GOVERNMENT SERVICE INSURANCE SYSTEM

		Component				Baseline Data			Target
		Objective/Measure	Formula	Weight	Rating System	2019	2020	2021	2022
SOCIAL IMPACT / STAKEHOLDERS	SO 1	Ensure sustained benefits for members, pensioners, and their families							
	SM 1	Improvement / Enhancement of Benefits and Privileges Without Impairing Actuarial Life	Actual Amount of Loans Granted[1]	12.5%	(Actual / Target) x Weight	N/A	N/A	N/A	₱122.629 Billion
	SO 2	Provide excellent and responsive products and services to members, pensioners, government bodies, and other constituencies							
	SM 2	Percentage of Claims and Benefits Processed Within the Applicable Time	Number of claims and benefits processed within applicable TAT / Number of received applications	12.5%	(Actual / Target) x Weight	97.50%	92%	100%[2]	100%[3]
	SM 3a	Percentage of Satisfied Customers – Individual Customers (Members and Pensioners)	Number of Respondents who gave a rating of at least satisfactory / Total number of respondents	2.5%	(Actual / Target) x Weight	95%	87.50%	90%	90%
	SM 3a	Percentage of Satisfied Customers – Business Clients		2.5%	Below 80% = 0%				90%
		Sub-total		30%					

[1] Loans to be considered: a. Multi-purpose Loan; b. Pension Loan (Enhanced Pensioners Loan); c. Policy Loan; d. Emergency Loan; e. Pensioner Emergency Loan; and f. Pensioners Restructured Loan.
[2] Applicable processing time is subject to GSIS' compliance with R.A. No. 11032 or the Ease of Doing Business and Efficient Delivery of Government Service Act.
[3] Applicable processing time is subject to GSIS' compliance with R.A. No. 11032 or the Ease of Doing Business and Efficient Delivery of Government Service Act.

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SO 3	**Deliver returns that will lengthen the life of the fund**							
SM 4	Increase in total assets (5-year average)	Sum of percentage increases from 2018 to 2022 / 5 years Where: Annual percentage increase in total assets = [(Total assets at the end of CURRENT year – Total assets at the end of PREVIOUS year) / Total assets at the end of the PREVIOUS year] x 100	10%	(Actual / Target) x Weight	7.85%	8.11%	8.00%	7.73%
SM 5	Generate Return on Investment (ROI) on investible funds (5-year average)	Sum of ROI from 2018 to 2022 / 5 Where: Annual ROI = Net Investment Income/Average Investment Assets[4]	10%	(Actual / Target) x Weight	7.02%	7.38%	6.51%	7.91%

[4] Average Investment Assets = (Total Investment Assets at the end of the CURRENT year + Total Investment Assets at the end of the PREVIOUS year) / 2

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SO 4		**Collaborate with government agencies for insurance income**							
	SM 6	Increase Group Personal Accident Insurance (GPAI) Premiums	(2022 GPAI Premiums - 2021 GPAI Premiums) / 2021 GPAI Premiums	10%	(Actual / Target) x Weight	28.85%	20%	N/A	23.75%
SO 5		**Generate income from our idle properties**							
	SM 7	Income derived from sale or lease of acquired assets	Absolute Amount of Income Collected from the Sale or Lease of Acquired Asset	10%	(Actual / Target) x Weight	N/A	N/A	N/A	₱383 Million
SO 6		**Create and implement a dynamic asset and liability management framework**							
	SM 8	Minimize Consolidated Loan (CNL) Past Due Rate	Past Due Rate = (Total outstanding principal balance of due and demandable Consolidated Loan accounts – Allowance for Impairment) / (Total outstanding principal balance of all Consolidated Loan accounts – Allowance for Impairment)	5%	{1 – [(Actual – Target)/ Target]} x Weight Above 25% = 0%	6.44%	6.44%	9.00%	9.00%

