

GOVERNMENT SERVICE INSURANCE SYSTEM (GSIS)

		COMPONENT				BASELINE DATA				TARGET	
		OBJECTIVES / MEASURES	FORMULA	WEIGHT	RATING SCALE	2019	2020	2021	2022	2023	2024
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:									
	SM 1a	Implementation of Board-approved Program	Actual Accomplishment	7.5%	All or Nothing	Implemented the GSIS Financial Assistance Loan Program (GFAL) II	MPL officially launched on 01 October 2020	Enhanced Pension Loan Program was implemented	N/A	Implementation of one (1) program	Implementation of MPL Lite
	SM 1b	Amount of loans granted	Actual Amount	10%	(Actual/Target) x Weight	N/A	N/A	10.55% ¹	₱211.52 Billion ²	₱122.629 Billion ³	₱281.54 Billion ⁴
	SO 2	Provide excellent and responsive products and services to members, pensioners, government institutions, and other stakeholders									
	SM 2	Percentage of claims and benefits processed ⁵ within the Applicable Time	Number of claims and benefits processed within applicable TAT ⁶ / Number of applications received	8%	(Actual / Target) x Weight	97.50%	92.00%	93.80%	96.99%	100.00%	100.00%

¹ Loans considered: Conso Loan, Pension Loan, Policy Loan, Emergency Loan, Pensioner Emergency Loan, Pensioners Restructured Loan, and Multi-purpose Loan.

² Loans 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.

³ Loans included: Multi-Purpose Loan, Pension Loan, Policy Loan, Emergency Loan, Pensioner Emergency Loan and Pensioners Restructured Loan.

⁴ Loans included: Multi-Purpose Loan, Policy Loans (Regular and Optional), Educational Loan Program, Pension Loans.

⁵ Transactions included: Social Insurance Claims, Motor Vehicle Claims (Own-Damage), Motor Vehicle Claims (Payment of Billing) and Lease with Option to Buy (LWOB).

⁶ Applicable processing time is subject to GSIS's compliance with RA 11032 or the Ease of Doing Business and Efficient Delivery of Government Service Act.

JMC

COMPONENT					BASELINE DATA				TARGET	
OBJECTIVES / MEASURES		FORMULA	WEIGHT	RATING SCALE	2019	2020	2021	2022	2023	2024
SM 3	Percentage of Satisfied Customers - Individual Customers (Members and Pensioners) and Business Clients	Number of Respondents who gave a rating of at least satisfactory / Total number of respondents	5%	(Actual / Target) x Weight Below 80% = 0%	95%	87.50%	88.73%	Individual Customers - 83.30% Business Clients - 92.60%	90.00%	90.00%
Subtotal			30.5%							
SO 3	Deliver Return that will lengthen the life of the fund									
SM 4	Increase in Total Assets (5-year average)	Sum of percentage ⁷ from 2020 to 2024 / 5	8%	(Actual / Target) x Weight	7.85%	8.11%	8.93%	6.97%	7.48%	5.83%
SM 5	Generate Return on Investment (ROI) on Investible Funds (5-year average)	Sum of ROI from 2020 to 2024 / 5 where: Annual ROI = Net Investment Income/Average Investment Asset ⁸	8%	(Actual / Target) x Weight	7.02%	7.38%	6.86%	6.01%	6.50%	6.33%
SM 6	Fund Life of the Social Insurance Fund	Actual Accomplishment	0%	For monitoring purposes only	N/A	N/A	N/A	2053	N/A	For monitoring purposes only

⁷ 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.

⁸ Average Investment Assets = (Total Investment Assets at yearend of the CURRENT year + Total Investment Assets at the end of PREVIOUS year) / 2.

