

2023 PERFORMANCE SCORECARD (ANNEX B)

PHILIPPINE CROP INSURANCE CORPORATION (PCIC)

	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2020	2021	2022	2023	
SOCIAL IMPACT	SO 1	Protect Agricultural Investments by Farmers, Fisherfolk and other Agricultural Stakeholders							
	SM 1	Amount of Cover (₱ Million)							
		a. Fully Subsidized	Actual Accomplishment	5%	(Actual/Target) x Weight	₱79,473.41	₱ 110,095.79	₱ 154,985.443	₱90,330.50
		b. Partially Subsidized		5%					₱329.25
		c. Non-Subsidized		5%					₱66,512.14
	Sub-Total		15%						
CUSTOMERS/ STAKEHOLDERS	SO 2	Expand the number of farmers, fisherfolk and other agricultural stakeholders Insured							
	SM 2	Share of small farmers and fisher with agricultural insurance to total number of farmers and fisherfolk increased (in percent)	Total number of unique farmers and fisherfolk enrolled / Total number of farmers and fisherfolk listed in RSBSA	0%	(Actual/Target) x Weight	16.06%	30.80%	30.80%	36%
	SM 3	Number of Subsistence Farmers Enrolled							
		a. Fully Subsidized	Actual Accomplishment	15%	(Actual/Target) x Weight	1,753,144	2,458,588	2,457,074	2,521,54
		b. Partially Subsidized		6.25%		804,032	853,870	1,291,996	18,081
	c. Non-Subsidized	6.25%						1,305,240	

Component					Baseline Data		Target	
Objective/Measure	Formula	Weight	Rating System	2020	2021	2022	2023	
SO 3	Raise Satisfaction Level for Insurance Products and Services Among its Clients							
SM 4	Percentage of Satisfied Customers	Number of respondents who gave at least satisfactory rating / Total number of respondents	5%	(Actual over Target) x Weight 0% = If less than 80%	83.83%	93.01%	92%	92%
	Sub-Total		32.5%					
SO 4	Increase Revenue							
SM 5	Budget Utilization							
	a. Percentage of utilized Government Premium Subsidy (P-Million)	Amount of Utilized Budget / GPS Received	5%	(Actual/Target) x Weight	100%	100%	100%	100%
	b. Disbursement Rate of Internally Generated Fund	(Actual Disbursement – PS Cost) / (Total COB – PS Cost)	5%	(Actual/Target) x Weight	N/A	N/A	90%	90%
SM 6	Return on Asset (ROA)	Net Income / Average Assets	5%	(Actual/Target) x Weight	N/A	N/A	1%	6%
SM 7	Return of Equity (ROE)	Net Income / Average Equity	5%	(Actual/Target) x Weight	N/A	N/A	3%	16%
	Sub-Total		20%					
SO 5	Improve Efficiency and Effectiveness of the Systems and Procedures for Implementing the Agricultural Insurance Programs							
SM 8	Percentage of systems developed under the 2023 ISSP	Number of 2023 deliverables completed / Total number of 2023 Deliverables per ISSP submitted to DICT	5%	(Actual/Target) x Weight	N/A	N/A	N/A	100% accomplishment of the ISSP target deliverables

FINANCE

Component					Baseline Data		Target	
Objective/Measure	Formula	Weight	Rating System	2020	2021	2022	2023	
SM 9	Percentage of complaints resolved within the prescribed timeline ¹	Number of complaints resolved within the prescribed timeline / Total number of complaints received with complete documents	5%	(Actual/Target) x Weight	86.73%	93.68%	100%	100%
SM 10	Percentage of claims processed within the prescribed timeline ²	Number of claims settled within the prescribed timeline / Total number of complaints received with complete documents	5%	(Actual/Target) x Weight	70.26%	67.77%	100%	100%
SM 11	Number of Documented Procedures Revised							
	a. Risk Management Framework	Actual Accomplishment	2.5%	Milestone ³	N/A	N/A	N/A	Board-Approved Risk Management Framework
	b. Product Governance Framework	Actual Accomplishment	2.5%		N/A	N/A	Board-Approved Product Governance Framework	Board-Approved Product Governance Framework

¹ Applicable processing time based on compliance with Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

² Ibid.

³ See **Appendix A**.


Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2020	2021	2022	2023	
	c. Review and Reprice Insurance Products	Actual Accomplishment	2.5%		N/A	N/A	Board-Approved re-priced insurance products	Board-Approved Review and Reprice Insurance Products	
	SM 12 ISO Certification 9001	Actual Accomplishment	5%	All or nothing	Passed Surveillance Audit	ISO Recertification	Passed 1st Surveillance Audit	Passed 2 nd Surveillance Audit on the provision of agricultural insurance protection	
		Sub-Total	27.5%						
LEARNING AND GROWTH	SO 7	Enhance the Human Resource Management							
	SM 13	Improvement on the Competency Level	Actual Accomplishment	5%	All or nothing	53.06%	84%	60%	Establish Competency Baseline ⁴
			Sub-Total	5%					
		TOTAL	100%						

⁴ The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

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

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

For GCG:


Justice ALEX L. QUIROZ (ret.)
Chairperson

For PCIC:


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