

GOVERNMENT SERVICE INSURANCE SYSTEM

P	Component				Annual Target	Accomplishment as of 4th Quarter	
	Strategic Objectives / Measures	Formula	Weight	Rating System			
SOCIAL IMPACT / STAKEHOLDERS	<b>SOCIAL IMPACT / STAKEHOLDERS PERSPECTIVE</b>						
	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%	93.63%
			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%	91.40%
	SM3	Percentage of Satisfied Customers	Actual rating provided by 3rd party social research institution	10%	(Actual / Target) x Weight Below 80% = 0%	93.70%	93.35% (Based on GSIS instrument)  85.50% (Based on new GCG-prescribed survey instrument - to be used as baseline for 2019 target)
			Sub-total	25%			

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<b>FINANCE PERSPECTIVE</b>							
<b>FINANCE</b>	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%	7.79%
			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%	7.65% (based on unaudited FS)

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FINANCE	SM6	Generate Return On Investment (ROI) on investible funds	Five (5) year average increase in total assets = sum of ROI from 2014 to 2018 / five (5)  where: Annual ROI = Net Investment Income / Average Investment Asset  *Average Investment Assets = (Total Investment Assets at yearend CURRENT year + Total Investment Assets at yearend previous year)/2	8%	(Actual / Target) x Weight  Below 8% = 0%	9.03%  8.98% (based on unaudited FS)
	SM7	Increase the Fund Ratio of the Social Insurance Fund	Assets / Reserves of the GSIS Social Insurance Fund	8%	(Actual / Target) x Weight  Below 72% = 0%	74.00%  68.84% (based on unaudited FS)
			<b>Sub-total</b>	<b>24%</b>		



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<b>INTERNAL PROCESS PERSPECTIVE</b>							
INTERNAL PROCESS	S05	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	3.28
			Sub-total	8%			
	S06	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	ISO 9001:2015 Recertified for: 1. Loans Processing; 2. Membership Administration; 3. Maturity Claims Processing; 4. Motor Vehicle Processing;  Including Related Critical Support Processes  Valid from 01/21/2019 to 02/17/2020
		Sub-total	10%				

