

PHILIPPINE CROP INSURANCE CORPORATION

	Objective/Measure	Component		Rating System <sup>a/</sup>	Baseline Data		Target		
		Formula	Weight		2017	2018	2019	2020	
SOCIAL IMPACT	<b>SO 1 Stabilize the Income of Agricultural Producers</b>								
	SM 1	Amount of Cover (P M)	Absolute Amount	15%	Actual / Target	58,479.151	79,823.923	72,000.000	70,326.000
	SM 2	Share of small farmers and fisherfolk with agricultural insurance to total number of farmers and fisherfolk increased (in percent)	Total number of unique farmers and fisherfolk enrolled/ Total number of farmers and fisherfolk listed in RSBSA	0%	Actual / Target	9.63%	15.74%	16.00%	22.60%
	<b>Sub-total</b>			<b>15%</b>					
CUSTOMERS / STAKEHOLDERS	<b>SO 2 Expand the Number of Farmers and the Other Agricultural Stakeholders Insured</b>								
	SM 3	Percentage of Satisfied Customers	Number of respondents which gave at least a Satisfactory rating / Total number of respondents	10%	(Actual / Target) x Weight 0% = If less than 80%	92.64%	95.49%	90%	92%
	SM 4	Number of subsistence farmers enrolled							
		a. Subsidized (NG)	Actual number of subsistence farmers	20%	Actual / Target	1,206,332	1,704,861	1,830,000	1,800,144
	b. Partial / Non-Subsidized	10%		491,244		562,651	500,000	666,687	
<b>Sub-total</b>			<b>40%</b>						

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					2017	2018	2019	2020	
FINANCE	<b>SO 3 Increase Revenue Generation</b>								
	SM 5	Percentage of utilized Government Premium Subsidy for farmers (₱ M)	Utilized Budget / GPS received	15%	Actual / Target	100% (3,061.363)	115% (4,584.394)	100% (4,400.00)	100% (3,500.00)
	SM 6	EBITDA (₱ M)	Absolute Amount	5%	Actual / Target	347,759	348.17	255.623	344.960
	<b>Sub-total</b>			<b>20%</b>					
INTERNAL PROCESS	<b>SO 4 Improve Efficiency and Effectiveness of the Systems and Procedures for Implementing the Agricultural Insurance Programs</b>								
	SM 7	Percentage of complaints resolved within the prescribed timeline	Resolved complaints within the prescribed timeline over Total number of complaints received	5%	Actual over Target	93.60%	49.8%	90%	100%
	SM 8	Percentage of claims processed within the prescribed timeline	Number of claims settled within the prescribed timeline over Total number of claims received with complete documents	10%	Actual over Target	72.52%	67.34%	90%	100%
	SM 9	ISO 9001 Certification	Milestone	5%	All or Nothing	Surveillance Audit: PASS	ISO 9001:2015 Certified	Passed Surveillance Audit	Passed Surveillance Audit
	<b>Sub-total</b>			<b>20%</b>					

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	Objective/Measure	Formula	Weight	Rating System <sup>a/</sup>	2017	2018	2019	2020	
<b>LEARNING AND GROWTH</b>	<b>SO 5</b>	<b>Enhance the Human Resource Management</b>							
	SM 10	Percentage of employees with required competencies met	Incumbents meeting required competency over filled plantilla	5%	All or Nothing	-	Established Baseline (95.15%)	Improvement from 2018 score	Improvement from 2019 baseline
		<b>Sub-total</b>		<b>5%</b>					
		<b>TOTAL</b>		<b>100%</b>					

a/ But not to exceed the weight assigned per indicator.