

HOME DEVELOPMENT MUTUAL FUND

	Component				Annual Target	4th Quarter		
	Strategic Objective (SO) / Strategic Measure (SM)	Formula	Weight	Rating System		Target	Actual	
<b>CUSTOMER</b>	<b>SO 1</b>	<b>Increase and Sustain Membership</b>						
	SM 1	Percentage of Labor Force Covered	Total Active Members as of Performance Year / Adjusted Coverable <sup>1</sup>	15.00%	(Actual / Target) x Weight	42.76% (12.754 Million over 29.825 Million)	42.76% (12.754 Million over 29.825 Million)	40.00% (11.931 Million over 29.825 Million)
	<b>SO 2</b>	<b>Provide Affordable Home Financing</b>						
	SM 2	Actual Take-Out Units from SH and LC	Actual Take-Out Units from SH and LC	20.00%	(Actual / Target) x Weight	63,264	63,264	62,186
	<b>SO 3</b>	<b>Improve Access and Delivery of Products and Services to Enhance Customer Satisfaction</b>						
	SM 3	Percentage of Satisfied Customers	Number of respondents who rated Pag-IBIG service with at least Satisfactory / Total number of respondents	10.00%	(Actual / Target) x Weight Below 80% = 0%	90%	90%	95%
	<b>Sub-total</b>		<b>45.00%</b>					

<sup>1</sup> Adjusted Coverable pertains to the Total Employed Persons by Major Industry Group based on the previous year's Labor Force Survey of the Philippine Statistics Authority, excluding Agriculture, Other Service Activities and Activities of Extraterritorial Organization and Bodies. Workers below 18 years old may be deducted on the total number of coverable upon submission of data from PSA, subject to determination of the number of covered minors per relevant laws.

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<b>FINANCIAL</b>	<b>SO 4 Increase in Asset Size</b>							
	SM 4	Increase Net Financial Asset Level	Total Assets less ROPA, net; Property and Equipment, net; Intangible Assets, net; and Other Assets	10.00%	(Actual / Target) x Weight 0% = If less than ₱467.597 Billion	₱635.235 Billion	₱635.235 Billion	₱649.763 Billion
	<b>SO 5 Ensure Financial Sustainability</b>							
	SM 5	Increase Income Level	Total Revenue less Total Expenses	10.00%	(Actual / Target) x Weight	₱27.957 Billion	₱27.957 Billion	₱31.183 Billion
	SM 6	Increase Members' Savings	Total Members' Savings Collected	10.00%	(Actual / Target) x Weight	₱46.354 Billion	₱46.354 Billion	₱48.185 Billion
	<b>SO 6 Improve Asset Quality</b>							
	SM 7	Improve Performing Loans Ratio	Accounts current to 3 months / Total Outstanding Balance [exclusive of Sales Contract Receivables (SCR) under Remediation, Referred to Foreclosure, and Petition for Extra Judicial Foreclosure]	10.00%	(Actual / Target) x Weight 0% = If 80% and Below	85.00%	85.00%	87.26%
	<b>Sub-total</b>		<b>40.00%</b>					

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<b>INTERNAL PROCESS</b>	<b>SO 7 Streamline Processing Time</b>							
		Improve Processing Time on:						
	SM 8	a) End-User Financing (EUF) Approval and Take-out	Number of EUF application Processed within Applicable Processing Time / Total Number of EUF application received	2.50%	(Actual / Target) x Weight; 0% = If below 85%	90% <sup>2</sup>	90% <sup>2</sup>	92.40%
		b) Short-Term Loan (STL) Approval and Disbursement	Number of Loans Processed within Applicable Processing Time / Total Number of Loans Processed	2.50%	(Actual / Target) x Weight; 0% = If below 95%	100%	100%	99.65%
	<b>SO 8 Practice Principles of Good Governance and Attain Performance Excellence</b>							
	SM 9	Ensure compliance to Government Quality Management Standards (GQMSS)	Actual Accomplishment	5.00%	All or Nothing	Maintenance of ISO 9001: 2015 Certification covering the following processes:  1. Membership Registration;  2. Short-Term Loan and Provident Benefit Claims;  3. Housing Loan Origination and Management	Maintenance of ISO 9001: 2015 Certification covering the following processes:  1. Membership Registration;  2. Short-Term Loan and Provident Benefit Claims;  3. Housing Loan Origination and Management	Maintenance of ISO 9001: 2015 Certification covering the following processes:  1. Membership Registration - conducted last February 19-28, 2020  2. Short-Term Loan and Provident Benefit Claims - conducted last October 27-30, 2020;  3. Housing Loan Origination and Management - conducted last November 26, 2020.
		<b>Sub-total</b>		<b>10.00%</b>				

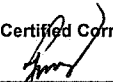
<sup>2</sup> Applicable processing time based on compliance with Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 and ARTA Memorandum Circular Nos. 2020-03 dated 20 March 2020 and 2020-03-A dated 11 June 2020. Use of stop times shall be based on the codes provided in Appendix A.

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LEARNING AND GROWTH	<b>SO 9 Continuously Develop Competent and Engaged Employees</b>						
	SM 10	Competent Workforce	Competency Baseline 2020 <sup>3</sup> - Competency Baseline 2019	5.00%	All or Nothing	Improvement on the Competency Level of the Organization based on the 2019 year-end assessment	Improvement on the Competency Level of the Organization based on the 2019 year-end assessment
							3% increase in the Competency Level 108% 2020 Competency Level 105% 2019 Baseline
	<b>Sub-total</b>			<b>5.00%</b>			
<b>TOTAL</b>			<b>100.00%</b>				


<sup>3</sup> The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

$$\frac{\sum_{b=1}^B \left[ \frac{y^a - 1 \left( \frac{\text{Actual Competency Level}}{\text{Required Competency Level}} \right) a}{A} \right]}{B}$$

where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled.

Certified Correct:  
  
 ATTY. DIGNA P. MAGPANTAY  
 Vice President, Management Services Group

FEB 24 2021  
 Date

  
 YOLANDA C. VILLATURA  
 Vice President, Finance Group

FEB 24 2021  
 Date

Approved by:

ACMAD RIZALDY P. MOTI  
 HDMF Chief Executive Officer

Date