

GOVERNMENT SERVICE INSURANCE SYSTEM

		Component				Baseline Data (if applicable)		Target	
	Objective/Measure	Formula	Weight	Rating System	Data Provider	2013	2014 (3Q)	2015	
SOCIAL IMPACT	SO 1	<b>Empowered Members and Pensioners Enjoying Social Protection</b>							
	SM 1	Percentage of Dialogues Conducted and Percentage of Attendees	a. Percentage of dialogues conducted = Number of dialogues conducted / Number of dialogues targeted  b. Percentage of attendees = Number of participants who attended / Number of target participants	10%	Conducted 42 or more dialogues: 100% of allocated weight Conducted 38 or 41 dialogues: 90% of allocated weight Conducted 34 or 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 1,260 participants
	SM 2	List of issues or complaints raised by stakeholders	List of issues or complaints raised by stakeholders in the previous year eliminated in the list for the current year	0%			N/A	N/A	List of issues compiled
	SM 3	Increase in Benefits without Impairing Actuarial Life		5%					1 Type of Increase
		<b>Sub-total</b>	15%						

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<b>SO 2</b>	<b>Excellent and Responsive Service to Members and Pensioners</b>								
<b>STAKEHOLDERS</b>	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	10%	Processed 92% to 100% of claim applications w/in TAT: 100% of allocated weight Processed 85% to 91% of claim applications w/in TAT: 90% of allocated weight Processed 80% to 84% of claim applications w/in TAT: 80% of allocated weight Processed 70% to 79% 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%	89.67%	92%
		Type of Claim	Turnaround Time (TAT)						
		· Retirement/ Separation/Disability	90 days	4%			92.05%		
		· Regular Life	90 days	2.5%			89.42%		
		· Survivorship (non-member spouse)	90 days	1%			88.23%		

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	· Survivorship (member spouse)	60 days	1%					
	· 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 97% of loan applications w/in TAT: 90% of allocated weight Processed 80% to below 89% of loan applications w/in TAT: 80% of allocated weight Processed 70% to below 79% 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%

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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 97% of pensioners on time: 90% of allocated weight Paid 80% to 89% of pensioners on time: 80% of allocated weight Paid 70% to 79% of pensioners on time: 70% of allocated weight Paid below 70% of pensioners on time: 0% of allocated weight		100%	100%	98%	
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 90% to 100% of GI claim applications w/in TAT: 100% of allocated weight Processed 85% to 89% of GI claim applications w/in TAT: 90% of allocated weight Processed 80% to 84% of GI claim applications w/in TAT: 80% of allocated weight Processed 70% to 79% of GI claim applications w/in TAT: 70% of allocated weight Processed 70% of GI claim applications w/in TAT: 0% of allocated weight		92.36%	99.32%	90%	

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SM 8	Client Satisfaction Rating based on the ARTA Survey	Overall ARTA Rating computed by CSC	3%	Achieved 88% client satisfaction rating: 100% of allocated weight Achieved 85% to 87% client satisfaction rating: 90% of allocated weight Achieved 80% to 86% client satisfaction rating: 80% of allocated weight Achieved 70% to 79% client satisfaction rating: 70% of allocated weight Achieved below 70% client satisfaction rating: 0% of allocated weight		88.67%	91.19%	90%
SM 9	GSIS Client Feedback Survey	Average Client Satisfaction Rating	3%	Achieved baseline (x) + 3% client satisfaction rating: 100% of allocated weight Achieved client satisfaction rating between x% to x+2%: 90% of allocated weight Achieved client satisfaction rating between x-2% to less than x%: 80% of allocated weight Achieved client satisfaction rating between x-4% to less than x-2%: 70% of allocated weight Achieved client satisfaction rating below x-4%: 0% of allocated weight		N/A	N/A	X + 3%
		<b>Sub-total</b>	28%					

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FINANCE	<b>SO 3</b>	<b>Financial stewardship and actuarial viability sustained and optimized</b>							
	SM 10	Increase Total Assets	Percentage increase in total assets = [(Total asset of current year – Total asset of previous year)/Total asset of previous year] x 100	15%	10%: 100% of allocated weight 9%: 90% of allocated weight 8%: 80% of allocated weight 7%: 70% of allocated weight Below 7%: 50% of allocated weight		8.36%	7.57%	10% (Rolling average of 5 years)
	SM 11	Increase Net Underwriting Income (NUI)	% Increase in NUI	5%	Achieved 10% or more increase in Net Underwriting Income (NUI): 100% of allocated weight Achieved 8% to below 10% increase in NUI: 90% of allocated weight Achieved 6% to below 8% increase in NUI: 80% of allocated weight Achieved 4% to below 6% increase in NUI: 70% of allocated weight Achieved less than 4% increase in NUI: 60% of allocated weight  Exclude Catastrophic Losses  "Catastrophe": more than Php 1 Billion Underwriting Loss		14.27%	2.59%	10%

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	SM 12	Maintain Loss Ratio at 40%	Loss ratio = Claims and losses (Net) / Premiums earned	5%	Incurred a 40% or below Loss Ratio: 100% of allocated weight Incurred more than 40% to 50% Loss Ratio: 90% of allocated weight Incurred more than 50% to 60% Loss Ratio: 80% of allocated weight Incurred more than 60% to 70% Loss Ratio: 70% of allocated weight Achieved above 70% Loss Ratio: 60% of allocated weight  (with exclusions)		35.98%	59.94%	40%
			<b>Sub-total</b>	25%					
INTERNAL PROCESS	<b>SO 4</b>	<b>Institutionalize Member-Friendly Policies and Procedures</b>							
	SM 13	Number of Policies Reviewed, Formulated and Adopted	Count of policies reviewed, formulated and adopted	4%	Actual / Target		13	13	4

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<b>SO 5</b>	<b>Streamlined and Efficient Processes</b>							
SM 14	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 AEL to more than 6% to 7%: 90% of allocated weight Limited AEL to more than 7% to 8%: 80% of allocated weight Limited AEL to more than 8% to 9%: 70% of allocated weight Limited AEL to more than 9%: 0% of allocated weight		3.75%	2.77%	at most 6%
<b>SO 6</b>	<b>Ensure Updated and Accurate Database</b>							
SM 15	Processing Time of Posting	TAT: 90 Days Period: September 1 of Previous Year to August 31 Present Year	5%	Actual / Target		N/A	N/A	95% within TAT



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SM 16	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 request for creation and/or updating	5%	Actual / Target		93.79%	97.18%	95%	
		<b>Sub-total</b>	24%						
<b>SO 7</b>	<b>Develop Workforce Competence</b>								
LEARNING AND GROWTH	SM 17	Establish System-Wide Core Competencies	Percentage of employees meeting required competencies = Number of employees meeting the required core competencies / Number of employees (for 2016 onwards)	5%	Established a baseline of core competencies and the competencies required per position: 100% of allocated weight  Not able to establish a baseline of core competencies and the competencies required per position: 0% of allocated weight		N/A	N/A	Identification of the core competencies

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<b>SO 8</b>	<b>Improve Information Capital</b>							
SM 18	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)
		<b>Sub-total</b>	8%					
		<b>TOTAL</b>	100%					