GOVERNMENT SERVICE INSURANCE SYSTEM (GSIS)
Validation Result of the 2022 Performance Scorecard

		Component					GSIS Submission		GCG Validation		Supporting Documents	Remarks
	Objective/Measure	Formula	Wt.	Rating System	Target		Actual	Rating	Actual	Rating		
	SO 1	**Ensure sustained benefits for members, pensioners, and their families**										
SOCIAL IMPACT / STAKEHOLDERS	SM 1	Improvement / Enhancement of Benefits and Privileges Without Impairing Actuarial Life	Actual Amount of Loans Granted[1]	12.5%	(Actual / Target) x Weight	₱122.629 Billion	₱204.31 Billion	-	₱211.52 Billion	12.5%	Copy of the Summary Report of Loans Granted Audited Notes to the Financial Statements, Note 7.1	Target exceeded.
	SO 2	**Provide excellent and responsive products and services to members, pensioners, government bodies, and other constituencies**										
	SM 2	Percentage of Claims and Benefits Processed Within the Applicable Time	Number of claims and benefits processed within applicable TAT / Number of received applications	12.5%	(Actual / Target) x Weight	100%[2]	96.99% SI – 96.97% (286,297 / 295,256) MV – 99.09% (2,819 / 2,845)	-	96.99%	12.12%	Social Insurance (SI) Claims turn-around database Motor Vehicle (MV) Claims turn-around database Samples of the transactions for both SI and MV	Target not met.

---

[1] Loans to be considered: a. Multi-purpose Loan; b. Pension Loan (Enhanced Pensioners Loan); c. Policy Loan; d. Emergency Loan; e. Pensioner Emergency Loan; and f. Pensioners Restructured Loan.

[2] Applicable processing time is subject to GSIS' compliance with R.A. No. 11032 or the Ease of Doing Business and Efficient Delivery of Government Service Act.

Component					GSIS Submission		GCG Validation		Supporting Documents	Remarks
Objective/Measure		Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating		
SM 3a	Percentage of Satisfied Customers – Individual Customers (Members and Pensioners)	Number of Respondents who gave a rating of at least satisfactory / Total number of respondents	2.5%	(Actual / Target) x Weight	90%	83.30%	-	83.30%	2.39%	CSS Final Report Forty (40) accomplished survey questionnaires per customer segment	Target not met.
SM 3b	Percentage of Satisfied Customers – Business Clients		2.5%	Below 80% = 0%	90%	92.60%	-	92.60%	2.50%		Target met.
	Sub-total		30%						29.51%		
SO 3	Deliver returns that will lengthen the life of the fund										
SM 4	Increase in total assets (5-year average)	Sum of percentage increases from 2018 to 2022 / 5 years Where: Annual percentage increase in total	10%	(Actual / Target) x Weight	7.73%	6.93%	-	6.97%	9.02%	2018-2022 COA Annual Audit Reports Computation of Asset Growth	Target not met.

FINANCE

		Component				GSIS Submission		GCG Validation		Supporting Documents	Remarks
Objective/Measure		Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating		
		assets = [(Total assets at the end of CURRENT year − Total assets at the end of PREVIOUS year) / Total assets at the end of the PREVIOUS year] x 100									
SM 5	Generate Return on Investment (ROI) on investible funds (5-year average)	Sum of ROI from 2018 to 2022 / 5 Where: Annual ROI = Net Investment Income/Average Investment Assets[3]	10%	(Actual / Target) x Weight	6.99%	6.92%	-	6.01%	8.60%	2018-2022 COA Annual Audit Reports	Target not met. Request to recalibrate the target of 7.91% on the basis of the GCG-validated 2021 performance scorecard of GSIS is **APPROVED**. In particular, the 2018-2020 baseline annual ROI figures in the 2021 validation was used, resulting in a recalibrated target of 6.99%.

