

## PHILIPPINE RETIREMENT AUTHORITY (PRETA)

	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2018	2019	2020	2021	
SOCIAL IMPACT	<b>SO 1</b>	<b>Generate Investment and Strengthen Foreign Exchange Position of the Country</b>							
	SM 1	Annual Foreign Currency Generated	Outstanding visa deposit in banks at the end of the year	15%	(Actual / Target) x Weight	\$520.13 Million	Cannot be validated	\$608.15 Million	\$553.08 Million
		<i>Sub-total</i>		<b>15%</b>					
STAKEHOLDERS	<b>SO 2</b>	<b>Stakeholders with Excellent PRetA Experience</b>							
	SM 2	Percentage of Satisfied Customers	Number of Respondents who gave at least Satisfactory Rating / Total Number of Respondents	7.5%	(Actual / Target) x Weight If Below 80% = 0%	90%	Result not acceptable	90%	90%
	<b>SO 3</b>	<b>Increase Number and Productivity of Industry Partners</b>							
	SM 3	Number of Retirees Availing of Industry Partners' Services							
	SM 3	Retirement Facilities	Absolute Number	5%	(Actual / Target) x Weight	Cannot be validated	39 Retirees	30 Retirees	20 Retirees
		Government Partners		5%	(Actual / Target) x Weight	N/A	24 Retirees	25 Retirees	25 Retirees
<b>SO 4</b>	<b>Increase Total Enrollees</b>								
SM 4	Cumulative Net Enrollment by End of the Year	Absolute Number of Cumulative Gross Enrollment at the end of the rating period – Absolute Number of Cumulative Cancellations at the	20%	Actual/Target x Weight	46,596	Cannot be validated	60,345	54,704	

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		end of the rating period							
	<b>Sub-total</b>		<b>37.5%</b>						
FINANCE	<b>SO 5</b>	<b>Maintain Financial Viability</b>							
	SM 5	Improve Net Operating Income	(Revenues + Interest Income from Visa Deposits) - Operating Expenses	15%	(Actual / Target) x Weight	P623.18 Million	P656.59 Million	P654.83 Million	P314.73 Million
		<b>Sub-total</b>		<b>15%</b>					
INTERNAL PROCESS	<b>SO 6</b>	<b>Rebound and Rebuild Marketing and Promotion Campaign</b>							
	SM 6	Increase Return on Marketing Expense	(Passport and Visa or Application Fees + Accreditation Fees + Initial Annual PRetA Fees <sup>1</sup> ) / (Marketing Expense + Marketers' Fee)	7.5%	(Actual / Target) x Weight	246%	193.23%	312%	94.48%
	<b>SO 7</b>	<b>Strengthen Monitoring and Regulation of Members</b>							
	SM 7	Board-Approved Integrated Masterplan for Monitoring of SRRV Members	Actual Accomplishment	5%	All or Nothing	N/A	N/A	N/A	Board-Approved Integrated Masterplan for Monitoring of SRRV Members
	<b>SO 8</b>	<b>Streamline Processes based on Industry Best Practices</b>							
	SM 8	Percentage of Applications Processed within Prescribed Period from Receipt of Complete Documents							
	SM 8a	Application of SRRV	Number of Applications Processed within	2.5%	(Actual / Target) x Weight	N/A	N/A	100%	100%

<sup>1</sup> Initial annual PRetA Fees pertains to annual fee paid by new enrollees at the time of enrollment.

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Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2018	2019	2020	2021	
	SM 8b	Cancellation of SRRV	Prescribed Period <sup>2</sup> + Total Number of Applications with Complete Documents	2.5%	(Actual / Target) x Weight	N/A	N/A	100%	100%
	SM 9	Attain ISO Certification	Actual Accomplishment	5%	All or Nothing	ISO 9001:2015 Certified	ISO 9001:2015 Certification Maintained	Maintain ISO 9001:2015 Certificate	Maintain ISO 9001:2015 Certificate
		<b>Sub-total</b>		<b>22.5%</b>					
<b>LEARNING &amp; GROWTH</b>	<b>SO 9</b>	<b>Optimize the Utilization of Information Technology</b>							
	SM 10	Automation of PRetA Processes	Actual Accomplishment	5%	(Actual / Target) x Weight	SRRV Application Processing Information system (SAP-IS) Fully Operational	Fully Operational and Functional SRRV Servicing Information System	100% Attainment of 2020 Deliverables (based on DICT-endorsed ISSP 2019-2021)	100% Attainment of 2021 Deliverables <sup>3</sup> (based on DICT-approved ISSP 2021-2023)
	<b>SO 10</b>	<b>Improve Competencies of the Workforce</b>							
	SM 11	Improved Competency Baseline of the Organization	Competency Baseline 2021 <sup>4</sup> - Competency Baseline 2020	5%	All or Nothing	Needs Assessment Report and Action Plan for Year II (2019)	Reported Competency Score not acceptable	Improvement in the Competency Baseline of the Organization	Improvement in the Competency Baseline of the Organization
		<b>Sub-total</b>		<b>10%</b>					
		<b>TOTAL</b>		<b>100%</b>					

<sup>2</sup> Prescribed period based on the processing time provided under the Citizen's Charter as submitted by PRetA as part of its compliance with Republic Act No. 11032 or the Ease of Doing Business Law.

<sup>3</sup> Deliverables refer to systems (applications).

<sup>4</sup> Improvement in the competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

$$\frac{\sum_{a=1}^A \left( \frac{\text{Actual Competency Level}_a}{\text{Required Competency Level}_a} \right)}{B}$$

where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled

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