

**GOVERNMENT SOCIAL INSURANCE SYSTEM (GSIS)  
Recalibrated 2020 Performance Scorecard**

Component					Baseline Data		Target		
	Objective/Measure	Formula	Wt.	Rating System	2017	2018	2019	2020	
<b>SOCIAL IMPACT / STAKEHOLDERS</b>	<b>SO 1</b>	<b>Ensure sustained benefits for members, pensioners and their families</b>							
	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	<u>Implementation of Multi-Purpose Loan Granting</u>
	<b>SO 2</b>	<b>Provide Excellent and Responsive Products and Services to Members, Pensioners, Government Bodies, and Other Constituencies</b>							
	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'	10%	<u>(Actual / Target) x Weight</u>	87.13%	89.53%	100%	<u>All due prior ECQ (Jan-Feb) = 100%;</u>  <u>All due within ECQ/GCQ = all claims and benefits processed shall be included in the computation and considered within TAT (100% accomplishment);</u>

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		<i>compliance with RA 11032 or the Ease of Doing Business and Efficient Delivery of Government Service Act)</i>						<u>All due after lifting of CQ = 90%</u>
	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%	90%
	<b>Sub-total</b>		<b>30%</b>					
	<b>SO 3</b>	<b>Deliver returns that will lengthen the life of the fund</b>						
<b>FINANCE</b>	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%	<u>10%</u> <u>(Exclude all due months within the Community Quarantine period in the computation for past due rate)</u>

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	<b>SO 4</b>	<b>Create and implement a dynamic asset allocation and investment framework</b>							
	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%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	8.95%	7.60%	6.41%	<u>5.25%</u>
	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%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	9.03%	8.60%	7%	<u>4.75%</u>

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	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%	<u>67%</u>
		<b>Sub-total</b>		<b>40%</b>					
<b>INTERNAL PROCESSES</b>	<b>SO 5</b>	<b>Implement a robust, enterprise-wide risk management system</b>							
	SM 8	ERM Risk Maturity Rating	Actual Rating	10%	$\frac{2.54 \text{ or higher}}{10\%}$ $\frac{2.25 \text{ to below } 2.54}{5\%}$ $\frac{\text{Below } 2.25}{0\%}$	-	3.28	2.70	<u>2.54</u>
	<b>SO 6</b>	<b>Excel in Knowledge and Information Management</b>							
	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	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:	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;

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						Processes (Data Center)	1. Loans Processing; 2. Membership Administration; 3. Life/Maturity Claims Processing; 4. Motor Vehicle Claims Processing; and 5. Critical Support Processes.	5. Critical Support Processes; 6. Funeral Benefit Claim Processing; and, 7. Marketing of Non-Life Insurance for the renewal of all bidding accounts.	
		<b>Sub-total</b>	<b>20%</b>						
<b>LEARNING &amp; GROWTH</b>	<b>SO 7</b>	<b>Recruit, develop and retain a competent workforce</b>							
	SM 10	Improve Average Competency Level of the Organization	Competency Baseline <sup>1</sup> 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
		<b>Sub-total</b>		<b>10%</b>					
		<b>TOTAL</b>	<b>100%</b>						

<sup>1</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:

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

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