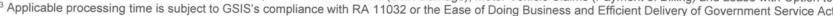# GOVERNMENT SERVICE INSURANCE SYSTEM (GSIS)
Validation Result of the 2023 Performance Scorecard

		Component				GSIS Submission		GCG Validation		Supporting Documents	Remarks
	Objective/Measure	Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating		
	SO 1	**Ensure sustained benefits for members, pensioners, and their families**									
	SM 1	Improvement/Enhancement of benefits and privileges without impairing actuarial life:									
SOCIAL IMPACT / STAKEHOLDERS	a	Implementation of Board-approved Program	Actual Accomplishment	5%	All or Nothing	Implementation of one (1) program	Implemented the GSIS Restructuring Program for Service Loans (GSIS-RPSL)	-	Implemented the GSIS Restructuring Program for Service Loans (GSIS-RPSL)	5%	• Board Resolution No. 96 on the approval of the Policy and Procedural Guidelines on GSIS-RPSL • Policy and Procedural Guidelines (PPG) No. 389-22, approved on 06 Sep 2022 • GSIS Memorandum Circular No. 44, series of 2022 • Dataset of Members who availed GSIS-RPSL as of 31 December 2023	Target met.

Component					GSIS Submission		GCG Validation		Supporting Documents	Remarks
Objective/Measure	Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating		
b	Amount of loans granted	Actual Amount	10%	(Actual / Target) x Weight	₱122.629 Billion[1]	₱280.24 Billion	-	₱280.24 Billion	10%	• Summary Report of Loans Granted • 2023 COA Annual Audit Report	Exceeded target.
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[2] Within the Applicable Time	Number of claims and benefits processed within applicable TAT[3] / Number of applications received	10%	(Actual / Target) x Weight	100%	97.34%	-	96.80%	9.68%	• Transaction Monitoring System • Guide to Transactions and Processes (GTAP) • Social Insurance (SI) Claims turnaround database • Motor Vehicle (MV) Claims	Target not met.

[1] Loans included: Multi-Purpose Loan, Pension Loan, Policy Loan, Emergency Loan, Pensioner Emergency Loan and Pensioners Restructured Loan.
[2] Transactions included: Social Insurance Claims, Motor Vehicle Claims (Own-Damage), Motor Vehicle Claims (Payment of Billing) and Lease with Option to Buy (LWOB).
[3] 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.

	Component					GSIS Submission		GCG Validation		Supporting Documents	Remarks
	Objective/Measure	Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating		
										turnaround database • Samples of transactions • Citizens Charter applicable for the year 2023	
SM 3a	Percentage of Satisfied Customers – Individual Customers (Members and Pensioners)	Number of Respondents who gave a rating of at least satisfactory / Total number of respondents	2.5%	(Actual / Target) x Weight Below 80% = 0%	90%	98.59%	-	98.85%	5%	ARTA's Harmonized Client Satisfaction Measurement Validated Result	Exceeded Target.
SM 3b	Percentage of Satisfied Customers – Business Clients		2.5%		90%						
	Sub-total		30%						29.68%		
SO 3	**Deliver returns that will lengthen the life of the fund**										
SM 4	Increase in total assets (5-year average)	Sum of percentage[4] from 2019 to 2023/5	10%	(Actual / Target) x Weight	7.48%	8.27%	-	8.11%	10%	• Computation of Asset Growth • 2018-2022 COA Annual Audit Report • 2023 COA AAR	Exceeded Target.

[4] 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.

Component					GSIS Submission		GCG Validation		Supporting Documents	Remarks
Objective/Measure		Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating		
SM 5	Generate Return on Investment (ROI) on investible funds (5-year average)	Sum of ROI from 2019 to 2023 / 5 Where: Annual ROI = Net Investment Income/Average Investment Asset[5]	10%	(Actual / Target) x Weight	6.5%	7.57%	-	7.50%	10%	• Report on Return on Investment • 2023 COA AAR	Exceeded Target.
SO 4	Collaborate with government agencies for insurance income										
SM 6	Income generated from new business	(GPW current year – GPW previous year) / GPW Previous Year[6] GPW = Gross Premium Written	10%	(Actual / Target) x Weight	5% increase of 2022 Gross Premiums	83.46% increase	-	83.46% increase	10%	• 2022 and 2023 Database on Actual Premiums • Sample Policies and Bills • Screenshots of Production Report	Exceeded Target.
SO 5	Generate income from our idle properties										
SM 7	Income derived from sale or lease of GSIS Investment Properties	Absolute Amount of Income Collected from the Sale or Lease of GSIS Investment Properties	10%	(Actual / Target) x Weight	₱263 Million	₱416.34 Million	-	₱415.45 Million	10%	• Copy of the breakdown of Rent Income • Samples of Contract of lease • Copy of the database of	Exceeded Target.

