

CY 2017 PERFORMANCE SCORECARD (ANNEX B)

GOVERNMENT SERVICE INSURANCE SYSTEM

		Component				Baseline			Target	
		Objectives / Measures	Formula	Weight	Rating System	2013	2014	2015	2016	2017
SOCIAL IMPACT	SO 1	Improve Quality of Life of Members/ Pensioners and their Families								
	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	N/A	N/A	3 Type of Increase	1 Type of Increase	- Full implementation of Improvement of GSIS financial literacy program for retiring employees - Full implementation of Improvement of Education Assistance Loan Program part 2
		Sub-total		15%						
STAKEHOLDERS	SO 2	Provide Excellent and Responsive Service and Products to Members, Pensioners, Government Bodies, and other Constituencies								
	SM 2	Percentage of Retirement/Separation and Life Insurance claims and benefits processed within Turn-around Time (TAT)	Number of claims and benefits processed within TAT ¹ / Number of received applications due for processing	10%	85% or higher= 20% Below 85% to 75%= 15% Below 75% to 70%= 10% Below 70% to 65%= 5% Below 65%= 0%	89.16% (90 WDs TAT)	90.58% (90 WDs TAT)	96.38% (90 WDs TAT)	93.00% (90 WDs TAT)	83% of retirement/ separation and life insurance claims and benefits processed within 30 working days

¹ From complete submission of required documents to issuance of approval (denial)

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SM 3	Turn-around Time (TAT) for motor vehicle insurance claims	Sum of the processing time of insurance claims processed ² / Number of insurance claims processed	10%	Actual / Target x Weight	N/A	N/A	99.40%	92.00%	Average TAT of 40 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	N/A	N/A	86.00%	88.00%	90% of the total respondents gave at least a slightly satisfied rating ³
Sub-total			25%						
FINANCE	SO 3	Deliver Optimal Returns and Stakeholder Value							
	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%	7.67%	8.92%	No data submitted	No data submitted

² From receipt of complete documents to issuance of Letter of Authority (LOA)

³ Based on the 2016 5-point rating scale (Very Dissatisfied, Slightly Dissatisfied, Slightly Satisfied and Very Satisfied)

Component					Baseline			Target	
Objectives / Measures		Formula	Weight	Rating System	2013	2014	2015	2016	2017
SM 6	Five-year average percentage annual increase in total assets	Sum of total assets percentage increases from 2013 to 2017 / 5 years	10%	6% or higher= 10% Below 6% to 4%= 5% Below 5%= 0%	8.36%	15.58%	11.19%	9%	6%
SM 7	Consolidated Loan (CNL) Default Rate	Total outstanding balance of CNL past due accounts ⁴ / 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%	N/A	N/A	N/A	N/A	25.0%

⁴ Past due is defined as accounts with at least 7 months of unpaid amortizations + amount already classified as DND in GSIS SAP database

Component					Baseline			Target		
Objectives / Measures	Formula	Weight	Rating System	2013	2014	2015	2016	2017		
SM 8	Percentage increase of Net Underwriting Income (NUI) not less than 10% from previous year	NUI ⁵ 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%	14.27%	4.49%	53.05%	10%	10%	
Sub-total			35%							
INTERNAL PROCESS	SO 4	Implement a Robust, Enterprise-wide Risk Management System								
	SM 9	Actuarial Solvency of the Social Insurance Fund (SIF) ⁶	Assets / Reserves ⁷ 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%	N/A	N/A	N/A	N/A	73%
	Sub-total			10%						

⁵ Net Underwriting Income = Gross Underwriting Income - Total Underwriting Deductions. Exclude catastrophic losses - more than ₱ 1 Billion underwriting loss

⁶ Social Insurance Fund is used to finance the benefits administered by GSIS under RA No. 8291 (Social Security, Compulsory Life and other enhancements)

⁷ Estimated amount of appropriation from the surplus of the Social Insurance Fund (present value of future benefits less the present value of future contributions)

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LEARNING AND GROWTH	SO 5	Recruit, Develop and Retain a Competent Workforce								
	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%	N/A	N/A	Board Approved GSIS Competency Framework	Achieved average competency of 3.28	Achieved average competency of 3.51
	SO 6	Excel in Knowledge and Information Management								
	SM 11	Maintain/Upgrade QMS Certification	Number of Core Processes ISO Certified	5%	All or nothing	N/A	N/A	ISO Certificate for Loans Granting	One core process certified (Membership) Maintenance/upgrading of ISO Certification for Loans Processing to 9001:2015	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 Processing and Membership

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SO 7	Establish and Promote the GSIS Culture, Core Values, and Ethics								
SM 12	Level of Accreditation (Investors in People)	Actual accomplishment	5%	Baseline assessment conducted: 4% Baseline assessment not conducted: 0%	N/A	N/A	N/A	N/A	Entrance Conference in IIP and Baseline Assessment
	Sub-total		15%						
	Total		100%						