HOME DEVELOPMENT MUTUAL FUND

		Component			Baseline Data			Target
	Objective/Measure	Formula	Weight	Rating System	2015	2016	2017	2018
CUSTOMER	**SO 1** **Increase and Sustain Membership**							
	SM 1	Percentage of Labor Force Covered[1]	Total Active Members as of Performance Year / Pag-IBIG Coverable	10%	(Actual / Target) x Weight	50% (12.506 Million / 24.148 Million)	51% (12.497 Million / 24.711 Million)	51% (13.708 Million / 27.371 Million[2])	47% (13.324 Million / 28.285 Million)[3]
	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	58,920	75,609	N/A	75,786
		Number of Units[4]	Total Housing Units Taken-Out			59,409	76,247		77,406
		Loan Amount[4]	Total Amount of Loans Take-out			₱43,932 Billion	₱57,313 Billion		₱61,094 Billion

[1] Total Estimated Local Coverable is based on Pag-IBIG coverable computed as Total Local Employed net of Agricultural Workers, Unpaid Family Workers, Below 18 years old, Retirees, and Hard to Map/Non-regular Workers (including workers paid in Kind and Undocumented, Employed by Individual Customers, Short-Term or Seasonal Workers, Casual Workers/Contractual and Project-based Workers, Apprentices, Learners and Other Hard to Map Workers)

[2] See Table 5 - Employed Persons by Major Industry Group, Philippines: 2015 - April 2017, Current Labor Statistics, PSA, page 12,14 July 2017

[3] See Table 5 - Employed Persons by Major Industry Group, Philippines: 2016 - April 2018, Current Labor Statistics, PSA, page 12, 13 July 2018

[4] Total Taken-Out Units and Amount are inclusive of Medium Cost and Open Market. For information only.

		Component			Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2015	2016	2017	2018
SO 3	**Improve Access and Delivery of Products and Services to Enhance Customer Satisfaction**							
SM 3	Percentage of Satisfied Customers	Number of respondents who rated Pag-IBIG service with at least Satisfactory and Very Satisfactory / Total number of respondents	10%	(Actual / Target) x Weight Below 80% = 0%	80%	80%	At least 90% of respondents gave Pag-IBIG a Very Satisfied to Somewhat Satisfied score	90%
	Sub-total		**40%**					
SO 4	**Increase in Asset Size**							
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	₱379.839 Billion	₱420.542 Billion	₱459.526 Billion	₱526.304 Billion

FINANCIAL

Component				Baseline Data		Target	
Objective/Measure	Formula	Weight	Rating System	2015	2016	2017	2018
SO 5 **Ensure Financial Sustainability**							
SM 5 Increase Income Level	Total Revenue Less Total Expenses	10%	(Actual / Target) x Weight ₱20 Billion and Below = 0%	₱20.542 Billion	₱25.009 Billion	₱25.787 Billion	₱33.29 Billion
SM 6 Maintain the Required Capital Adequacy Ratio	Retained Earnings / (Risk-Weighted Assets for credit and market risk provisions + Risk-Weighted Assets equivalent for operational risk provision)	5%	All or Nothing	19.19%	18.87%	Not less than 17.5%	Not less than 17.5%
SM 7 **Increase Members'** Savings	**Total Members'** Savings Collected	10%	(Actual / Target) x Weight ₱30 Billion and Below = 0%	₱30.713 Billion	₱32.780 Billion	₱34.540 Billion	₱39 Billion

		Component				Baseline Data			Target
		Objective/Measure	Formula	Weight	Rating System	2015	2016	2017	2018
INTERNAL PROCESS	**SO 6**	**Improve Asset Quality**							
	SM 8	Improve Performing Loans Ratio	Accounts current to 3 Months / Total Outstanding Balance (exclusive of Referred to Foreclosure and Petition for Extra-Judicial Foreclosure)	10%	(Actual / Target) x Weight 85% and Below = 0%	84.45%	89.07%	89%	90%
		Sub-total		**45%**					
	SO 7	**Streamline Processing Time**							
	SM 9	Improve Processing Time on End-User Financing (EUF) Approval and Take-Out	Number of EUF application Processed within 20 Working Days / Total number of EUF application received	5%	(Actual / Target) x Weight Below 85% = 0%	85%5	95%5	85%	90%

[5] Baseline data for 2015 and 2016 were unvalidated since the measure and target is new for 2017.

		Component			Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2015	2016	2017	2018
SO 8	**Practice Principles of Good Governance and Attain Performance Excellence**							
SM 10	Ensure Compliance to Government Quality Management Systems Standards (GQMSS)	Actual Accomplishment	5%	All or Nothing	Maintained ISO Certification for Membership Registration	95% of activities completed – STL and Claims Certified in February 2017	ISO 9001:2015 for Housing Loan Origination Readiness Certificate under ISO 9001:2015 for the following processes: a. Membership Registration b. Short-term Loan c. Provident Claims	Certification under ISO 9001:2015 standards covering: 1.Housing Loans Management; and 2.Membership Registration Maintain ISO 9001:2015 Certificates for: 1. Housing Loan Origination 2. Short-term Loan 3. Provident Claims
	Sub-total		**10%**					

		Component				Baseline Data			Target
		Objective/Measure	Formula	Weight	Rating System	2015	2016	2017	2018
LEARNING AND GROWTH	SO 9	**Continuously Develop Competent and Engaged Employees**							
	SM 11	Competency Level of the Organization	Actual Accomplishment	5%	All or Nothing	Review of Current functional roles and classify positions into job families (based on Timeline)	82.59% (Last activity: Go Live Implementation on Cagayan Valley; Tuguegarao)	Roll-out of STLMS and PFMS to Central Office and all Branches	Submission of the Board-Approved: 1. Competency Catalogue[6]; 2. Competency Framework[7]; and 3. Competency Tables[8] Note: Establish Competency Baseline by 2019
		Sub-total		**5%**					
		Total		**100%**					

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[6] A document that identifies the competencies relevant to the organization

[7] A diagram that clusters the competencies identified under the Competency Catalogue into Core, Leadership, Technical and Organizational themes

[8] A set of tables containing an operational definition for each competency, identifying the behavioral indicators associated with the competency, and classifying the behavioral indicators into different levels, showing a progression of proficiency