

## HOME DEVELOPMENT MUTUAL FUND (PAG-IBIG FUND)

Component					Baseline Data		Target		
Objective/Measure	Formula	Weight	Rating Scale	2019	2020	2021	2022		
CUSTOMER	<b>SO 1</b>	<b>Increase and Sustain Membership</b>							
	SM 1	Percentage of Labor Force Covered	Total Active Members as of Performance Year / Adjusted Coverable <sup>1</sup>	10%	(Actual/Target) x Weight	45.27%	39.73%	50%	43.11%
	<b>SO 2</b>	<b>Provide Affordable Home Financing</b>							
	SM 2	Actual Take-Out Units from SH and LC	Actual Take-Out Units from SH and LC	20%	(Actual/Target) x Weight	90,424	62,186	69,496 <sup>2</sup>	93,583
	<b>SO 3</b>	<b>Improve Access and Delivery of Products and Services to Enhance Customer Satisfaction</b>							
	SM 3a	Percentage of Satisfied Customer – Individual Members	Number of respondents who gave a rating of at least satisfactory / Total number of respondents	5%	(Actual/Target) x Weight 0% = if below 80%	91%	96%	90%	90%
	SM 3b	Percentage of Satisfied Customer – Business Organizations/ Employers		2.5%					90%

<sup>1</sup> Adjusted Coverable pertains to the Total Employed Persons by Major Industry Group based on the 2021 Labor Force Survey of the Philippine Statistics Authority, excluding Agriculture, Other Service Activities, and Activities of Extraterritorial Organization and Bodies. Additional sector/membership for exclusion from the total number coverable may be made upon submission of data from PSA and subject to determination based on applicable laws.

<sup>2</sup> Target is based on the revised 2020-2022 Philippine Development Plan.

Component					Baseline Data		Target	
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SM 3c	Percentage of Satisfied Customer – Partner Developers	2.5%					90%	
	<b>Sub-total</b>	<b>40%</b>						
<b>SO 4</b>	<b>Increase in Asset Size</b>							
SM 4	Increase Net Financial Asset Level	Total Assets less ROPA, net; Property and Equipment, net; Intangible Assets, net; Other Assets; Non-current Assets Held for Sale; and Right of Use of Asset	10%	(Actual/Target) x Weight 0% = If less than ₱511.227 Billion	₱579.721 Billion <sup>3</sup>	₱650.307 Billion <sup>4</sup>	₱705.616 Billion <sup>5</sup>	₱765.234 Billion <sup>6</sup>
<b>SO 5</b>	<b>Ensure Financial Sustainability</b>							
SM 5	Increase Income Level	Total Revenue Less Total Expenses	10%	(Actual/Target) x Weight	₱34.375 Billion	₱31.71 Billion	₱33.668 Billion <sup>7</sup>	₱32.293 Billion <sup>7</sup>

<sup>3</sup> Data recomputed using the new formula

<sup>4</sup> Data recomputed using the new formula

<sup>5</sup> Target is based on the Corporate Operating Budget and pertains to Cash and Cash Equivalents, Financial Assets, Loans and Receivables, and Non-Current Assets Held for Sale.

<sup>6</sup> Target is based on the Corporate Operating Budget and pertains to Cash and Cash Equivalents, Financial Assets, Loans and Receivables. Non-current Assets Held for Sale was excluded in accordance with the definition of Financial Assets in Philippine Accounting Standard (PAS) 32.

<sup>7</sup> Target is based on the Corporate Operating Budget and pertains to Net Income After Tax.