COMPONENT					BASELINE DATA				TARGET	
OBJECTIVES / MEASURES	FORMULA	WEIGHT	RATING SCALE	2019	2020	2021	2022	2023	2024	
SO 4	Collaborate with government institutions for mandatory insurance coverage									
SM 7	Generate Gross Premium Written (GPW)	Absolute Amount of GPW	8%	(Actual / Target) x Weight	N/A	N/A	N/A	N/A	5% increase from 2022 Gross Premiums	₱8.5 Billion
SO 5	Generate operating income from acquisition, development, and disposal of real properties									
SM 8	Income derived from sale or lease of GSIS Investment Properties	Absolute Amount of Income Collected from the Sale or Lease of GSIS Real Estate Assets	8%	(Actual / Target) x Weight	N/A	N/A	Implemented the Lease with Option to Buy	₱512.40 Million	₱263 Million	₱423 Million
SO 6	Enhance and maintain dynamic investment policies									
SM 9	Number of Enhanced Investment-related Policies approved by the Board	No. of enhanced policies approved by the Board / 2	5%	(Actual / Target) x Weight	N/A	N/A	N/A	N/A	N/A	Two (2) Board-Approved policies
SO 7	Ensure efficient collection of premiums, loans, and other receivables									
SM 10	Collection Efficiency Rate of Member Contributions	Agency Remittance / Billing	2.5%	(Actual / Target) x Weight	N/A	N/A	N/A	N/A	N/A	100.00%

me

COMPONENT					BASELINE DATA				TARGET	
OBJECTIVES / MEASURES	FORMULA	WEIGHT	RATING SCALE	2019	2020	2021	2022	2023	2024	
SM 11	Minimize Past Due Rate (PDR) for Loans									
SM 11a	Past Due Rate of Multi-Purpose Loan (MPL) for Active Members	MPL PDR ⁹ ≤ 2%	5%	(Actual / Target) x Weight	6.44% ¹⁰	6.44%	8.62%	4.26%	Not more than 2%	Not more than 2%
SM 11b	Past Due Amount of Other Service Loans for Active Members (EML, CNL)	Past Due 2023 - Past Due 2024 / Past Due 2023	5%	(Actual / Target) x Weight					30% reduction	30% reduction
SO 8	Efficient Budget Utilization									
SM 12	Efficient Utilization of Corporate Budget	Total disbursement / Total DBM Approved Corporate Operating Budget (COB) ¹¹	5%	(Actual / Target) x Weight	N/A	N/A	91.24%	98.80%	90.00%	90.00%
SM 13	Rationalization of Administrative Expense Loading	Administrative Expense / Total Income net of Investment Expenses	0%	For monitoring purposes only	N/A	N/A	N/A	N/A	N/A	For monitoring purposes only
	Sub-total		54.5%							

⁹ Past Due Rate = (Total outstanding principal balance of due and demandable MPL accounts – Allowance for Impairment) / (Total outstanding principal balance of all MPL accounts – Allowance for Impairment).

¹⁰ 2019-2022 PDR baseline data pertain to CNL.

¹¹ Including Claims and Benefits, Net of Personnel Services Cost and Non-cash expenses (Donation, Impairment Loss and Depreciation); Capital Outlay Budget and corresponding Disbursement are net of related Carried Forward Budget; Approved COB (CAPEX and OPEX) including Supplemental, Transfer and Realignment; Approved COB, net of retention budget.

JMC

COMPONENT					BASELINE DATA				TARGET		
OBJECTIVES / MEASURES	FORMULA	WEIGHT	RATING SCALE	2019	2020	2021	2022	2023	2024		
SO 9	Excel in information, knowledge, and change management										
SM 14	Maintain / Upgrade ISO Certification										
INTERNAL PROCESS	SM 14a	Maintain/Upgrade ISO Certification – Quality Management System (QMS)	Actual Accomplishment	2.5%	(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; and 4. Motor Vehicle Claims Processing; 5. Critical Support Processes; 6. Funeral Benefit Claim Processing; and 7. Marketing of Non-Life Insurance for the renewal of all	Passed the Certifying Body Audit conducted on 15 November 2021	Maintained the QMS Certification for the following processes: 1) Loans Processing; 2) Membership Administration, 3) Life/Maturity Claims Processing; 4) Motor Vehicle Claims Processing; 5) Data Center Facilities Management; 6) Funeral Benefit Claim Processing; 7) Marketing of Nonlife Insurance	Pass the QMS Surveillance Audit ¹² 9 processes + Luzon, Visayas, Mindanao (1 Big BO each)	9 processes ¹³ in CO + 3 BOs (Laguna, Tacloban and GenSan) + Retirement + Pension Administration

¹² 1) Loans Processing; 2) Membership Administration; 3) Life/Maturity Claims Processing; 4) Motor Vehicle Claims Processing; 5) Data Center Facilities Management; 6) Funeral Benefit Claim Processing; 7) Marketing of Non-Life Insurance for the renewal of all bidding account; 8) Renewal of PCSO Surety Bond; 9) Releasing of notice to claim transfer certificate for title for non-problematic fully paid housing accounts.

