

HOME DEVELOPMENT MUTUAL FUND (PAG-IBIG FUND)
Validation Result of 2020 Performance Scorecard

Component						PAG-IBIG Fund Submission		GCG Validation		Supporting Documents	Remarks	
Objective/ Measure	Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating				
CUSTOMER	SO 1	Increase and Sustain Membership										
	SM 1	Percentage of Labor Force Covered	Total Active Members as of Performance / Adjusted Coverable ¹	15%	(Actual / Target) x Weight	42.76%	40.00% (11.931 million over 29.825 million)	14.03%	39.73%	13.94%	<ul style="list-style-type: none"> • Summary of Membership Level per Area • Computation of Adjusted Coverable • Labor Statistics issued by Philippine Statistics Authority (PSA) 	Pag-IBIG Fund total coverage of 11,930,525 Adjusted Coverable Workforce is computed at 30,027,608 based on the data from the PSA.
	SO 2	Provide Affordable Home Financing										
	SM 2	Actual Take-Out Units from SH and LC	Actual Take-Out Units from SH and LC	20%	(Actual / Target) x Weight	63,264	62,186	19.66%	62,186	19.66%	<ul style="list-style-type: none"> • Breakdown of Housing Loan Availment by Package Mix • Database of Taken-Out Units for Socialized and Low-Cost Housing 	Acceptable.
SO 3	Improve Access and Delivery of Products and Services to Enhance Customer Satisfaction											
SM 3	Percentage of Satisfied Customer	Number of Respondents who Rated	10%	(Actual / Target) x Weight	90%	95%	10%	96%	10%	•Results of the Survey	Validated actual is based on unweighted score.	

¹ Adjusted Coverable pertains to the Total Employed Persons by Major Industry Group based on the previous year's Labor Force Survey of the Philippine Statistics Authority, excluding Agriculture, Other Service Activities, and Activities of Extraterritorial Organization and Bodies. Workers below 18 years old **may be** deducted on the total number of coverable upon submission of data from PSA, subject to determination of the number of covered minors per relevant laws.

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		PAG-IBIG Fund service with at least Satisfactory / Total Number of Respondents		Below 80% = 0%						conducted by Third-party. • Sample Survey Questionnaires • Backchecking and Spot-Checking Report	Under the Enhanced Guideline on the Conduct of the Customer Satisfaction Survey, sample size is based on customer segment.	
	Sub-total		45%				43.69%		43.60%			
	SO 4	Increase in Asset Size										
FINANCIAL	SM 4	Increase Net Financial Asset Level	Total Assets less ROPA, net; Property and Equipment, net; Intangible Assets, net; and Other Assets	10%	(Actual / Target) x Weight 0% = If less than ₱467.597 Billion	₱635.235 Billion	₱649.763 Billion	10%	₱623.26 Billion	9.81%	• 2019 Financial Highlights • 2020 COA Annual Audited Report	Validated actual based on the COA AAR.
		SO 5	Ensure Financial Sustainability									
	SM 5	Increase Net Income	Total Revenue Less Total Expenses	10%	(Actual / Target) x Weight	₱27.957 Billion	₱31.183 Billion	10%	₱31.71 Billion	10%	2019 Financial Highlights 2020 COA Annual Audited Report	Validated actual based on the COA AAR.
	SM 6	Increase Members' Savings	Total Members Savings Collected	10%	(Actual / Target) x Weight	₱46.354 Billion	₱48.185 Billion	10%	₱44.58 Billion	9.62%	2019 Financial Highlights 2020 COA Annual Audited Report	Validated actual based on the COA AAR.

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SO 6	Improve Asset Quality											
SM 7	Improve Performing Loans Ratio	Accounts current to 3 months / Total Outstanding Balance [exclusive of Sales Contract Receivables (SCR) under Remediation, Referred to Foreclosure, and Petition for Extra Judicial Foreclosure]	10%	(Actual / Target) x Weight 0% = 80% and below	85%	87.26%	10%	87.26%	10%	<ul style="list-style-type: none"> Summary of Performing Loans per Area Aging Report on Performing Accounts 	Acceptable.	
	Sub-total		40%				40%		39.43%			
SO 7	Streamline Processing Time											
	Improve Processing Time on:											
INTERNAL PROCESS	SM 8a	End-user Financing (EUF) Approval and Take-out	Number of EUF Application Processed within Applicable Processing Time / Total Number of EUF Application Received	2.5%	(Actual/ Target) x Weight Below 85% = 0%	90% ²	92.40%	2.50%	Unverifiable	0%	<ul style="list-style-type: none"> Summary of EUF Processing Time per Branch Breakdown data on EUF transaction Database of Staggered Releases 	The Governance Commission reviewed the submitted Database for applications under the loan approvals table, loan takeout table, and takeout-ROPA system table.

² Applicable processing time based on compliance with Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 and ARTA Memorandum Circular Nos. 2020-03 dated 20 March 2020 and 2020-03-A dated 11 June 2020. Use of stop time shall be based on the codes a provided in Appendix 1.

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										<ul style="list-style-type: none"> LTI Database Report Matrix of Status References 	Due to the discrepancies in the computation of TAT and lack of step-by-step processing for each application following the stop and go matrix, the Governance Commission cannot undertake the proper validation. A sample of the applications received is provided in Appendix 1 .
SM 8b	Short-Term Loan (STL) Approval and Disbursement	Number of Loans Processed within Applicable Processing Time / Total Number of Loans Processed	2.5%	(Actual/Target) x Weight Below 95% = 0%	100%	99.65%	2.49%	98.39%	2.46%	<ul style="list-style-type: none"> Summary of STL Processing Time per Branch Breakdown data on STL transaction 	Based on the supporting document, Pag-IBIG Fund received a total of 1,735,921 STL applications, of which only 1,707,950 were processed within the prescribed processing time.
SO 8	Practice Principles of Good Governance and Attain Performance Excellence										
SM 9	Ensure Compliance Government Quality Management Systems Standards (GQMSS)	Actual Accomplishment	5%	All or Nothing	Maintenance of ISO 9001:2015 Certification covering the following processes: 1. Membership Registration	Maintenance of ISO 9001:2015 Certification covering the following processes: 1. Membership Registration –	5%	ISO 9001:2015 Certificate covering the following processes: 1. Policy Development and Provision of	5%	<ul style="list-style-type: none"> Surveillance Audit Report on Membership Registration, Policy Development and Provision of Services for 	Acceptable.

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LEARNING & GROWTH	SO 9	Continuously Develop Competent and Engaged Employees										
	SM 10	Competent Workforce	Competency Baseline 2020 – Competency Baseline 2019	5%	All or Nothing	Improvement on the Competency Level of the Organization based on the 2019 year-end assessment	3% increase in the Competency Level 108% 2020 Competency Level 105% 2019 Baseline	5%	3.58% increase in the Competency Level	5%	<ul style="list-style-type: none"> Competency Assessment report for 2020 competency-based trainings for 2020 Sample Employee Rating Sheet Competency Assessment Forms Breakdown of Competency Level of Employee Profile 	The organization's competency level in 2020 was 108.09%. This was higher by 3.58% from the previous year's level of 104.51%.
		Sub-total			5%				5%		5%	
		TOTAL		100%				98.68%		95.49%		