

HOME DEVELOPMENT MUTUAL FUND (PAG-IBIG FUND)

CUSTOMER	COMPONENT				BASELINE DATA				TARGET	
	OBJECTIVE / MEASURE	FORMULA	WEIGHT	RATING SYSTEM	2019	2020	2021	2022	2023	2024
SO 1	Increase and Sustain Membership									
SM 1	a. Percentage of Labor Force Covered (Local)	Total Active Members as of performance year / Adjusted coverable ¹	9.0%	(Actual / Target) x Weight	45.27%	39.73%	47.06%	47.59%	86.53%	73.92%
	b. Total Active OFW Members	Total Active OFW Members as of performance year	1.0%		N/A	N/A	N/A	N/A	N/A	1.501 Million
SO 2	Provide Affordable Home Financing									
SM 2	Actual Take-out Units From:									
	a. SH and LC	Actual Take-out Units from Social Housing (SH), Low-Cost (LC) and 4PH ²	14.0%	(Actual / Target) x Weight	90,424	62,186	92,274	101,846	101,721	113,086
	b. 4PH		1.0%		N/A	N/A	N/A	N/A	N/A	6,684
SO 3	Improve Access and Delivery of Products and Services to Enhance Customer Satisfaction									
SM 3	Ensure Customer Satisfaction	Number of respondents who gave a rating of at least satisfactory / Total number of respondents	10.0%	(Actual / Target) x Weight 0% = if below 80%	91%	96%	99.13%	Individual Members – 100.00%	Individual Members – 90.00%	90.00%
								Business Organizations / Employers – 99.00%	Business Organizations / Employers – 90.00%	

¹ Adjusted Coverable pertains to the Total Employed Persons by Major Industry Group based on the latest available data in the Labor Force Survey of the Philippine Statistics Authority, excluding Agriculture, Other Services Activities, Activities of Extraterritorial Organization and Bodies, below 18 y.o., Retirees, and Hard to map workers.

² Pambansang Pabahay Para sa Pilipino (4PH) Program.

COMPONENT				BASELINE DATA				TARGET			
OBJECTIVE / MEASURE	FORMULA	WEIGHT	RATING SYSTEM	2019	2020	2021	2022	2023	2024		
							Partner Developers – 98.89%	Partner Developers – 90.00%			
Sub-total		35.0%									
SO 4	Increase in Asset Size										
SM 4	Increase Financial Asset Level	Net	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 Asset	10.0%	(Actual/Target) x Weight; 0% = If less than P511.227 Billion	P579.942 Billion	P623.26 Billion	P717.821 Billion	P801.63 Billion	P864.048 Billion	P1,013.800 Billion
SO 5	Ensure Financial Sustainability										
SM 5	Increase Level	Income	Total Revenue Less Total Expenses	10.0%	(Actual / Target) x Weight	P34.375 Billion	P 31.71 Billion	P32.069 Billion	P39.07 Billion	P39.982 Billion	P45.396 Billion

FINANCIAL

COMPONENT				BASELINE DATA				TARGET		
OBJECTIVE / MEASURE	FORMULA	WEIGHT	RATING SYSTEM	2019	2020	2021	2022	2023	2024	
SM 6	Fund Administrative Cost Ratio	Total Administration Cost (cost of administration and development), net of Death Benefits divided by Net Fund Assets of the Previous Year (computed as Total Assets less Current Liabilities)	2.5%	{1 - [(Actual - Target) / Target]} x Weight If above 2% = 0%	N/A	N/A	N/A	N/A	N/A	1.65%
SM 7	Increase Members' Savings									
	a. Amount	Total Members' Savings Collected	7.0%	(Actual / Target) x Weight	₱50.768 Billion	₱44.58 Billion	₱63.592 Billion	₱78.96 Billion	₱67.592 Billion	₱107.899 Billion
	b. Collection Efficiency Ratio	Total Actual Members' Savings (MS) collected for the year ³ over the total MS collectibles for the year ⁴	3.0%	(Actual / Target) x Weight	N/A	N/A	N/A	N/A	N/A	92%

³ Pertains to the MS Collection received from Private and Government Sectors including their Regular Pag-IBIG 1 Upgrade, and the Total Corporate Collection from penalties, interest, and undistributed collections.

⁴ MS Collectibles is computed based on the actual members from Private and Government Sectors as of the performance year, multiplied by the contribution rate plus their actual Pag-IBIG 1 upgrade collection, and the Total Corporate Collection from penalties, interest and undistributed collections.

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COMPONENT				BASELINE DATA				TARGET		
OBJECTIVE / MEASURE	FORMULA	WEIGHT	RATING SYSTEM	2019	2020	2021	2022	2023	2024	
SO 6 Improve Asset Quality										
SM 8	Improve Performing Loans Ratio	Accounts current to 3 months / Total Outstanding Balance (exclusive of Interim Releases, Sales Contract Receivables (SCR) under Remediation, Mortgage Contract Receivables (MCR) Referred to Foreclosure and with Petition for Extra-Judicial Foreclosure)	10.0%	(Actual / Target) x Weight; 0% = If 80% and below	90.93%	87.26%	88.28%	86.98%	91.00%	92.50%
SO 7 Maximize Budget Utilization										
SM 9	Budget Utilization Rate (BUR)	Total Disbursements / DBM-approved or Board-approved COB (both net of PS Cost)	5.0%	(Actual/Target) x Weight	N/A	N/A	N/A	90.86%	90.00%	90.00%
Sub-total			47.5%							

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INTERNAL PROCESS	COMPONENT				BASELINE DATA					TARGET
	OBJECTIVE / MEASURE	FORMULA	WEIGHT	RATING SYSTEM	2019	2020	2021	2022	2023	2024
SO 8	Streamline Processing Time									
	Improve Processing Time on:									
SM 10	a. End-User Financing Approval and Take-out (EUF) and	Number of EUF application processed within Applicable Processing Time / Total number of EUF application received	2.5%	(Actual / Target) x Weight; 0% = If Below 95%	Accomplishment unverifiable	Unverifiable	Unverifiable	98.91%	100.00%	100.00% ⁵
	b. Short-Term Loan (STL) Approval and Disbursement	Number of loans processed within Applicable Processing Time / Total number of loans processed	2.5%	(Actual / Target) x Weight; 0% = If Below 95%	95.66%	98.39%	99.64%	99.82%	100.00%	100.00% ⁶
SO 9	Practice Principles of Good Governance and Attain Performance Excellence									

⁵ Within applicable processing time based on compliance with Republic Act No. 11032 or EODB and Efficient Government Service Delivery Act of 2018.

⁶ Within applicable processing time based on compliance with Republic Act No. 11032 or EODB and Efficient Government Service Delivery Act of 2018.

Grant

MR

COMPONENT				BASELINE DATA				TARGET	
OBJECTIVE / MEASURE	FORMULA	WEIGHT	RATING SYSTEM	2019	2020	2021	2022	2023	2024
SM 11	Ensure compliance to Government Quality Management Systems Standards (GQMSS)	Actual Accomplishment	All or Nothing	Maintenance of ISO 9001:2015 Certification under covering:	ISO 9001:2015 Certificate covering the following processes:	1. ISO Recertification on Membership Registration	Maintenance of ISO 9001:2015 Certification covering the following processes:	Maintenance of ISO 9001:2015 Certification covering the following processes:	Maintenance of ISO 9001:2015 Certification covering the following processes:
			2.5%	1. Membership Registration	2. Short-Term Loan and Provident Benefit Claims	2. Maintenance of ISO Certification for Short-Term Loan and Provident Benefit Claim	1. Membership Registration -	1. Membership Registration	1. Membership Registration
			All or Nothing	3. Housing Loan Origination and Management	2. Policy Development and Processing and Release of Short-Term Loans (STL) and Provident Benefit Claims;	Maintenance of ISO Certification for Housing Loan Origination and Management	Maintenance of ISO 9001:2015 Certification covering the following processes: Housing Loans Origination and Management	Maintenance of ISO 9001:2015 Certification for the following core processes: Housing Loans Origination and Management	Maintenance of ISO 9001:2015 Certification for Housing Loans Origination and Loans Management

Account

MS

COMPONENT				BASELINE DATA				TARGET	
OBJECTIVE / MEASURE	FORMULA	WEIGHT	RATING SYSTEM	2019	2020	2021	2022	2023	2024
					Process				
SO 10 Increase Efficiency Through Implementation of Technology-Driven Services									
SM 12	Implementation of Board-Approved IT Projects	Actual Accomplishment	2.5%	All or Nothing	N/A	N/A	N/A	N/A	Deployment of Virtual Pag-IBIG mobile application (Full Version) <ul style="list-style-type: none"> ➢ MP2 Enrollment ➢ HL account linking ➢ STL application (with documents uploading) ➢ LC Plus Linking
Sub-total		12.5%							

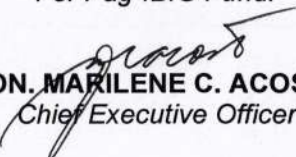
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COMPONENT				BASELINE DATA				TARGET			
OBJECTIVE / MEASURE	FORMULA	WEIGHT	RATING SYSTEM	2019	2020	2021	2022	2023	2024		
SO 11 Continuous Develop Competent and Engaged Employees											
LEARNING AND GROWTH	SM 13	Competent Workforce	Competency Baseline ⁷ 2024 – Competency Baseline 2023	5.0%	All or Nothing	Board-Approved: 1. Competency Matrix 2. Position Profiles 3. Competency-Based Job Description 4. Competency Assessment 100% of employees	3.58% increase in the Competency Level	0.406% increase in the Competency Level 108.496% in 2021 and 108% in 2020 Baseline	102% 2022 Competency Baseline	Improvement on the Competency Level of the Organization based on the 2022 year-end assessment	Improvement in the competency level of the organization based on the 2023 year-end assessment
	Sub-total			5.0%							
	TOTAL			100.0%							

For GCG:

HON. MARIUS P. CORPUS
 Chairperson

For Pag-IBIG Fund:

HON. MARILENE C. ACOSTA
 Chief Executive Officer

⁷ The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

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

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