

GOVERNMENT SERVICE INSURANCE SYSTEM

		Component			Target	Accomplishment	Rating	
Strategic Objective (SO) / Strategic Measure (SM)		Formula	Weight	Rating System				
SOCIAL IMPACT / STAKEHOLDERS	SO1	Improve quality of life of members/pensioners and their families						
	SM1	Improvement/Enhancement of benefits and privileges without impairing actuarial life	Number of board-approved program implemented to improve/enhance the benefits and/or privileges	15%	All or nothing	Implementation of the GSIS Financial Assistance Loan (GFAL) 2	The Board approved the Policy and Procedural Guideline (PPG) on GFAL II through Board Resolution No. 62-2019 and was published in Daily Tribune newspaper dated 12 July 2019. Effectivity date of GFAL II Implementation is on 27 July 2019. Total avalees as of December 2019: 175,643 Amount of loans granted as of December 2019: Php 71.26 Billion	15.00
	SO2	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	Number of claims and benefits processed within applicable TAT/ Number of received applications due for processing (Processing Time is subject to GSIS' compliance with RA 11032 or the Ease of Doing Business and Efficient Delivery of Government Service Act)	15%	(Actual / Target) x Weight 0% = If less than 90%	100.00%	98.11% Social Insurance – 98.24% (182,950 / 186,222) Motor Vehicle – 91.82% (3,500 / 3,812)	14.72
	SM3	Percentage of Satisfied Customers	Number of Respondents who rated GSIS at least satisfactory / Total number of respondents	10%	(Actual / Target) x Weight Below 80% = 0%	93.70%	95.00%	10.00
		Sub-total		40%				

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FINANCE	SO3	Deliver unparalleled returns and stakeholder value						
	SM4	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)	8%	{1-([Actual-Target]/Target)} x Weight Above 25% = 0%	15.00%	6.44%	8.00
	SO4	Create and implement a dynamic asset allocation and investment framework						
	SM5	Increase in total assets	Sum of percentage increases from 2015 to 2019 / 5 where: Annual percentage increase in total assets = [(Total assets at the end of CURRENT year - Total assets at the end of PREVIOUS year) / Total asset at the end of the previous year] x 100	8%	(Actual / Target) x Weight Below 6% = 0%	6.41%	7.83%	8.00
	SM6	Generate Return On Investment (ROI) on investible funds	Sum of ROI from 2015 to 2019 / 5 where: Annual ROI = Net Investment Income/*Average Investment Asset *Average Investment Assets = (Total Investment Assets at yearend of the CURRENT year + Total Investment Assets at the end of previous year)/2	8%	(Actual / Target) x Weight Below 6% = 0%	7.00%	6.85%	7.83
	SM7	Maintain 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%	75.18%	8.00
		Sub-total		32%				

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INTERNAL PROCESS	SO5	Implement a robust, enterprise-wide risk management system						
	SM8	ERM Risk Maturity Rating	Actual Rating	8%	2.70 or higher = 8% 2.60 to below 2.70 = 4% Below 2.60 = 0%	Risk Maturity Level 2.70	Risk Maturity Level 3.44	8.00
	SO6	Excel in Knowledge and information management						
	SM9	Maintain/Upgrade QMS Certification	Number of Core Processes ISO Certified	10%	All or nothing	<p>Certification under ISO 9001:2015 for Funeral Benefit Claim Processing and Marketing of Non-life Insurance for the renewal of all bidding accounts;</p> <p>Pass the Surveillance Audit or Maintain Certificate for the following processes:</p> <p>1) Loans Processing; 2) Membership Administration; 3) Life/Maturity Claims Processing; 4) Motor Vehicle Claims Processing; and 5) Critical Support Processes</p>	<p>ISO 9001:2015 Certificate was issued to GSIS on 19 December 2019 for the following processes:</p> <p>1) Loans Processing; 2) Membership Administration; 3) Maturity Claims Processing; 4) Motor Vehicle Claims Processing; 5) Data Center Facilities Management; 6) Funeral Benefit Claims Processing; and 7) Marketing Process for the Renewal of Bidding Accounts for Non-Life Insurance</p>	10.00
	Sub-total		18%					

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LEARNING AND GROWTH	SO7	Recruit, develop and retain a competent workforce						
	SM10	Improve Average Competency Level of the Organization	No. of employees with a rating of 4 for the required competencies / Total no. of employees	10%	(Actual / Target) x Weight	95% of employees have a rating of 4 for the required competencies	96.80%	10.00
		Sub-total		10%				
		TOTAL		100%			99.55	