¹³ Quality Management System for 1) Loans Processing; 2) Membership Administration; 3) Maturity Claims Processing; 4) Motor Vehicle Processing; 5) Data Center Facilities Management; 6) Funeral Benefit Claim Processing; 7) Marketing of Non-Life Insurance for the renewal of all bidding account; 8) Renewal of PCSO Surety Bonds; and 9) Releasing of notice to claim transfer certificate of title for non-problematic fully paid housing accounts

me

COMPONENT					BASELINE DATA				TARGET	
OBJECTIVES / MEASURES		FORMULA	WEIGHT	RATING SCALE	2019	2020	2021	2022	2023	2024
						bidding accounts		for the renewal of all bidding account: 8) Renewal of PCSO Surety Bonds; and 9) Releasing of notice to claim transfer certificate of title for nonprob-lematic fully paid housing accounts		
SM 14b	Maintain/Upgrade ISO Certification – Information Security Management System (ISMS)	Actual Accomplishment	2.5%	(Actual / Target) x Weight	N/A	N/A	N/A	N/A	Pass the ISMS Surveillance Audit on Membership Creation and Updating; and Expanding and Expansion of Scope to include the 9 processes under QMS	9 processes ¹⁴ Retirement + Pension Administration (Central Office only)

¹⁴ Information Security Management System for 1) Loans Processing; 2) Membership Administration; 3) Maturity Claims Processing; 4) Motor Vehicle Processing; 5) Data Center Facilities Management; 6) Funeral Benefit Claim Processing; 7) Marketing of Non-Life Insurance for the renewal of all bidding account; 8) Renewal of PCSO Surety Bonds; and 9) Releasing of notice to claim transfer certificate of title for non-problematic fully paid housing accounts

JMC

COMPONENT					BASELINE DATA				TARGET	
OBJECTIVES / MEASURES	FORMULA	WEIGHT	RATING SCALE	2019	2020	2021	2022	2023	2024	
SO 10	Improve the internal and external business process through automated technology-driven services									
SM 15	Implementation of Board-approved IT projects	Number of 2024 deliverables completed/ Total number of 2024 Deliverables per ISSP submitted to DICT	5%	(Actual / Target) x Weight	N/A	N/A	GSIS Touch Enhancement	100%	100% implementation of 2023 deliverables under the ISSP as submitted to DICT	100% implementation of 2024 deliverables under the ISSP as submitted to DICT
Subtotal			10%							
SO 11	Recruit, develop and retain a competent and excellent workforce									
SM 16	Enhance GSIS Competency Rating	Competency rating ¹⁵ in the current year - Competency rating in the previous year	5%	All or Nothing	20.13%	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 Tables c. Competency Matrix d. Position	3.69 rating	Improve the competency baseline of the organization	Improvement in the organizational competency rating

LEARNING & GROWTH

¹⁵ The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

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

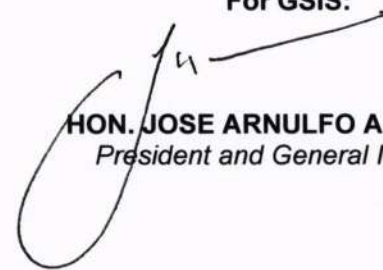
where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled

COMPONENT					BASELINE DATA				TARGET	
OBJECTIVES / MEASURES		FORMULA	WEIGHT	RATING SCALE	2019	2020	2021	2022	2023	2024
							Profiles f. Competency Based Job Description			
Subtotal			5%							
TOTAL			100%							

For GCG:


HON. MARIUS P. CORPUS
 Chairperson

For GSIS:


HON. JOSE ARNULFO A. VELOSO
 President and General Manager