

GOVERNMENT SERVICE INSURANCE SYSTEM

		Component			Target	Accomplishment (as of 2nd Quarter)	
		Strategic Objective (SO) / Strategic Measure (SM)	Formula	Weight			Rating System
SOCIAL IMPACT / STAKEHOLDERS	SO1	Ensure sustained benefits for members, pensioners and their families					
	SM1	Improvement/Enhancement of benefits and privileges without impairing actuarial life	Number of board-approved programs implemented to improve/enhance the benefits and/or privileges	10%	All or nothing	Full Implementation of one (1) board-approved program Multi-Purpose Loan (MPL)	On-going development and testing of Phase 1 - Application, Granting, Disbursement, MOA Tagging, SAP Bank File Generation and Response File Processing, eGSISMO (DataModel), EGRM
	SO2	Provide excellent and responsive products and 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 • Claims and benefits enrolled in the Ease of Doing Business (EODB) Act (Processing Time is subject to GSIS' compliance with RA 11032 or the Ease of Doing Business and Efficient Delivery of Government Service Act)	10%	(Actual / Target) x Weight Below 90% = 0%	100% (20 WDs)	99.19% SI - 99.21% (73,293/73,879) MV - 98.40% (1,108/1,126) *Processing time during the ECQ/lockdown period was suspended following ARTA M.C. 2020-3.
	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%	CAD-CCO has undertaken new market study in view of the COVID-19 pandemic. This resulted to the proposed changes in the target and conduct of Customer Satisfaction Survey. Letter on proposed revisions forwarded to GCG on 15 July 2020.
		Sub-total		30%			

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FINANCE	SO3	Deliver unparalleled returns that will lengthen the life of the fund					
	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)	10%	{1-([Actual-Target]/Target)} x Weight Above 25% = 0%	10.00%	6.03%
	SO4	Create and implement a dynamic asset and liability management framework					
	SM5	Increase in total assets	Sum of percentage increases from 2016 to 2020 / 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	10%	(Actual / Target) x Weight Below 6% = 0%	7.90%	7.08%
	SM6	Generate Return on Investment (ROI) on investible funds	Sum of ROI from 2016 to 2020 / 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	10%	(Actual / Target) x Weight Below 5% = 0%	6.25%	5.53%
	SM7	Maintain the Fund Ratio of the Social Insurance Fund	Assets / Reserves of the GSIS Social Insurance Fund	10%	(Actual / Target) x Weight	70.00%	72.94% (as of May)
		Sub-total		40%			

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INTERNAL PROCESS	SO5	Implement a robust, enterprise-wide risk management system					
	SM8	ERM Risk Maturity Rating	Actual Rating	10%	2.80 or higher = 10% 2.70 to below 2.80 = 5% Below 2.70 = 0%	Risk Maturity Level 2.80	In view of the current pandemic situation, targets and plans for the conduct of ERMAT are currently being recalibrated.
	SO6	Excel in knowledge and information management					
	SM9	Maintain/Upgrade QMS Certification	Number of Core Processes ISO Certified	10%	All or nothing	9 processes A.) ISO 9001:2015 for 2 NEW processes: 1) Underwriting of Fire Insurance Policies for Renewal; and 2) Release of Title (Housing) B.) Pass the Surveillance Audit or Maintain 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; and 6) Funeral Benefit Claim Processing; and 7) Marketing of Non-life Insurance for the renewal of all bidding accounts	For reporting at year end.
		Sub-total		20%			

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LEARNING AND GROWTH	SO7	Recruit, develop and retain a competent workforce				
	SM10	Improve Average Competency Level of the Organization	Competency Baseline 2020 - Competency Baseline 2019	10%	All or nothing	Improvement on the Competency Level of the Organization based on the 2019 yearend assessment
						Contract awarded to the selected provider for Competency Assessment. Implementation schedule and agreements were also finalized to ensure seamless run of the assessment.
						Proposed for the revision of target for 2020 from Improve Average Competency Level of the Organization to Maintain the Competency Level of the Organization based on the 2019 yearend assessment.
		<i>Sub-total</i>		10%		
		TOTAL		100%		

SUPPORTING DETAILS**SM 2. Percentage of claims and benefits processed within the Applicable Time**

Claim Type	Within	Beyond	Total	% Within	% Beyond
SI	73,293	586	73,879	99.21%	0.79%
MV	1,108	18	1,126	98.40%	1.60%
TOTAL	74,401	604	75,005	99.19%	0.81%

SM 4. CNL PAST DUE RATE

Principal Balance	230,864,530,964
In Default	20,136,109,950
Impairment	6,602,931,509
Past Due Rate	6.03%

SM 5. INCREASE IN TOTAL ASSETS

Year	Increase in Assets
2016	5.6
2017	11.08
2018	0.92
2019	15.89
2020 (As of March)	1.9
Average	7.08

SM 6. GENERATE ROI

Year	ROI
2016	6.02
2017	8.62
2018	6.29
2019	8.08
2020 (As of March)	-1.36
Average	5.53

SM 7. FUND RATIO

Assets (in Billion Php)	1,215.16
Actuarial Reserves (in Billion Php)	1,666.00
Fund Ratio (as of May)	72.94%