

**GOVERNMENT SERVICE INSURANCE SYSTEM (GSIS)  
Validation Result of 2020 Performance Scorecard**

Component					GSIS Submission		GCG Validation		Supporting Documents	Remarks		
Objective/Measure	Formula	Wt	Rating System	Target	Actual	Rating	Actual	Rating				
<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	Implementation of Multi-Purpose Loan Granting	MPL was officially launched and offered to clients on 01 October 2020.  As of December 2020: No. of MPL contracts granted - 68,526 Amount of loans granted - ₱ 19,869,097,687.70	n.d.	MPL was officially launched and offered to clients on 01 October 2020	10%	Board Resolution No. 156-2020  Policy and Procedural Guidelines No. 348-19  MPL Report/Database  Sample Loan Application	Acceptable.
	<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	10%	(Actual / Target) x Weight	All due prior ECQ (Jan-Feb) = 100%; All due within ECQ/GCQ = all claims and benefits processed shall be included in the computation and considered	99.62%	n.d.	92%	9.20%	Summary report of all the claims applications  Sample Claims Application	GSIS received a total of 161,535 applications (158,948 Social Insurance Claims and 2,587 Motor Vehicle claims), of which only 148,619 total claims were processed within the applicable processing time (146,156 Social Insurance claims and 2,463 Motor Vehicle claims).

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		Doing Business (EODB) Act			within TAT (100% accomplishment); All due after lifting of CQ= 90%						The validated actual is 11,267 lower than the reported accomplishment of 159,886. The summary of the evaluation of the 50 applications is attached as <b>Appendix A.</b>	
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%	90%	87.50%	n.d.	87.50%	9.72%	Results of the Survey conducted by Third-party;  Sample Survey Questionnaires  Backchecking and Spot-Checking Report	Acceptable.	
<b>Sub-total</b>			<b>30%</b>				<b>n.d.</b>		<b>28.92%</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	10%	{1[(Actual - Target) / Target] x Weight} Above 25% = 0%	10% (Exclude all due months within the Community Quarantine period in the computation for past due rate)	6.44%	n.d.	6.44%	10%	Internal Memorandum from the Controller Group re: Revised December 20-20 Report on Past Due Rate of CNL based on GCG Scorecard  Allowance for Impairment and Past Due per Loan Type	Acceptable.

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		Loan accounts - Allowance for Impairment)								Presentation on the Walkthrough on Computation of PDR of CNL  GSIS Board Resolution No. 139-2020  Stages on the computation of PDR of CNL	
<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%	(Actual / Target) x Weight	5.25%	8.32%	n.d.	8.11%	10%	Commission on Audit (COA) Annual Audit Reports	Validated actual computed using available restated total asset figures in COA Annual Audit Reports.

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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%	(Actual / Target) x Weight	4.75%	6.62%	n.d.	7.38%	10%	COA Annual Audit Reports  Breakdown of tagging per GL Item in the Audited FS for line items under Investment Income and Investment Assets	Reported accomplishment was adjusted to consider the following: - Latest available restated income and asset figures in COA Annual Audit Reports - Inclusion of unrealized gains/losses recognized through other comprehensive income for other asset classes, not only equity and EMF - Inclusion of gains/losses from the sale of investment property - Unimpaired surcharges are not subtracted from the balance of loans receivables-net.
SM 7	Maintain the Fund Ratio of the Social Insurance Fund	Assets / Reserves of the GSIS Social Insurance Fund	10%	(Actual / Target) x Weight	67%	73.84%	n.d.	64.30%	9.60%	COA Annual Audit Report  Internal Memorandum from the Actuarial and Risk Management Group re: 2020 Annual Accomplishment Report for GCG Targets	The reported accomplishment was adjusted to reflect the latest actuarial reserves for the Social Insurance Fund, as stated in the 2020 COA Annual Audit Report.
<b>Sub-total</b>			<b>40%</b>				<b>n.d.</b>		<b>39.60%</b>		

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INTERNAL PROCESS	<b>SO 5 Implement a robust, enterprise-wide risk management system</b>											
	SM 8	ERM Risk Maturity Rating	Actual Rating	10%	2.54 or higher = 10% 2.25 to below 2.54 = 5% Below 2.25 = 0%	2.54	Risk Maturity Level 2.54	n.d.	Risk Maturity Level of 3.61	10%	Internal Memorandum from the Risk Management Office re: Results of the 2020 Enterprise Risk Maturity Assessment Tool (ERMAT) Online Survey  2020 ERMAT Responses Database  Corporate Secretary Certificate on the GSIS Board of Trustees noting ERMAT Online Survey Result	Validated actual as presented in the supporting documents.
	<b>SO 6 Excel in Knowledge and Information Management</b>											
	SM 9	Maintain / Upgrade QMS Certification	Number of Core Processes ISO Certified	10%	All or Nothing	Pass the Surveillance Audit or Maintain Certificate for the following processes: 1. Loans Processing;	Passed the Surveillance Audit or Maintained Certificate for the following processes: 1. Loans Processing; 2. Membership Administration;	n.d.	Passed the Surveillance Audit or Maintained Certificate for the following processes: 1. Loans Processing; 2. Membership Administration;	10%	Copy of Surveillance Audit Report  ISO 9001:2015 Certificate	Request for modification of target to remove the certification for two (2) new additional processes is <b>APPROVED</b> .

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				2. Membership Administration; 3. Life/Maturity Claims Processing; 4. Motor Vehicle Claims Processing; 5. Critical Support Processes; 6. Funeral Benefit Claim Processing; and, 7. Marketing of Non-Life Insurance for the renewal of all bidding accounts	3. Life/Maturity Claims Processing; and 4. Motor Vehicle Claims Processing; 5. Critical Support Processes; 6. Funeral Benefit Claim Processing; and 7. Marketing of Non-Life Insurance for the renewal of all bidding accounts		3. Life/Maturity Claims Processing; and 4. Motor Vehicle Claims Processing; 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>20%</b>			
<b>LEARNING &amp;</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 2020 – Competency Baseline 2019	10%	All or Nothing	Improvement on the Competency Level of the Organization based on the 2019 year-end assessment	Percent of employees with a rating of 4 and above: 2020 - 97.08% 2019 - 96.80%	n.d.	4.30% Improvement in the Competency Level of the Organization	10%	Online Competency Assessment Results

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						Overall average Competency Rating of GSIS: 2020 - 4.21 2019 - 4.12				Database of the Competency Assessment for 2019-2020  Sample Competency Assessment Form	
	<b>Sub-total</b>		<b>10%</b>				<b>n.d.</b>		<b>10%</b>		
	<b>Grand Total</b>		<b>100%</b>				<b>n.d.</b>		<b>98.52%</b>		