		Component				Baseline Data		Target	
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	SM 9	Improve Collection Efficiency	*Loan Amount Collected for the Year 2022 / Open Loan Amounts Due for Collection during the Year 2022*	-		N/A	N/A	98.17%	*For monitoring purposes only*
	SM 10	Fund Life of the Social Insurance Fund	*Actual Accomplishment[5]*	-		N/A	N/A	N/A	*For monitoring purposes only (Fund life not lower than 2044)*
	SO 7	**Rationalize expenses**							
	SM 11	Efficient Utilization of Corporate Budget	Total disbursement / Total DBM Approved Corporate Operating Budget (*both net of PS cost*)	5%	All or Nothing	N/A	N/A	Not lower than 90% but not exceeding 100%	90%
		Sub-total		*50%*					
	SO 8	**Implement a robust, enterprise-wide risk management system**							
INTERNAL PROCESS	SM 12	ERM Risk Maturity Rating - Risk Maturity Level	Actual Rating	5%	(Actual /Target) x Weight	Risk Maturity Level 3.44	Risk Maturity Level 3.61	2.9	3.81

[5] Based on the result of 2022 Actuarial Assessment of the SIF based on 2021 year-end data.

Component					Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2019	2020	2021	2022
SO 9	**Excel in knowledge and information management**							
SM 13	Maintain/Upgrade QMS Certification	Actual Accomplishment	5%	(Actual / Target) x Weight	ISO 9001:2015 Recertified for: 1) Loans Processing; 2) Membership Administration; 3) Maturity Claims Processing; 4) Motor Vehicle Claims Processing; and 5) Critical Support Processes.	Passed the Surveillance Audit or Maintained Certificate for the following processes: 1) Loans Processing; 2) Membership Administration; 3) Life/Maturity Claims Processing; 4) Motor Vehicle Claims Processing; 5) Critical Support Processes; and 6) Funeral Benefit Claim Processing; and 7) Marketing of Non-life Insurance for the renewal of all bidding accounts	Maintain QMS Certification for the following processes: 1) Loans Processing; 2) Membership Administration; 3) Life/Maturity Claims Processing; 4) Motor Vehicle Claims Processing 5) Critical Support Processes 6) Funeral Benefit Claim Processing; and 7) Marketing of Non-life Insurance renewal of all bidding accounts	Maintain QMS Certification for the following processes: 1) Loans Processing; 2) Membership Administration; 3) Life/Maturity Claims Processing; 4) Motor Vehicle Claims Processing 5) Critical Support Processes; 6) Funeral Benefit Claim Processing; 7) Marketing of Non-life Insurance for the renewal of all bidding accounts (8) Renewal of PCSO Surety Bonds; and (9) Releasing of notice of claim transfer certificate of title for non-problematic fully paid housing accounts

		Component				Baseline Data		Target	
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	SO 10	Improve the (internal and external) business process through automated technology-driven services							
	SM 14	Implementation of Board-approved IT Projects	Actual Accomplishment	2.5%	All or Nothing	N/A	N/A	Development of 1 new program (Enhanced GSIS Touch)	Enhancement of GSIS Touch
			Number of 2022 deliverables completed / Total Number of 2022 Deliverables per ISSP submitted to DICT	2.5%	(Actual / Target) x Weight				100% implementation of 2022 deliverables under the ISSP as submitted to the DICT
		Sub-total		*15%*					
LEARNING AND GROWTH	**SO 11**	Recruit, develop, and retain a competent and inspired workforce							
	SM 15	Enhanced GSIS Competency Framework	Actual Accomplishment	5%	All or Nothing	20.13% of employees have a rating of 4 for the required competencies	4.30% improvement in the Competency Level of the Organization	Board-Approved Enhanced GSIS Competency Framework with the following: a. Competency Catalogue b. Competency Framework	Establish Baseline Data on the Competency Level of the Organization[6]

[6] Using the Revised GSIS Competency Framework. Assessment shall cover 100% of employees to determine competency baseline. The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

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

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

	Component				Baseline Data		Target	
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							c. Competency Tables d. Competency Matrix e. Position Profiles f. Competency-Based Job Description	
	Sub-total		5%					
	Total		100%					