	5%	5%	90% & above - 100% 80%-89% - 80% below 80% - 60%			98.6%	at least 90%	at least 90%
		15%	15%						

Interim Performance Scorecard 2013-2014 (Annex A)

Performance Measures					Baseline Data			Targets	
Indicator	Formula	Weight		Rating	2010	2011	2012	2013	2014
		2013	2014						
MFO 3: Management of Investment Funds									
Increase TOTAL assets to 7% consistent with the Philippine Development Plan (PDP) Commitment									
Financial 1: Increase in total assets	Base year x 7%	10%	10%	greater than 7% - 100% 5% - 6% - 80% below 5% - 60%	not meaningful	12% increase (Php 634.07 billion)	14% increase (Php 725.09 billion)	7% increase (Php 775.85 billion)	7% increase (Php 830.16 billion)
Financial 2: Average rate of return from investments	Average rate of return from investments	15%	15%	greater than 7% - 100% 5%-6% - 80% below 5% - 60%	6.50%	9.25%	8.49%	7%	7%
		25%	25%						

Interim Performance Scorecard 2013-2014 (Annex A)

Performance Measures				Baseline Data			Targets		
Indicator	Formula	Weight		Rating	2010	2011	2012	2013	2014
		2013	2014						
MFO 4: Management of Non-Life Insurance Fund									
4A. Increase Net Underwriting Income (NUI) by at least 10% <i>Net underwriting income is premiums received net of reinsurance premium.</i>									
Financial: Increase in Net Underwriting Income by at least 10%	Net Underwriting Income = Gross Underwriting Income - Total Underwriting Deductions	6%	6%	10% & above - 100% 9% - 8% - 80% below 8% - 60%		Php 1.053 billion	Php 1.159 billion	at least 10% (Php 1.500 billion)	at least 10% (Php 1.698 billion)
4B. Maintain loss ratio at 37% and limit loss ratio increase to not more than 3% <i>Loss ratio is claims and losses against premiums earned.</i>									
Quality: Maintain loss ratio at 37% and limit loss ratio increase to not more than 3%	Claims and losses/premiums earned	6%	6%	below 3% - 100% above 3%-5%- 80% below 5% - 60%	27.56% loss ratio	35.25% loss ratio	35.68% loss ratio	at most 37%	at most 37%



Interim Performance Scorecard 2013-2014 (Annex A)

Performance Measures					Baseline Data			Targets	
Indicator	Formula	Weight		Rating	2010	2011	2012	2013	2014
		2013	2014						
4C. Insurance claims									
Quantity: Insurance claims	Number of claims processed within TAT / number of claims received	3%	3%	90% & above - 100% 89% - 80% - 80% below 80% - 60%			80%	80%	80%
		15%	15%						
GENERAL ADMINISTRATION & SUPPORT (GAS)									
GAS 1: Administrative expense loading not to increase by 3% of the previous year									
Quality: Administrative expense loading not to increase by 3% of the previous year	SIF Admin & Operating Expense / SIF Gross Revenue less investment expenses + GSIS fees and commission	10%	10%	below 3% of previous year - 100% above 3%-5% - 80% above 6% - 60%		4.83%	4.55% (with impairment) 3.52% (without impairment)	at most 5% (without impairment)	at most 6% (without impairment)
		10%	10%						
	TOTAL	100%	100%						