GOVERNMENT SERVICE INSURANCE SYSTEM
VALIDATION RESULT OF 2017 PERFORMANCE SCORECARD

		Component			Target	GSIS Submission		GCG Validation		Supporting Document	Remarks
	Objective/Measure	Formula	Weight	Rating System	2017	Score	Rating	Score	Rating		
SO 1	**Improve Quality of Life of Members / Pensioners and their Families**										
SOCIAL IMPACT — SM 1	Improvement / Enhancement of benefits and/or privileges without impairing actuarial life	Number of programs implemented to improve/enhance the benefits and/or privileges / Total number of programs targeted to be implemented	15%	Actual / Target x Weight	- Full implementation of Improvement of GSIS financial literacy program for retiring employees - Full implementation of Improvement of Education Assistance Loan Program part 2	2	15%	- Full implementation of Improvement of GSIS financial literacy program for retiring employees - Full implementation of Improvement of Educational Assistance Loan Program part 2	15%	• Policy and Procedural Guidelines on Educational Assistance Loan (EAL) • Summary and List of EAL granted • List of Financial Literacy Program Attendees • Sample Module and Program	Acceptable.
	Sub-total		**15%**				**15%**		**15%**		
SO 2	**Provide Excellent and Responsive Service and Products to Members, Pensioners, Government Bodies, and other Constituencies**										
STAKEHOLDERS — SM 2	Percentage of Retirement/Separation and Life Insurance claims and benefits processed within Turn-	Number of claims and benefits processed within TAT / Number of received applications	10%	85% or higher = 10% Below 85% to 75% = 7.5% Below 75% to 70% = 5% Below 70% to 65% = 2.5%	83% of retirement/ separation and life insurance claims and benefits processed within 30 working days	87.13%	10%	87.13%	10%	• Summary and List of Claims processed in 2017	Acceptable. GSIS exceeded its target.

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around Time (TAT)	due for processing		Below 65% = 0%[1]							
SM 3 — Turn-around Time (TAT) for motor vehicle insurance claims	Sum of the processing time of insurance claims processed / Number of insurance claims processed	10%	Actual / Target x Weight	Average TAT of 40 working days	33.09 working days	10%	36.27 working days	10%	• Summary and List of Motor Vehicle Claims processed in 2017 • List of added and removed transactions	The request for reconsideration is accepted. GSIS confirmed, and as validated by the GCG, that the final count for the 2017 transactions is 1,723 with an average processing time of 36.27 working days.
SM 4 — GSIS Client Feedback Survey	Number of respondents that answered at least a slightly satisfied rating / Total number of respondents	5%	Actual / Target x Weight	90% of the total respondents gave at least a slightly satisfied rating	93.22%	5%	99.13%	5%	• Final Report on GSIS Customer Feedback Survey • GSIS CFS Preliminary Findings	Score revised to reflect the actual percentage of respondents who gave at least slightly satisfied rating. The reported rating of GSIS is based on the overall satisfaction rating result.
Sub-total		**25%**				**25%**		**25%**		

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[1] Corrected from the transmitted scorecard to reflect the total weight of 10%.

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SO 3	**Deliver Optimal Returns and Stakeholder Value**										
FINANCE	**SM 5** — Five-year average Return on Investment (ROI) on investible funds	Sum of ROI from 2013 to 2017 / 5 years	10%	7% or higher = 10% Below 7% to 5% = 5% Below 5% = 0%	7.00%	9.03%	10%	9.03%	10%	• 2017 Financial Statements • Computation of 5-year average Return on Investment	Acceptable. GSIS exceeded its target.
	SM 6 — Five-year average percentage annual increase in total assets	Sum of total assets percentage increase from 2013 to 2017 / 5 years	10%	6% or higher = 10% Below 6% to 4% = 5% Below 5% = 0%	6.00%	8.75%	10%	8.95%	10%	• Computation of 5-year average percentage increase in total assets	Acceptable. GSIS exceeded its target.
	SM 7 — Consolidated Loan (CNL) Default Rate	Total outstanding balance of CNL past due accounts / Total outstanding balance of all CNL accounts including those classified as DND in the GSIS SAP database	5%	25% or lower = 5% Above 25% to 40% = 3% Higher than 40% = 0%	25.00%	23.11%	5%	23.88%	5%	• Computation of Default rate on Consolidated Loans as of 31 December 2017 • List of Consolidated Loan Accounts	In its computation of CNL default rate using its prescribed formula, GSIS used the Total CNL (197.599 Billion) instead of the Total Net CNL. Validated score reflects the correct CNL default rate.

