


GOVERNMENT SERVICE INSURANCE SYSTEM

Component					Baseline			Target	
	Objective/ Measure	Formula	Weight	Rating System	2013	2014	2015	2016	
Social Impact	SO 1	Empowered Members and Pensioners Enjoying Social Protection							
	SM 1	Percentage of Dialogues Conducted			Conducted 43 or more dialogues: 100% of allocated weight Conducted 38 to 42 dialogues: 90% of allocated weight Conducted 34 to 37 dialogues: 80% of allocated weight Conducted 30 to 33 dialogues: 70% of allocated weight Conducted below 30 dialogues: 0% of allocated weight	N/A	N/A	42 dialogues	43 Dialogues
		A. PSU Dialogue							4%
	B. Stakeholders Dialogue	Percentage of dialogues conducted = Number of dialogues conducted / Number of dialogues targeted	4%	Conducted 12 or more dialogues: 100% of allocated weight Conducted 10 to 11 dialogues: 90% of allocated weight Conducted 8 to 9 dialogues: 80% of allocated weight Conducted 6 to 7 dialogues: 70% of allocated weight Conducted below 6 dialogues: 0% of allocated weight	N/A	N/A	(All branches to conduct Stakeholders dialogues within a period of three [3] years; Two [2] dialogues for NCR per year) (Year 1: 12 branches; Year 2: 21 branches; Year 3: 14 branches)		


 As per 14 April 2016
 TWG inputs from
 GSIS.

		Component			Baseline			Target	
	Objective/ Measure	Formula	Weight	Rating System	2013	2014	2015	2016	
								See Annex to Scorecard	
Social Impact	SM 2	Resolution rate of (a) service related and (b) operational policy issues	Resolution rate of service related issues = number of issues resolved / number of issues raised	1%	Resolved 90% to 100% of the issues raised: 100% of allocated weight Resolved 85% to below 90% of the issues raised: 90% of allocated weight Resolved 80% to below 85% of the issues raised: 80% of allocated weight Resolved 70% to below 80% of the issues raised: 70% of allocated weight Resolved below 70% of the issues raised: 0% of allocated weight	N/A	N/A	List of issues compiled	90% of service related issues.
			Resolution rate of operational policy related issues = number of issues resolved / number of issues raised	1%	Resolved 50% to 100% of the issues raised: 100% of allocated weight Resolved 40% to below 50% of the issues raised: 90% of allocated weight Resolved 30% to below 40% of the issues raised: 80% of allocated weight Resolved 20% to below 30% of the issues raised: 70% of allocated weight Resolved below 20% of the issues raised: 0% of allocated weight	N/A	N/A	List of issues compiled	50% of the identified operational policy issues



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Social Impact	SM 3	Increase in Benefits without Impairing Actuarial Life	Number of Benefits Increased	5%	Actual / Target	N/A	N/A	1 Type of Increase	1 Type of Increase
			Sub-total	15%					
Stakeholders	SO 2	Excellent and Responsive Service to Members and Pensioners							
	SM 4	Percentage of Social Insurance (SI) Claims and Benefits Processed within Turnaround Time (TAT)	Percentage of SI claims and benefits processed within turnaround time (TAT) = Number of SI claims and benefits processed within TAT / Number of received applications due for processing	12%	Processed 93% to 100% of claim applications w/in TAT: 100% of allocated weight Processed 85% to 93% of claim applications w/in TAT: 90% of allocated weight Processed 80% to 85% of claim applications w/in TAT: 80% of allocated weight Processed 70% to 80% of claim applications w/in TAT: 70% of allocated weight Processed below 70% of claim applications w/in TAT: 0% of allocated weight	89.16%	90.63%	92.00%	93.00%



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Stakeholders	Breakdown per type of claim:	Turnaround Time (TAT)						
	• Retirement/ Separation/ Disability	90 days	4.0%		92.05%			
	• Regular Life	90 days	2.5%		89.42%			
	• Survivorship (non-member spouse)	90 days	2.0%		88.23%			
	• Survivorship (member spouse)	60 days	2.0%					
	• Funeral	30 days	1.5%		84.96%			
	SM 5	Percentage of Loan Proceeds Credited to Members' Account within 5 Working Days Upon Approval of Agency Authorized Officer (AAO)	Percentage of loans processed within TAT = Number of loan proceeds credited to member's account within 5 working days upon approval by AAO / Number of loan applications approved by AAO	6%	Processed 98% to 100% of loan applications w/in TAT: 100% of allocated weight Processed 90% to below 98% of loan applications w/in TAT: 90% of allocated weight Processed 80% to below 90% of loan applications w/in TAT: 80% of allocated weight Processed 70% to below 80% of loan applications w/in TAT: 70% of allocated weight Processed below 70% of loan applications w/in TAT: 0% of allocated weight	99.89%	97.55%	98.00%



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Stakeholders	SM 6	Percentage of Pensioners Paid on Time	Percentage of pensioners paid on time = Number of pensioners paid every 8th of the month / Number of qualified pensioners	4%	Paid 98% to 100% of pensioners on time: 100% of allocated weight Paid 90% to 98% of pensioners on time: 90% of allocated weight Paid 80% to 90% of pensioners on time: 80% of allocated weight Paid 70% to 80% of pensioners on time: 70% of allocated weight Paid below 70 of pensioners on time: 0% of allocated weight	100%	100%	98.00%	98.00%
	SM 7	Percentage of General Insurance Claims Processed within TAT	Percentage of General Insurance claims processed within TAT = Number of GI claims processed within TAT / Number of received applications due for processing	2%	Processed 92% to 100% of GI claim applications w/in TAT: 100% of allocated weight Processed 85% to 92% of GI claim applications w/in TAT: 90% of allocated weight Processed 80% to 85% of GI claim applications w/in TAT: 80% of allocated weight Processed 70% to 80% of GI claim applications w/in TAT: 70% of allocated weight Processed below 70% of GI claim applications w/in TAT: 0% of allocated weight	92.36%	99.32%	92%	92%



