HOME DEVELOPMENT MUTUAL FUND

	Component					2020 Targets	2020 Accomplishment	Rating
	Strategic Objective(SO)/ StrategicMeasure(SM)		Formula	Weight	Rating System			
CUSTOMER	**SO1**	**Increase and Sustain Membership**						
	SM1	Percentage of Labor Force Covered	Total Active Members as of Performance Year / Adjusted Coverable [1]	15.00%	(Actual / Target) x Weight	42.76% (12.754 Million over 29.825 Million)	40.00% (11.931 Million over 29.825 Million)	14.032%
	SO2	**Provide Affordable Home Financing**						
	SM2	Actual Take-Out Units from SH and LC	Actual Take-Out Units from SH and LC	20.00%	(Actual / Target) x Weight	63,264	62,186	19.659%
	SO3	**Improve Access and Delivery of Products and Services to Enhance Customer Satisfaction**						
	SM3	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%	95%	10.000%
			Subtotal of Weights:	***45.00%***				

[1] 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 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.

	Component					2020 Targets	2020 Accomplishment	Rating
	Strategic Objective(SO)/ StrategicMeasure(SM)		Formula	Weight	Rating System			
FINANCIAL	**SO4**	**Increase in Asset Size**						
	SM4	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	₱649.763 Billion	10.000%
	SO5	**Ensure Financial Sustainability**						
	SM5	Increase Income Level	Total Revenue less Total Expenses	10.00%	(Actual / Target) x Weight	₱27.957 Billion	₱31.183 Billion	10.000%
	SM6	Increase Members' Savings	Total Members' Savings Collected	10.00%	(Actual / Target) x Weight	₱46.354 Billion	₱48.185 Billion	10.000%
	SO6	**Improve Asset Quality**						
	SM7	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%	87.26%	10.000%
			Subtotal of Weights:	***40.00%***				

	Component				2020 Targets	2020 Accomplishment	Rating
	Strategic Objective(SO)/ StrategicMeasure(SM)		Formula	Weight	Rating System			
INTERNAL PROCESS	**SO7**	**Streamline Processing Time**						
		Improve Processing Time on:						
	SM8	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% [2]	92.40%	2.500%
		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%	99.65%	2.491%
	SO8	**Practice Principles of Good Governance and Attain Performance Excellence**						
	SM9	Ensure compliance to Government Quality Management Systems 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 - 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.	5.000%
			Subtotal of Weights:	***10.00%***				

[2] 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.

	Component					2020 Targets	2020 Accomplishment	Rating
	Strategic Objective(SO)/ StrategicMeasure(SM)		Formula	Weight	Rating System			
LEARNING AND GROWTH	SO9	Continuously Develop Competent and Engaged Employees						
	SM10	Competent Workforce	Competency Baseline 2020 [3]- Competency Baseline 2019	5.00%	All or Nothing	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	5.000%
			Subtotal of Weights:	***5.00%***				
			TOTAL OF WEIGHTS:	***100.00%***				***98.682%***

[3] The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

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

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:

Digitally signed by Moti Acmad Rizaldy Panlaque
Date: 2021.03.08 14:07:21 +08'00'

ACMAD RIZALDY P. MOTI
Chief Executive Officer, HDMF

Date

MAR 09 2021

SEC. EDUARDO D. DEL ROSARIO
Secretary, DHSUD

Date