[5] Average Investment Assets = (Total Investment Assets at yearend of the CURRENT year + Total Investment Assets at the end of PREVIOUS year)/2

[6] Non-renewable insurance Contracts namely CARI, MC, CECR, and GTAI, shall be excluded in the baseline amount. Likewise, 20% is allocated for the reduction in the Total Sum insured due to depreciation, sale, liquidation, loss of property/asset. (Note: the 20% margin takes off from the industry standard conservation rate of 80%).

	Component				GSIS Submission		GCG Validation		Supporting Documents	Remarks
Objective/Measure	Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating		
									• Lease with Option to Buy • 2023 COA AAR	
SO 6	**Create and implement a dynamic asset and liability management framework**									
SM 8a	Minimize Past Due Rate (PDR) for Loans a. Multi-Purpose Loan (MPL) for Active Members	MPL PDR^7 $\leq$ 2%	5%	(Actual / Target) x Weight	Not more than 2%	0%	-	0.00%	5%	• Past Due Report on MPL for Active Members • Screenshots of the data extraction from the system	In line with target.
SM 8b	b. Other Service Loans for Active Members (EML, CNL)	Past Due for 2022 – Past Due for 2023 / Past Due for 2022	5%	(Actual / Target) x Weight	30% Reduction	34.18%	-	34.18%	5%	• Reports on Reduction on Past Due Amount for EML and CNL per Handling Office • Screenshots of data extraction from the system	Exceeded Target.

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^{7} 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).

	Objective/Measure	Component				GSIS Submission		GCG Validation		Supporting Documents	Remarks
		Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating		
SO 7	Efficient Budget Utilization										
SM 9	Efficient Utilization of Corporate Budget	Total disbursement / Total DBM Approved Corporate Operating Budget (*COB*)[8]	5%	(Actual / Target) x Weight	90%	92.61%	−	96.28%	5%	• Efficient Budget Utilization Report • Corporate Operating Budget as submitted to DBM • Justification and supporting documents on the excluded items • Bids and Awards Committee (BAC) Resolutions • 2023 COA AAR • SAAObDB	Exceeded Target.
	Sub-total		55%						55%		

[8] Net of Claims and Benefits, 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

	Component					GSIS Submission		GCG Validation		Supporting Documents	Remarks
	Objective/Measure	Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating		
SO 8	**Excel in knowledge and information management**										
INTERNAL PROCESS	SM 10a	Maintain/ Upgrade ISO Certification	Actual Accomplishment	2.5%	(Actual / Target) x Weight	Pass the QMS Surveillance Audit[9] 9 processes + Luzon, Visayas, Mindanao (1 Big BO each)	Passed the QMS Audit	-	Passed the QMS Audit	2.5%	• ISO QMS Certification (Main Office, Laguna, Tacloban, General Santos) • Audit Report	Target met.
	SM 10b		Actual Accomplishment	2.5%	(Actual / Target) x Weight	Pass the ISMS Surveillance Audit on Membership Creation and Updating; and Upgrading and Expansion of Scope to include the 9 processes under QMS	Passed the ISMS Recertification Audit, upgrading to 2022 version and expansion of scope.	-	Passed the ISMS	2.5%	• ISMS Certification • Audit Report	Target met.

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[9] 1) Loans Processing; 2) Membership Administration; 3) Life/Maturity Claims Processing; 4) Motor Vehicle Claims Processing; 5) Data Center Facilities Management; 5) 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

Objective/Measure		Component				GSIS Submission		GCG Validation		Supporting Documents	Remarks
		Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating		
SO 9	Improve the (internal and external) business process through automated technology-driven services										
SM 11	Implementation of Board-approved IT projects	Number of 2023 deliverables completed/ Total number of 2023 deliverables per ISSP submitted to DICT	5%	(Actual / Target) x Weight	100% implementation of 2023 deliverables under the ISSP as submitted to the DICT	100% (4/4) of 2023 ISSP deliverables awarded (ICT Projects)	-	Implemented 100% (4/4 ICT Projects) of 2023 deliverables	5%	• Certificate of Completion and Final Acceptance • Notice of Award • Notice to Proceed • Delivery and Sales Invoices	Target met.
		Sub-total	**10%**						**10%**		
SO 10	Recruit, develop, and retain a competent and inspired workface										
SM 12	Enhanced GSIS Competency Level	Competency Baseline[10] (current year) - Competency Baseline (previous year)	5%	All or Nothing	Improvement in the competency level of the organization	3.90 rating	-	Improved Competency Level (2023 - 3.90 rating; 2022 – 3.69 rating)	5%	• 2023 GSIS Online Competency Assessment Insight Report as of 29 November 2023 • Certification from	Target met.

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

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

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

Component					GSIS Submission		GCG Validation		Supporting Documents	Remarks
Objective/Measure	Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating		
									Assessment Analytics on the conduct of the 2023 Online • Competency Assessment for GSIS • Proposed Developmental Interventions based on Identified Competencies from GSIS' 2023 Online Competency Assessment	
Sub-total		5%						5%		
Total		100%						99.68%		