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Component					Baseline Data		Target	
Objective/Measure		Formula	Weight	Rating Scale	2019	2020	2021	2022
SM 6	Increase Members' Savings	Total Members Savings Collected	10%	(Actual/Target) x Weight	₱50.768 Billion	₱44.58 Billion	₱48.649 Billion <sup>8</sup>	₱65.592 Billion
SO 6	<b>Improve Asset Quality</b>							
SM 7	Improve Performing Loans Ratio	Accounts current to 3 months + MCR Interim Releases not yet fully released (within the 6 months release period and those with approved extension period)/Total Outstanding Balance [exclusive of Sales Contract Receivables (SCR) under Remediation, Mortgage Contract Receivables (MCR) Referred to Foreclosure, and Petition for Extra-Judicial Foreclosure]	10%	(Actual/Target) x Weight; 0% = 80% and Below	90.93%	87.26%	87.00%	88.00%

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Component					Baseline Data		Target		
Objective/Measure	Formula	Weight	Rating Scale	2019	2020	2021	2022		
<b>SO 7</b>	<b>Maximize Budget Utilization</b>								
SM 8	Budget Utilization Rate (BUR)	Total Disbursements / Total DBM-approved COB (both net of PS Cost)	5%	(Actual/Target) x Weight	N/A	N/A	N/A	90%	
		<b>Sub-total</b>	<b>45%</b>						
<b>SO 8</b>	<b>Streamline Processing Time</b>								
	Improve Processing Time on:								
INTERNAL PROCESS	SM 9	a.) End-User Financing (EUF) Approval and Take-out	Number of EUF applications Processed within Applicable Processing Time / Total number of EUF applications received	2.5%	(Actual/ Target) x Weight; Below 95% = 0%	Accomplishment unverifiable	Unverifiable	100% <sup>9</sup>	100% <sup>9</sup>

<sup>9</sup> 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.

Component					Baseline Data		Target	
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	b.) Short-Term Loan (STL) Approval and Disbursement	Number of loan applications Processed within Applicable Processing Time / Total number of loan applications received	2.5%	(Actual/ Target) x Weight; Below 95% = 0%	95.66%	98.39%	100% <sup>9</sup>	100% <sup>9</sup>
<b>SO 9</b>	<b>Practice Principles of Good Governance and Attain Performance Excellence</b>							
SM 10	Ensure compliance with Government Quality Management Standards (GQMSS)	Actual Accomplishment	2.5%	All or Nothing	Maintenance of ISO 9001:2015 Certification covering the following processes: 1. Membership Registration 2. Short-Term Loan 3. Housing Loan Origination and Management	Maintenance of ISO 9001:2015 Certification covering the following processes: 1. Membership Registration (Window 1 only); 2. Short-Term Loan and Provident Benefit Claims; 3. Housing Loan Origination and Management	1. ISO 9001: 2015 Recertification for Membership Registration (Window 1 only); and 2. Maintenance of ISO 9001: 2015 Certification for Short-Term Loan and Provident Benefit Claims	Maintenance of ISO 9001:2015 Certification covering the following processes: 1. Membership Registration; 2. Short-Term Loan and Provident Benefit Claims

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Component					Baseline Data		Target		
Objective/Measure		Formula	Weight	Rating Scale	2019	2020	2021	2022	
		Actual Accomplishment	2.5%	All or Nothing			Maintenance of ISO 9001: 2015 Certification for Housing Loan Origination and Management	Maintenance of ISO 9001:2015 Certification covering the following processes: Housing Loans Origination and Management	
		<b>Sub-total</b>	<b>10%</b>						
<b>LEARNING AND GROWTH</b>	<b>SO 10</b>	<b>Continuously Develop Competent and Engaged Employees</b>							
	SM 11	Competent Workforce	Competency Baseline 2022 <sup>10</sup> – Competency Baseline 2021	5%	All or Nothing	Board Approved: 1. Competency Matrix; 2. Position Profiles; 3. Competency-Based Job Description 4. Competency Assessment for 100% of employees	3.58%	Improvement on the Competency Level of the Organization based on the 2020 year-end assessment	Improvement on the Competency Level of the Organization based on the 2021 year-end assessment
			<b>Sub-total</b>	<b>5%</b>					
			<b>TOTAL</b>	<b>100%</b>					

<sup>10</sup> The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

$$\frac{\sum_{i=1}^n \left( \frac{a_i (\text{Actual Competency Level})}{a_i - 1 (\text{Required Competency Level})} \right)}{n}$$

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