Request for Reconsideration of the Validation Result of 2017 Performance Scorecard (Annex A)

		Component				Target	GSIS Submission		GCG Validation		Supporting Document	Remarks
	Objective/Measure		Formula	Weight	Rating System	2017	Score	Rating	Score	Rating		
	SM 8	Percentage increase in Net Underwriting Income (NUI) not less than 10% from previous year	NUI for the current year - NUI for the previous year / NUI for the previous year	10%	10% or higher = 10% Below 10% to 8% = 8% Below 8% to 6% = 6% Below 6% to 4% = 4% Below 4% = 0%	10.00%	10.88%	10%	10.88%	10%	• Statement of Revenue and Expenses for General Insurance Fund	Acceptable. GSIS exceeded its target.
	Sub-total			**35%**				**35%**		**35%**		
	SO 4	**Implement a Robust, Enterprise-wide Risk Management System**										
INTERNAL PROCESS	SM 9	Actuarial Solvency of the Social Insurance Fund (SIF)	Assets / Reserves of the GSIS Social Insurance Fund	10%	73% or higher = 10% Below 73% to 65% = 8% Below 65% to 60% = 6% Below 60% to 55% = 4% Below 55% = 0%	73%	72.84%	8%	72.84%	8%	• Computation of Actuarial Solvency	Request for reconsideration is **DENIED**. During the onsite visit last 05 March 2019, GCG requested for the breakdown of computation using as basis the COA Audited Financial Statements. As of this writing, GSIS has yet to submit the said document.
	Sub-total			**10%**				**8%**		**8%**		

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	SO 5	**Recruit, Develop and Retain a Competent Workforce**									
LEARNING AND GROWTH	SM 10 — GSIS Average Competency Rating	Sum of average competency rating of GSIS employee / number of GSIS employees	5%	3.51 or higher = 5% Below 3.51 to 2.92 = 3% Below 2.92 = 0%	Achieved average competency of 3.51	3.52	5%	3.5156	5%	• Memo to the President and General Manager on the results of the 2017 Online Competency Assessment • Certificate of Project Completion from Assessment Analytics and Insight Report	Acceptable.
	SO 6	**Excel in Knowledge and Information Management**									
	SM 11 — Maintain/ Upgrade QMS Certification	Number of Processes ISO Certified	5%	All or Nothing	ISO Certification for the following processes: Processing of Maturity Benefit for Life Insurance and Processing of Motor Vehicle Insurance Claims. Maintenance of ISO Certification for Loans	ISO Certification for 1. Loans processing; 2. Membership Administration 3. Maturity Claims 4. Motor Vehicle Claims Processing	5%	ISO 9001:2015 Certification covering 1. Loans processing; 2. Membership Administration 3. Maturity Claims 4. Motor Vehicle Claims Processing	5%	• Certificate Registration No. 01 100 1534764 granted by TUV Rheinland	Acceptable.

Objective/Measure	Component Formula	Weight	Rating System	Target 2017	GSIS Submission Score	Rating	GCG Validation Score	Rating	Supporting Document	Remarks
				Processing and Membership	Issued on 16 December 2017					
SO 7	**Establish and Promote the GSIS Culture, Core Values and Ethics**									
SM 12	Level of Accreditation (Investors in People)	Actual Accomplish-ment	5%	Baseline Assessment conducted: 4% Baseline Assessment not conducted: 0%	Entrance Conference in IIP and Baseline Assessment	Baseline Assessment Survey conducted in 9-20 October 2017	5%	Baseline Assessment Survey by Investors In People (IIP) was conducted from 10 to 25 October 2017.	5%	• Baseline Survey Report Prepared by Mr. Azer Liz Garcia of Investors In People
	Sub-total		15%				15%		15%		Acceptable. GSIS conducted Entrance Conference and Baseline Assessment in IIP.
	TOTAL		100%				98%		98%		