[3] Average Investment Assets = (Total Investment Assets at the end of the CURRENT year + Total Investment Assets at the end of the PREVIOUS year) / 2

		Component				GSIS Submission		GCG Validation		Supporting Documents	Remarks
Objective/Measure		Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating		
SO 4	**Collaborate with government agencies for insurance income**										
SM 6	Increase Group Personal Accident Insurance (GPAI) Premiums	(2022 GPAI Premiums - 2021 GPAI Premiums) / 2021 GPAI Premiums	10%	(Actual / Target) x Weight	23.75%	19.76% increase 2022 - ₱338,903,661.63 2021- ₱282,974,138.03* *Less non-renewables	-	19.76% increase	8.32%	Generated raw data and screenshots of the system generated report Production Report Documents to support exclusion of non-renewables from 2021 baseline	Target not met.
SO 5	**Generate income from our idle properties**										
SM 7	Income derived from sale or lease of acquired assets	Absolute Amount of Income Collected from the Sale or Lease of Acquired Asset	10%	(Actual / Target) x Weight	₱383 Million	₱512.44 Million (Acquired Assets - ₱324.65 Million; and Income from Rent - ₱187.79 Million)	-	₱512.40 Million	10%	Copy of the breakdown of Rent Income Contract of lease Copy of the database of the Lease with Option to Buy Program as of 31 December Ten (10) samples of the signed	Target exceeded. GCG referred to Note 22.3 of the Audited Notes to the Financial Statements.

Component					GSIS Submission		GCG Validation		Supporting Documents	Remarks
Objective/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating		
									lease agreements	
SO 6	**Create and implement a dynamic asset and liability management framework**									
SM 8 — 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 Loan accounts – Allowance for Impairment)	5%	{1 – [(Actual – Target)/ Target]} x Weight Above 25% = 0%	9.00%	12.38% Active Members – 4.26% Inactive Members – 100%	-	4.26%	5%	Computation of the Past Due rate; Screenshots of system generated report; GSIS Board Resolution approving exclusion of inactive members from SM 8 computation	Request to exclude inactive members PDR from the computation of accomplishment of this measure this year is **APPROVED.**
SM 9 — *Improve Collection Efficiency*	*Loan Amount Collected for the Year 2021 / Open Loan Amounts Due for Collection during the Year 2022*	-	-	*For monitoring purposes only*	98.82%	-	98.82%	-	Collection Efficiency Report (CER) Report CER Summary Report per loan type	Noted.

	Component					GSIS Submission		GCG Validation			
Objective/Measure		Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating	Supporting Documents	Remarks
SM 10	*Fund Life of the Social Insurance Fund*	*Actual Accomplishment[4]*	-	-	*For monitoring purposes only (Fund life not lower than 2044)*	2053 2021 Valuation Closed Group	-	2053	-	Internal Memorandum on GSIS Performance Scorecard Updates on the Fund Life of SIF	Target exceeded.
SO 7	**Rationalize expenses**										
SM 11	Efficient Utilization of Corporate Budget	Total disbursement / Total DBM Approved Corporate Operating Budget (*both net of PS Cost*)	5%	All or Nothing	90%	98.69%	-	98.80%	5%	GSIS Efficient Budget Utilization (EBU) as of 31 December 2022 2022 Corporate Operating Budget as submitted to DBM Revised computation with details on the line items which were included in the BUR computation	Target met. Request to exclude deferred portions, savings on budget, and unpaid obligations excluded from BUR computation is **APPROVED**. Adjusted budget figures were used to compute the BUR.
		Sub-total	**50%**						**45.94%**		

4 Based on the result of 2022 Actuarial Assessment of the SIF based on 2021 year-end data.

| | Objective/Measure | Component | | | | | GSIS Submission | | GCG Validation | | Supporting Documents | Remarks |
		Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating		
SO 8	**Implement a robust, enterprise-wide risk management system**										
INTERNAL PROCESS	SM 12	ERM Risk Maturity Rating - Risk Maturity Level	Actual Rating	5%	(Actual / Target) x Weight	3.81	3.81	-	3.81	5%	Memorandum on the Results of the 2022 Enterprise Risk Maturity Assessment Tool (ERMAT) Online Survey