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Stakeholders	SM 8	Client Satisfaction Rating Based on the ARTA Survey	Overall ARTA Rating computed by CSC	3%	Achieved 90% client satisfaction rating: 100% of allocated weight Achieved 85% to 90% client satisfaction rating: 90% of allocated weight Achieved 80% to 85% client satisfaction rating: 80% of allocated weight Achieved 70% to 80% client satisfaction rating: 70% of allocated weight Achieved below 70% client satisfaction rating: 0% of allocated weight	88.67%	91.19%	90%	90%
	SM 9	GSIS Client Feedback Survey	Average Client Satisfaction Rating	3%	Achieved 88% client satisfaction rating: 100% of allocated weight Achieved 83% to below 88% client satisfaction rating: 90% of allocated weight Achieved 78% to below 83% client satisfaction rating: 80% of allocated weight Achieved 70% to below 78% client satisfaction rating: 70% of allocated weight Achieved below 70% client satisfaction rating: 0% of allocated weight	N/A	N/A	86%	88%
			Sub-total	30%					



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	SO 3	Financial Stewardship and Actuarial Viability Sustained and Optimized							
Finance	SM 10	Increase Total Assets	<p>2016 rolling average = sum of percentage increase from 2012 to 2016 / five</p> <p>*2016 Percentage increase in total assets = [(Total assets of current year - Total assets of 2015)/Total asset of 2015] x 100</p>	15%	<p>Increased Total Assets by 9% or more: 100% of allocated weight</p> <p>Increased Total Assets by 8% to less than 9%: 90% of allocated weight</p> <p>Increased Total Assets by 7% to less than 8%: 80% of allocated weight</p> <p>Increased Total Assets by 6% to less than 7%: 70% of allocated weight</p> <p>Increased Total Assets by less than 6%: 50% of allocated weight</p>	8.36%	15.58%	10% (Rolling average of five [5] years)	9% (Rolling average of five [5] years)
	SM 11	Increase Net Underwriting Income (NUI)	% Increase in NUI	10%	<p>Achieved 10% or more increase in Net Underwriting Income (NUI): 100% of allocated weight</p> <p>Achieved 8% to below 10% increase in NUI: 90% of allocated weight</p> <p>Achieved 6% to below 8% increase in NUI: 80% of allocated weight</p> <p>Achieved 4% to below 6% increase in NUI: 70% of allocated weight</p> <p>Achieved less than 4% increase in NUI: 0% of allocated weight</p> <p>Exclude catastrophic losses</p> <p>"Catastrophe": more than Php 1 Billion underwriting loss</p>	14.27%	4.49%	10.00%	10.00%



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Finance	SO 4	Streamlined and Efficient Processes							
	SM 12	Administrative Expense Loading	Administrative Expense Loading = (Administrative and Operating Expenses - Impairment Loss - Depreciation) / (Gross Revenue + GSIS Fees - Investment Expenses)	10%	Limited the AEL to 6% or lower: 100% of allocated weight Limited the AEL to more than 6% to 7%: 90% of allocated weight Limited the AEL to more than 7% to 8%: 80% of allocated weight Limited the AEL to more than 8% to 9%: 70% of allocated weight Limited the AEL to more than 9%: 0% of allocated weight	3.75%	2.95%	at most 6%	at most 6%
	SO 5	Ensure Updated and Accurate Database							
	SM 13	Processing Time of Posting	TAT: 85 days Period: September 1 of previous year to August 31 present year	5%	Actual / Target	N/A	N/A	95%	95%



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Finance	SM 14	Percentage of Records Created or Updated within the Prescribed TAT	Percentage of records created or updated within TAT = Number of records created or updated within TAT / Number of requests for creation and/or uploading	5%	Actual / Target	93.79%	97.18%	95%	95%
	Sub-total			45%					
Learning and Growth	SO 6 Develop Workforce Competence								
	SM 15	GSIS Average Competency Rating	Average competency rating of GSIS employees = sum of average competency rating of each GSIS employee / number of GSIS employees	5%	Achieved average competency rating of at least 3.28 in the competency assessment: 100% of allocated weight Achieved average competency rating of 3.21 to below 3.28: 90% of allocated weight Achieved average competency rating of 3.12 to below 3.21: 80% of allocated weight Achieved average competency rating of 2.92 to below 3.12: 70% of allocated weight Achieved average competency rating of below 2.92: 0% of allocated weight	N/A	N/A	Identificati on of the core competen cies	Achieved average competency rating of 3.28



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Learning and Growth	SO 7	Improve Information Capital							
	SM 16	QMS ISO Certification	Number of Core Processes ISO Certified	3%	One (1) core process ISO certified: 100% of allocated weight Not able to get ISO certified at least one (1) core process: 0% of allocated weight	N/A	N/A	One core process certified (Loans Granting)	One new core process certified under ISO 9001:2015 (Membership)
			ISO Certification maintained/upgraded to ISO 9001:2015	2%	ISO Certification Maintained: 100% of allocated weight Not able to maintain ISO certification: 0% of allocated weight	N/A	N/A	One core process certified (Loans Granting)	Maintenance of ISO Certification for Loans Processing
			Sub-total	10%					
		Total	100%						

