

GOVERNMENT SERVICE INSURANCE SYSTEM

P	Component				Annual Target	Accomplishment As of 3rd Quarter	
	Strategic Objectives / Measures	Formula	Weight	Rating System			
SOCIAL IMPACT / STAKEHOLDERS PERSPECTIVE							
SOCIAL IMPACT / STAKEHOLDERS	SO 1	Improve quality of life of members/ pensioners and their families					
	SM 1	Improvement/Enhancement of benefits and privileges without impairing actuarial life	Number of DepEd members who availed the GFAL / Number of DepEd members who attended the GSIS Financial Literacy Program	15%	80% or higher = 15% 60% to 79% = 7.5% Below 60% = 0%	80.00%	84.06%
	Sub-total			15%			
	SO 2	Provide excellent and responsive service to members, pensioners, government bodies, and other constituencies					
	SM 2	Percentage of claims and benefits processed within the Applicable Time Retirement/Separation/Life Insurance (TAT: 30 days) Motor Vehicle Insurance (TAT: 40 WDs)	Number of claims and benefits processed within TAT/ Number of received applications due for processing	15%	90% or higher = 15% 85% to 89% = 7.5% 84% and Below = 0%	90.00%	91.26%
	SM3	Percentage of Satisfied Customers	Actual rating provided by 3rd party social research institution	10%	(Actual / Target) x Weight Below 80% = 0%	93.70%	For reporting at year-end
	Sub-total			25%			

GOVERNMENT SERVICE INSURANCE SYSTEM

P	Component				Annual Target	Accomplishment As of 3rd Quarter	
	Strategic Objectives / Measures	Formula	Weight	Rating System			
	FINANCE PERSPECTIVE						
FINANCE	SO 3	Deliver optimal returns and stakeholder value					
	SM4	Minimize Consolidated Loan (CNL) Default Rate	CNL Default Rate = (Total outstanding principal balance of due and demandable CNL accounts - Allowance for Impairment) / (Total outstanding principal balance of all CNL accounts - Allowance for Impairment)	8%	{1- [(Actual-Target)/Target] } x Weight Above 29% = 0%	20.00%	For reporting at year-end
			Sub-total	8%			
	SO 4	Create and implement a dynamic asset allocation and investment framework					
	SM5	Increase in total assets	Five (5) year average increase in total assets = sum of percentage increases from 2014 to 2018 / five (5) where: Annual percentage increase in total assets = [(Total assets at yearend of the CURRENT year - Total assets at yearend of PREVIOUS year) / Total asset at yearend of the previous year] x 100	8%	(Actual / Target) x Weight Below 6% = 0%	9.23%	For reporting at year-end



GOVERNMENT SERVICE INSURANCE SYSTEM

P	Component				Annual Target	Accomplishment As of 3rd Quarter	
	Strategic Objectives / Measures	Formula	Weight	Rating System			
FINANCE	SM6	Generate Return On Investment (ROI) on investible funds	<p>Five (5) year average increase in total assets = sum of ROI from 2014 to 2018 / five (5)</p> <p>where: Annual ROI = Net Investment Income / Average Investment Asset</p> <p>*Average Investment Assets = (Total Investment Assets at yearend CURRENT year + Total Investment Assets at yearend previous year) / 2</p>	8%	<p>(Actual / Target) x Weight</p> <p>Below 8% = 0%</p>	9.03%	For reporting at year-end
	SM7	Increase the Fund Ratio of the Social Insurance Fund	Assets / Reserves of the GSIS Social Insurance Fund	8%	<p>(Actual / Target) x Weight</p> <p>Below 72% = 0%</p>	74.00%	For reporting at year-end
			Sub-total	24%			



GOVERNMENT SERVICE INSURANCE SYSTEM

P	Component				Annual Target	Accomplishment	
	Strategic Objectives / Measures	Formula	Weight	Rating System		As of 3rd Quarter	
	INTERNAL PROCESS PERSPECTIVE						
INTERNAL PROCESS	SO5	Implement a robust, enterprise-wide risk management system					
	SM8	ERM Risk Maturity Rating	Rating from the risk assessment report	8%	2.6 or higher = 8% 2.54 to below 2.6 = 4% Below 2.54 = 0%	Risk Maturity Level 2.60	For reporting at year-end
			Sub-total	8%			
	SO6	Excel in Knowledge and information management					
	SM9	Maintain/Upgrade QMS Certification	Number of Core Processes ISO Certified	10%	All or nothing	Certification under ISO 9001:2015 for Data Center Facilities Management Pass the Surveillance Audit or Maintain Certification for the following processes: 1) Loans Processing; 2) Membership Administration; 3) Maturity Claims Processing 4) Motor Vehicle Claims Processing	For reporting at year-end
			Sub-total	10%			



GOVERNMENT SERVICE INSURANCE SYSTEM

P	Component				Annual Target	Accomplishment As of 3rd Quarter
	Strategic Objectives / Measures	Formula	Weight	Rating System		
	LEARNING AND GROWTH PERSPECTIVE					
LEARNING AND GROWTH	S07	Recruit, develop and retain a competent workforce				
	SM10	Improve Average Competency Level of the Organization	Average competency rating of GSIS employees = sum of average competency rating of GSIS employee / number of GSIS employees	10%	(Actual / Target) x Weight Below 3.51% = 0%	3.75 For reporting at year-end
			Sub-total	10%		
			Total	100%		

10