

SOCIAL HOUSING FINANCE CORPORATION (SHFC)

| | Component | | | | Baseline Data | | Target | | |
|---------------|-------------------|--|---|---------------|---|-----------------------|-----------------------|--------|--------|
| | Objective/Measure | Formula | Weight | Rating System | 2018 | 2019 | 2020 | 2021 | |
| SOCIAL IMPACT | SO 1 | Improve the Quality of Life of the Informal Settler Families and Low-Income Filipinos through the Provision of Housing Finance | | | | | | | |
| | SM 1 | Increase Number of ISFs Provided with Housing Finance Assistance | Actual Accomplishment | 35% | (Actual / Target) x Weight | 13,186 | 8,810 | 35,000 | 60,000 |
| | | Sub-total | | 35% | | | | | |
| | | | | | | | | | |
| STAKEHOLDERS | SO 2 | Ensure Customer Satisfaction through the Provision of Quality Service | | | | | | | |
| | SM 2a | Percentage of Satisfied Customers (Pre-Takeout) | Number of Stakeholders who Gave a Rating of At Least Satisfactory / Total Number of Respondents | 5% | (Actual / Target) x Weight If Less Than 80% = 0% | Result not acceptable | Result not acceptable | 90% | 90% |
| | SM 2b | Percentage of Satisfied Customers (Post-Takeout) | Number of Stakeholders who Gave a Rating of At Least Satisfactory / Total Number of Respondents | 5% | (Actual / Target) x Weight If Less Than 80% = 0% | Result not acceptable | Survey not conducted | 90% | 90% |
| | | Sub-total | | 10% | | | | | |

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|-----------|-------------------|--|---|---------------|----------------------------|------------------------------|------------------------------|---|--|
| | Objective/Measure | Formula | Weight | Rating System | 2018 | 2019 | 2020 | 2021 | |
| FINANCE | SO 3 | Enhance Financial Viability | | | | | | | |
| | SM 3 | Improve Collection Efficiency Rate | Cumulative Collection / Cumulative Billing (Current and Delinquent Accounts Only) | 10% | (Actual / Target) x Weight | 84.62% ¹ | 84.81% ² | N/A | 90% Collection Efficiency on Current and Delinquent Accounts |
| | SM 4 | Improve Status of Problematic Accounts | [(Current Year's Number of Problematic Accounts – Prior Year's Number of Problematic Account) / Prior Year's Number of Problematic Accounts] x 100% | 10% | (Actual / Target) x Weight | N/A | N/A | N/A | 10% Reduction of Problematic Accounts |
| | SM 5 | Increase Gross Revenue | Total Revenues | 5% | (Actual / Target) x Weight | ₱718.28 Million ³ | ₱846.78 Million ⁴ | N/A | ₱787.48 Million |
| | SM 6 | Improve Budget Utilization Rate | Total Disbursement / Total GAA Allocation for SHFC Program | 10% | All or Nothing | 80.09% | 99.71% | Not Less Than 90% But Not More Than 100% of the GAA Allocation for SHFC Program | Not Less Than 90% But Not More Than 100% of the GAA Allocation for SHFC's Programs |
| | | | Sub-total | | 35% | | | | |

¹ Computed based on data provided by SHFC.

² Ibid.

³ Based on COA Annual Audit Report

⁴ Ibid.

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|------------------|-------------------|--|--|---------------|---|--|---|--|---|
| | Objective/Measure | Formula | Weight | Rating System | 2018 | 2019 | 2020 | 2021 | |
| INTERNAL PROCESS | SO 4 | Integrate and Update Support Systems and Processes | | | | | | | |
| | SM 7 | Percentage of Loan Applications Processed Within Prescribed Period | Number of Loan Applications Processed Within Prescribed Period ⁵ / Total Number of Applications | 5% | (Actual / Target) x Weight | N/A | N/A | 100% | 100% |
| | SM 8 | Enhance Support Systems for the Effective and Efficient Processes | Actual Accomplishment | 5% | 100% Attainment of the ISSP Deliverables in the DICT-Approved ISSP 2018-2020 or ISSP 2022-2024 Approved by/Submitted to DICT = 2.5% 100% Attainment of the ISSP Deliverables in the DICT-Approved ISSP 2018-2020 and ISSP 2022-2024 Approved by/Submitted to DICT = 5% | SHFC's ISSP Approved by DICT ISSP Phase I Fully Implemented | 100% Implementation of Phase II of the ISSP | 100% Attainment of the 2020 Deliverables based on SHFC's DICT-Approved ISSP 2018-2020 ⁶ | 100% Attainment of the ISSP Deliverables in the DICT-Approved ISSP 2018-2020 ISSP 2022-2024 Approved by/ Submitted to DICT |
| | Sub-total | | | 10% | | | | | |

⁵ The prescribed period for the processing of loans should be consistent and in compliance with the Republic Act No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

⁶ Based on the ISSP, the information systems due for implementation in 2020 are: (1) Financial Management System, (2) Management Information System, and (3) System Administration and Management.

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| Component | | | | | Baseline Data | | Target | | |
|----------------------------------|-------------------|---|---|---------------|---|---|--|---|--|
| | Objective/Measure | Formula | Weight | Rating System | 2018 | 2019 | 2020 | 2021 | |
| ORGANIZATION / LEARNING & GROWTH | SO 5 | Implement Quality Management System | | | | | | | |
| | SM 9 | Attain Quality Management Certification | Actual Accomplishment | 5% | Pass ISO Surveillance Audit (Head Office and 1 Regional Office) or Attain ISO Certification for 2 Regional Branches = 2.5% Pass ISO Surveillance Audit (Head Office and 1 Regional Office) and Attain ISO Certification for 2 Regional Branches = 5% | ISO 9001:2015 Certified | ISO 9001:2015 Certification Attained | Pass ISO Surveillance Audit for the Head Office and ISO 9001:2015 Certification for One (1) Regional Branch | Pass ISO Surveillance Audit (Head Office and 1 Regional Office) ISO Certification for 2 Regional Branches |
| | SO 6 | Elevate Personnel Competency | | | | | | | |
| | SM 10 | Improvement of the Competency of the Organization | Competency Baseline 2021 – Competency Baseline 2020 | 5% | All or Nothing | 211 out of 211 Position Titles with Competency Based Job Descriptions | Competency Gap Closed for 134 out of 180 employees or 74.44% | Improvement in the Competency Baseline of the Organization | Improvement in the Competency Baseline ⁷ of the Organization |
| | | Sub-total | | 10% | | | | | |
| | TOTAL | | 100% | | | | | | |

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:

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

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