

**GOVERNMENT SERVICE INSURANCE SYSTEM**

		Component				Annual	4th Quarter		Remarks
Strategic Objectives / Measures		Formula	Weight	Rating System	Target	Target	Actual		
<b>SOCIAL IMPACT</b>	<b>SO 1</b>	<b>Improve quality of life of members/ pensioners and their families</b>							
	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	Full implementation of improvement of GSIS financial literacy program for retiring employees.  Full implementation of improvement of Education Assistance Loan Program part 2	2	2	13,851 59-64 years old members attended the Pre-Retirement Seminars which included the financial literacy module.  Educational Assistance Loan II started implementation in July 2017. A total of 112,327 members availed.
			<b>Sub-total</b>	<b>15%</b>					

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<b>STAKEHOLDERS</b>	<b>SO 2</b>	<b>Provide excellent and responsive service to members, pensioners, government bodies, and other constituencies</b>							
	SM 2	Percentage of Retirement/Separation and Life Insurance claims and benefits processed upon submission of complete documents within Turn-around Time (TAT)	Number of claims and benefits processed within TAT / 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%	83%	83%	86.54%	
	SM 3	Average turnaround time for motor vehicle insurance claims upon submission of complete documents	Sum of the processing times of insurance claims processed / Number of insurance claims processed	10%	Actual / Target x Weight	40 working days	40 working days	33.09 working days	Based on 1,736 processed applications.
	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	90% of the total respondents gave at least a slightly satisfied rating	90% of the total respondents gave at least a slightly satisfied rating	93.22%	Actual conduct was on 02 – 20 October 2017.
			<b>Sub-total</b>	<b>25%</b>					

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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%	7.0%	7.0%	9.03%
	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%	6% (average annual increase in total assets from 2013-2017)	6% (average annual increase in total assets from 2013-2017)	8.75%
	SM 7	Consolidated Loan (CNL) Default Rate	Total outstanding balance of CNL past due accounts / 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%	25.0%	25.0%	23.11%
	SM 8	Percentage increase of Net Underwriting Income (NUI) not less than 10% from previous year	NUI 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%	10%	10%	10.88%
			<b>Sub-total</b>	<b>35%</b>				

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<b>INTERNAL PROCESS</b>	<b>SO 4</b>	<b>Implement a robust, enterprise-wide risk management system</b>						
	SM 9	Actuarial Solvency of the Social Insurance Fund	Assets / Reserves 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%	73%	73%	105.63%
			<b>Sub-total</b>	<b>10%</b>				

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LEARNING AND GROWTH	<b>SO 5</b>	<b>Recruit, develop and retain a competent workforce</b>							
	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%	3.51 (Scale of 1-5)	3.51 (Scale of 1-5)	3.51	
	<b>SO 6</b>	<b>Excel in Knowledge and information management</b>							
	SM 11	Maintain/Upgrade QMS Certification	Number of Core Processes ISO Certified	5%	All or nothing	ISO Certification for Processing of Maturity Benefit for Life Insurance and Processing of Motor Vehicle Insurance Claims.  Maintenance of ISO Certification for Loans Processing and Membership	ISO Certification for Processing of Maturity Benefit for Life Insurance and Processing of Motor Vehicle Insurance Claims.  Maintenance of ISO Certification for Loans Processing and Membership	ISO Certification for 1. Loans Processing; 2. Membership Administration; 3. Maturity Claims Processing; and 4. Motor Vehicle Claims Processing  issued on 16 December 2017.	Third Party Audit conducted by TÜV-Rheinland Philippines on 20-21 November 2017.
	<b>SO 8</b>	<b>Establish and promote the GSIS culture, core values, and ethics</b>							
	SM 12	Level of Accreditation (Investors in People)	Actual Accomplishment	5%	Baseline assessment conducted: 5%  Baseline assessment not conducted: 0%	Entrance Conference in IIP and Baseline Assessment	Entrance Conference in IIP and Baseline Assessment	Baseline Assessment Survey conducted in 9-20 October 2017.	
		<b>Sub-total</b>	<b>15%</b>						
		<b>Total</b>	<b>100%</b>						