

HOME DEVELOPMENT MUTUAL FUND

	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2016	2017	2018	2019	
CUSTOMER	SO 1	Increase and Sustain Membership							
	SM 1	Percentage of Labor Force Covered	Total Active Members as of Performance Year / Adjusted Coverable ¹	10%	(Actual / Target) x Weight	66% (12.510 Million / 18.824 Million)	65% (12.618 Million / 19.424 Million)	47% (13.324 Million / 28.285 Million)	50%
	SO 2	Provide Affordable Home Financing							
	SM 2	Actual Take-Out Units from SH and LC	Actual Take-Out Units from SH and LC	20%	(Actual / Target) x Weight	75,609	80,188	75,786	80,401
	SO 3	Improve Access and Delivery of Products and Services to Enhance Customer Satisfaction							
	SM 3	Percentage of Satisfied Customers	Number of respondents who rated Pag-IBIG service with at least Satisfactory / Total number of respondents	10%	(Actual / Target) x Weight Below 80% = 0%	80%	91.95%	90%	90%
		Sub-total		40%					

¹ Adjusted Coverable pertains to the Total Employed Persons by Major Industry Group as of July 2018 excluding Agriculture, Activities of Households as Employers, Undifferentiated Goods and Services – producing Activities of Households for Own use and Activities of Extraterritorial Organization and Bodies. See Table 5 - Employed Persons by Major Industry Group, Philippines: 2016 - April 2018, Current Labor Statistics, PSA, page 12, 13 July 2018. Workers below 18 years old may be deducted upon submission of data from PSA, subject to determination of the number of covered minors per relevant laws.

	Component				Baseline Data		Target		
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FINANCIAL	SO 4	Increase in Asset Size							
	SM 4	Increase Net Financial Asset Level	Total Assets less ROPA, net; Property and Equipment, net; Intangible Assets, net; and Other Assets	10%	(Actual / Target) x Weight 0% = If less than ₱379.839 Billion	₱420.542 Billion	₱467.597 Billion	₱526.304 Billion	₱576.088 Billion
	SO 5	Ensure Financial Sustainability							
	SM 5	Increase Income Level	Total Revenue Less Total Expenses	10%	(Actual / Target) x Weight 0% = ₱20 Billion and Below	₱25.009 Billion	₱30.268 Billion	₱33.29 Billion	₱33.29 Billion
	SM 6	Maintain the Required Capital Adequacy Ratio	Retained Earnings / (Risk-Weighted Assets for credit and market risk provisions + Risk-Weighted Assets equivalent for operational risk provision)	5%	All or Nothing	18.87%	18.19%	Not less than 17.5%	Not less than 17.5%

Component					Baseline Data		Target	
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SM 7	Increase Members' Savings	Total Members' Savings Collected	10%	(Actual / Target) x Weight 0% = ₱30 Billion and Below	₱32.780 Billion	₱33.71 Billion	₱39 Billion	₱41 Billion
SO 6	Improve Asset Quality							
SM 8	Improve Performing Loans Ratio	Accounts current to 3 Months / Total Outstanding Balance (exclusive of Referred to Foreclosure and Petition for Extra-Judicial Foreclosure)	10%	(Actual / Target) x Weight 0% = 85% and Below	89.07%	89.52%	90%	91%
	Sub-total		45%					

	Component				Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2016	2017	2018	2019
INTERNAL PROCESS	SO 7	Streamline Processing Time						
	SM 9	Improve Processing Time on:						
		a.) End-User Financing (EUF) Approval and Take-Out	Number of EUF application Processed within Applicable Processing Time / Total number of EUF application received	5%	(Actual / Target) x Weight Below 95% = 0%	85% ²	98.04%	95%
b.) Short-Term Loan (STL) Approval and Disbursement	Number of Loans Processed within Applicable Processing Time / Total Number of Loans Processed	No Data	No Data			No Data		

² Baseline data for 2016 were unvalidated since the measure and target is new for 2017.

³ 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			Baseline Data		Target	
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SO 8	Practice Principles of Good Governance and Attain Performance Excellence							
SM 10	Ensure Compliance to Government Quality Management Systems Standards (GQMSS)	Actual Accomplishment	5%	All or Nothing	95% of activities completed – STL and Claims Certified in February 2017	<p>ISO 9001:2015 Certification for HL Origination</p> <p>ISO 9001:2015 Certification for</p> <p>a. Short Term Loan</p> <p>b. Provident Claims</p> <p>Readiness Certificate for ISO 9001:2015 Certification on Membership Registration</p>	<p>Certification under ISO 9001:2015 standards covering:</p> <p>1.Housing Loans Management; and</p> <p>2.Membership Registration</p> <p>Maintain ISO 9001:2015 Certificates for:</p> <p>1. Housing Loan Origination</p> <p>2. Short-term Loan</p> <p>3. Provident Claims</p>	<p>Maintenance of ISO 9001:2015 Certification under covering:</p> <p>1. Membership Registration</p> <p>2. Short-Term Loan and Provident Benefit Claims</p> <p>3. Housing Loan Origination and Management</p>
	Sub-total		10%					

	Component				Baseline Data		Target		
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LEARNING AND GROWTH	SO 9	Continuously Develop Competent and Engaged Employees							
	SM 11	Percentage of Employees Meeting Required Competencies	Actual Accomplishment	5%	All or Nothing	82.59% (Last activity: Go Live Implementation on Cagayan Valley; Tuguegarao)	Roll-out and Implementation of STLMS and PFMS to Central Office and all Branches	Submission of the Board-Approved: 1. Competency Catalogue ⁴ ; 2. Competency Framework ⁵ ; and 3. Competency Tables ⁶ Note: Establish Competency Baseline by 2019	Submission of Board-Approved: 1. Competency Matrix 2. Position Profiles 3. Competency – Based Job Description; 4. Competency Assessment to determine Competency Baseline for 100% of employees
		Sub-total		5%					
		Total		100%					

⁴ A document that identifies the competencies relevant to the organization

⁵ A diagram that clusters the competencies identified under the Competency Catalogue into Core, Leadership, Technical and Organizational themes

⁶ A set of tables containing an operational definition for each competency, identifying the behavioral indicators associated with the competency, and classifying the behavioral indicators into different levels, showing a progression of proficiency