Certification and ERMAT Conduct

Database of 2022 ERMAT Responses | Target met. |

		Component				GSIS Submission			GCG Validation		Supporting Documents	Remarks
	Objective/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating			
SO 9	**Excel in knowledge and information management**											
SM 13	Maintain/ Upgrade QMS Certification	Actual Accomplishment	5%	(Actual / Target) x Weight	Maintain QMS Certification for the following processes: 1) Loans Processing; 2) Membership Administration; 3) Life/Maturity Claims Processing; 4) Motor Vehicle Claims Processing; 5) Critical Support Processes; 6) Funeral Benefit Claim Processing; 7) Marketing of Non-life Insurance for the renewal of all bidding accounts 8) Renewal of PCSO Surety Bonds; and 9) Releasing of notice of claim transfer certificate of title for non-problematic fully paid housing accounts	Passed the Surveillance Audit for nine (9) processes	-	Maintained the QMS Certification for the following processes: 1) Loans Processing; 2) Membership Administration; 3) Life/Maturity Claims Processing; 4) Motor Vehicle Claims Processing; 5) Critical Support Processes; 6) Funeral Benefit Claim Processing; 7) Marketing of Non-life Insurance Renewal of all bidding accounts 8) Renewal of PCSO Surety Bonds; and 9) Releasing of notice of claim transfer certificate of title for nonproblematic fully paid housing accounts	5%	ISO Final Audit Report ISO Certifications	Target met.

		Component				GSIS Submission		GCG Validation		Supporting Documents	Remarks
Objective/Measure		Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating		
SO 10	**Improve the (internal and external) business process through automated technology-driven services**										
SM 14	Implementa- tion of Board- approved IT Projects	Actual Accomplishment	2.5%	All or Nothing	Enhancement of GSIS Touch	Implemented on 23 December 2022	-	Enhanced GSIS Touch	2.5%	Duly accomplished Quality Assurance Testing Form	Target met.
		Number of 2022 deliverables completed / Total Number of 2022 Deliverables per ISSP submitted to DICT	2.5%	(Actual / Target) x Weight	100% implementation of 2022 deliverables under the ISSP as submitted to the DICT	100% (10/10)

Remarks: Ten (10) IT projects tagged as deliverables in the ISSP for CY 2022 were already procured. Note that the full implementation of these projects is not fully controlled by GSIS, it has dependencies with the Third-Party Provider. | - | 100% | 2.5% | Screenshot of Approval

Duly Accomplished User Acceptance Testing Form

User Acceptance Test Report | Target met.

Request to exclude "Technology Refresh of GSIS HO Storage", which is 80% as of year-end, is **APPROVED** due to dependence on third-party provider. |
| | **Sub-total** | | **15%** | | | | | | **15%** | | |

		Component					GSIS Submission		GCG Validation		Supporting Documents	Remarks
		Objective/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating		
	SO 11	**Recruit, develop and retain a competent and inspired workforce**										
LEARNING AND GROWTH	SM 15	Enhanced GSIS Competency Framework	Actual Accomplishment	5%	All or Nothing	Establish Baseline Data on the Competency Level of the Organization[5]	3.69 rating	-	3.69 rating	5%	2022 Online Competency Assessment Insight report as of 09 December 2022 Certification from the Assessment Analytics (third-party provider)	Target met.
		Sub-total		**5%**						**5%**		
		Total		**100%**						**95.45%**		

[5] Using the Revised GSIS Competency Framework. Assessment shall cover 100% of employees to determine competency baseline. The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

$$\frac{\sum_{b=1}^{B}\left[\frac{\sum_{a=1}^{A}\left(\frac{Actual\ Competency\ Level}{Required\ Competency\ Level}\right)_a}{A}\right]_b}{B}$$

where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled