GOVERNMENT SERVICE INSURANCE SYSTEM (GSIS)

Component					Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020
SO 1	**Ensure sustained benefits for members, pensioners and their families**							
SM 1	Improvement /Enhancement of benefits and privileges without impairing actuarial life	Number of board-approved programs implemented to improve/enhance the benefits and/or privileges	10%	All or Nothing	- Full implementation of Improvement of GSIS financial literacy program for retiring employees - Full implementation of Improvement of Education Assistance Loan Program part 2	94.85%	Implementation of the GSIS Financial Literacy Program (GFAL) 2	Full Implementation of one (1) board-approved program

Component					Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020
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 TAT / Number of received applications due for processing - Claims and benefits enrolled in the Ease of Doing Business (EODB) Act *(Processing Time is subject to GSIS' compliance with RA 11032 or the Ease of Doing Business and Efficient Delivery of Government Service Act)*	10%	(Actual / Target) x Weight Below 90% = 0%	87.13%	89.53%	100%	100%
SM 3	Percentage of Satisfied Customers	Number of Respondents who rated GSIS at least satisfactory/ Total number of respondents	10%	(Actual / Target) x Weight Below 80% = 0%	99.13%	Accomplishment not acceptable	93.7%	93.7%
	Sub-total		*30%*					

Component					Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020
SO 3	**Deliver returns that will lengthen the life of the fund**							
SM 4	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)	10%	{1-[(Actual - Target) / Target] x Weight} Above 25% = 0%	23.88%	7.98%	15%	10%

Component					Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020
SO 4	**Create and implement a dynamic asset allocation and investment framework**							
SM 5	Increase in Total Assets	Sum of percentage increases from 2016 to 2020 / 5 *where:* Annual percentage increase in total assets = [(Total assets at the end of CURRENT year - Total assets at the end of PREVIOUS year) / Total asset at the end of the previous year] x 100	10%	(Actual / Target) x Weight Below 6% = 0%	8.95%	7.6%	6.41%	7.9%[1]

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[1] Based on GSIS' 2020 submitted Corporate Operating Budget (COB), the 2019 year-end projected asset level will be P1.302 Trillion, while the projected 2020 asset is P1.396 Trillion

		Component				Baseline Data		Target	
		Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020
	SM 6	Generate Return on Investment (ROI) on investible funds	Sum of ROI from 2016 to 2020 / 5 where: Annual ROI = Net Investment Income/*Average Investment Asset *Average Investment Assets = (Total Investment Assets at yearend of the CURRENT year + Total Investment Assets at the end of previous year)/2	10%	(Actual / Target) x Weight Below 5% = 0%	9.03%	8.60%	7%	6.25%
	SM 7	Maintain the Fund Ratio of the Social Insurance Fund	Assets/Reserves of the GSIS Social Insurance Fund	10%	(Actual / Target) x Weight	72.84%	69.12%	74%	70%
		Sub-total		**40%**					
SO 5		**Implement a robust, enterprise-wide risk management system**							
	SM 8	ERM Risk Maturity Rating	Actual Rating	10%	2.80 or higher = 10% 2.70 to below 2.80 = 5% Below 2.70 = 0%	-	3.28	2.70	2.80

Component					Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020
SO 6	**Excel in Knowledge and Information Management**							
SM 9	Maintain / Upgrade QMS Certification	Number of Core Processes ISO Certified	10%	All or Nothing	ISO 9001:2015 Certification covering: 1. Loans processing; 2. Membership Administration; 3. Maturity Claims; 4. Motor Vehicle Claims Processing	ISO 9001:2015 Recertified for: 1. Loans Processing; 2. Membership Administration; 3. Maturity Claims Processing; 4. Motor Vehicle Claims Processing Note: Including Related Critical Support Processes (Data Center)	Certification under ISO 9001:2015 for Funeral Benefit Claim Processing and Marketing of Non-Life Insurance for the Renewal of all Bidding Accounts Pass the Surveillance Audit or Maintain Certificate for the following processes: 1. Loans Processing; 2. Membership Administration; 3. Life/Maturity Claims Processing; 4. Motor Vehicle Claims Processing; and 5. Critical Support Processes.	A.) ISO 9001:2015 Certification for 2 NEW Processes. B.) Pass the Surveillance Audit or Maintain 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; 6. Funeral Benefit Claim Processing; and, 7. Marketing of Non-Life Insurance for the renewal of all bidding accounts.
	Sub-total		**20%**					

Component					Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020
SO 7	**Recruit, develop and retain a competent workforce**							
SM 10	Improve Average Competency Level of the Organization	Competency Baseline[2] 2020 – Competency Baseline 2019	10%	All or Nothing	3.5156	3.77	95% of employees have a rating of 4 for the required competencies	Improvement on the Competency Level of the Organization based on the 2019 year-end assessment
	Sub-total		*10%*					
	TOTAL		**100%**					

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

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

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