

HOME DEVELOPMENT MUTUAL FUND

	Component				Annual Target	3rd Quarter		
	Strategic Objective (SO) / Strategic Measure (SM)	Formula	Weight	Rating System		Target	Actual	
CUSTOMER	SO 1	Increase and Sustain Membership						
	SM 1	Percentage of Labor Force Covered	Total Active Members as of Performance Year / Adjusted Coverable ¹	10.00%	(Actual / Target) x Weight	86.53% (14.434 Million ML of 16.681 Million Coverable)	85.41% (14.248 Million ML of 16.681 Million Coverable)	85.27% (14.225 Million ML of 16.681 Million Coverable)
	SO 2	Provide Affordable Home Financing						
	SM 2	Actual Take-Outs under SH and LC	Actual Take-Out Units from SH and LC	15.00%	(Actual / Target) x Weight	101,721	70,449	64,045
	SO 3	Improve Access and Delivery of Products and Services to Enhance Customer Satisfaction						
	SM 3	a) Ensure Customers Satisfaction - Individual Members	Number of respondents who gave a rating of at least satisfactory / Total number of respondents	5.00%	(Actual / Target) x Weight 0% = if below 80%	90%	90% (by year end)	Started the data collection for Pag-IBIG Fund's Client Satisfaction Measurement at the Operating Units (OUs) on September 01, 2023 and will continue until December 2023
		b) Ensure Customers Satisfaction - Business Organizations / Employers		2.50%				
		c) Ensure Customers Satisfaction - Partner Developers		2.50%				
		Sub-total			35.00%			

¹ Adjusted Coverable pertains to the Total Employed Persons by Major Industry Group based on the latest available data on Labor Force Survey of the Philippine Statistics Authority (average of Jan. & Apr. 2022), excluding Agriculture, Other Service Activities, and Activities of Extraterritorial Organization and Bodies. Additional sector/membership for exclusion (i.e. below 18 y.o., Retirees, and Hard to map workers) from the total number coverable may be made upon submission of data from PSA and subject to determination based on applicable laws.

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	Strategic Objective (SO) / Strategic Measure (SM)	Formula	Weight	Rating System		Target	Actual	
FINANCIAL	SO 4	Increase Asset Size						
	SM 4	Increase Net Financial Asset Level	Total Assets less ROPA, net; Property and Equipment, net; Intangible Assets, net; and Other Assets, Non-current assets held for sale; and right of use asset	10.00%	(Actual / Target) x Weight 0% = if less than ₱511.227 Billion	₱864.048 Billion	₱847.613 Billion	₱875.528 Billion
	SO 5	Ensure Financial Sustainability						
	SM 5	Increase Income Level ²	Gross Income less Total Expenses	10.00%	(Actual / Target) x Weight	₱39.982 Billion (after Investment Contract Benefit Expense or MP2 Returns)	₱33.883 Billion	₱33.662 Billion
	SM 6	Increase Members' Savings	Total Members Savings Collected	15.00%	(Actual / Target) x Weight	₱67.592 Billion	₱50.557 Billion	₱66.732 Billion
	SO 6	Improve Asset Quality						
	SM 7	Improve Performing Loans Ratio	Accounts current to 3 months / Total Outstanding Balance (exclusive of Interim Releases, Sales Contract Receivables (SCR) under Remediation, Mortgage Contract Receivables (MCR) Referred to Foreclosure and with Petition for Extra - Judicial Foreclosure)	10.00%	(Actual / Target) x Weight 0% = if 80% and below	91.00%	90.88%	92.26%

² Subject to adjustment upon determination of the effect on compliance with Philippine Financial Reporting Standard (PFRS) 9 - Expected Credit Loss (ECL) Model.

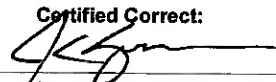
	Component				Annual Target	3rd Quarter		
	Strategic Objective (SO) / Strategic Measure (SM)	Formula	Weight	Rating System		Target	Actual	
	SO 6	Improve Asset Quality						
	SM 8	Budget Utilization Rate (BUR)	Total Actual Disbursement / Total Approved Budget	5.00%	(Actual / Target) x Weight	90%	90%	61.40%
	Sub-total			50.00%				
INTERNAL BUSINESS PROCESS	SO 7	Streamline Processing Time						
		Improve Processing Time on:						
	SM 9	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 95%	100% within applicable processing time based on compliance with Republic Act No. 11032 or EODB and Efficient Government Service Delivery Act of 2018	100% within applicable processing time based on compliance with Republic Act No. 11032 or EODB and Efficient Government Service Delivery Act of 2018	99.74%
		b) Short-Term Loan (STL) Approval and Disbursement	Number of loans Processed within Applicable Processing Time / Total number of loans processed	2.50%				99.54%
	SO 8	Practice Principles of Good Governance and Attain Performance Excellence						
	SM 10	Ensure compliance to Government Quality Management Systems Standards (GQMSS)	Actual Accomplishment	2.50%	All or Nothing	Maintenance of ISO 9001: 2015 Certification covering the following core processes: 1. Membership Registration; 2. Short-Term Loan and Provident Benefit Claims	Maintenance of ISO 9001: 2015 Certification covering the following core processes: 1. Membership Registration; 2. Short-Term Loan and Provident Benefit Claims (by December 2023)	1. Membership Registration - ISO Certification is maintained (Audit was conducted on March 07-20, 2023) 2. Short-Term Loan and Provident Benefit Claims - ISO Certification is maintained (Audit was conducted on June 05, 2023 - July 06, 2023)
				2.50%		Maintenance of ISO 9001: 2015 Certification for Housing Loans Origination and Management	Maintenance of ISO 9001: 2015 Certification for Housing Loans Origination and Management (by December 2023)	HL Origination and Management - ISO Certification is maintained (Audit was conducted on August 09-18, 2023)
	Sub-total			10.00%				

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LEARNING AND GROWTH	SO 9	Continuous Develop Competent and Engaged Employees						
	SM 11	Competent Workforce	Competency Level 2023 ³ - Competency Baseline 2022	5.00%	All or Nothing	Improvement on the competency level of the organization based on the 2022 year-end assessment	Improvement on the competency level of the organization based on the 2022 year-end assessment (by year end)	Conducted as scheduled 42 competency-based training sessions to address the identified top three competency gaps. 1 batch was held within the 1st Quarter, 18 batches within the 2nd Quarter and additional 23 batches for the 3rd Quarter of 2023, catering a total of 1,482 pax
	Sub-total			5.00%				
	TOTAL			100.00%				


³ The Competency Level of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

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

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

Certified Correct:

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 Acting Vice President, Management Services Group

10/20/2023
Date


ESTRELLA A. SANTOS
 Acting Vice President, Finance Group

10/23/2023
Date

Approved by:


MARILENE C. ACOSTA
 HDMP Chief Executive Officer

10/24/2023
Date