

GOVERNMENT SERVICE INSURANCE SYSTEM

	Component				Target	Accomplishment (as of 3rd 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)	Phase 1 of MPL was completed on 30 September 2020. It was officially launched and offered to clients on 01 October 2020. MPL is available in kiosks located at GSIS Central Office starting 01 October 2020, the rest will be processed through OTC GW@PS.
	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)	98.98% (121,726 Claims within TAT / 122,981 Total Claims) SI - 119,878 / 121,023 MV - 1,848 / 1,958 *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%	90.00%	Ongoing procurement of Service Provider for the GSIS Customer Satisfaction Survey 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	$\text{Past Due Rate} = \frac{\text{(Total outstanding principal balance of due and demandable Consolidated Loan accounts - Allowance for Impairment)}}{\text{(Total outstanding principal balance of all Consolidated Loan accounts - Allowance for Impairment)}}$	10%	$\{1 - \frac{\text{(Actual - Target)}}{\text{Target}}\} \times \text{Weight}$ Above 25% = 0%	10.00%	6.14%
	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: $\text{Annual percentage increase in total assets} = \frac{\text{[(Total assets at the end of CURRENT year - Total assets at the end of PREVIOUS year)]}}{\text{Total asset at the end of the previous year}} \times 100$	10%	$\text{(Actual / Target)} \times \text{Weight}$ Below 6% = 0%	7.90%	7.48%
	SM6	Generate Return on Investment (ROI) on investible funds	Sum of ROI from 2016 to 2020 / 5 where: $\text{Annual ROI} = \frac{\text{Net Investment Income}}{\text{Average Investment Asset}}$ $\text{Average Investment Assets} = \frac{\text{(Total Investment Assets at yearend of the CURRENT year + Total Investment Assets at the end of previous year)}}{2}$	10%	$\text{(Actual / Target)} \times \text{Weight}$ Below 5% = 0%	6.25%	5.91%
	SM7	Maintain the Fund Ratio of the Social Insurance Fund	Assets / Reserves of the GSIS Social Insurance Fund	10%	$\text{(Actual / Target)} \times \text{Weight}$	70.00%	73.99%
			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	ERMAT Survey to be rolled out in October.
	SO6	Excel in knowledge and information management					
	SM9	Maintain/Upgrade QMS Certification	Number of Core Processes ISO Certified	10%	All or nothing	<p>9 processes</p> <p>A.) ISO 9001:2015 for 2 NEW processes:</p> <p>1) Underwriting of Fire Insurance Policies for Renewal; and 2) Release of Title (Housing)</p> <p>B.) Pass the Surveillance Audit or Maintain Certification for the following processes:</p> <p>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</p>	As of 30 September 2020, GSIS finalized the schedule of 1st Surveillance Audit (Recertification) which will be remotely done in November 2020.
		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	Ongoing assessment of employees and supervisors. Competency Assessment started on 16 September 2020.
		<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	119,878	1145	121,023	99.05%	0.95%
MV	1,848	110	1,958	94.38%	5.62%
TOTAL	121,726	1,255	122,981	98.98%	1.02%

SM 4. CNL PAST DUE RATE

Principal Balance	230,801,575,984
In Default	20,368,347,569
Impairment	6,602,931,509
Past Due Rate	6.14%

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 September)	3.89
Average	7.48

SM 6. GENERATE ROI

Year	ROI
2016	6.02
2017	8.62
2018	6.29
2019	8.08
2020 (As of September)	0.55
Average	5.91

SM 7. FUND RATIO

Assets (in Billion Php)	1,261.52
Actuarial Reserves (in Billion Php)	1,705.01
Fund Ratio (as of May)	73.99%