

HOME DEVELOPMENT MUTUAL FUND

	Component				Annual Target	4th 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	15.00%	(Actual / Target) x Weight	50.00% (13.130 Million over 26.262 Million)	50.00% (13.130 Million over 26.262 Million)	48.88% (12.838 Million over 26.262 Million)
	SO 2	Provide Affordable Home Financing						
	SM 2	Actual Take-Out Units from SH and LC	Actual Take-Out Units from SH and LC	20.00%	(Actual / Target) x Weight	69,496	69,496	92,274
	SO 3	Improve Access and Delivery of Products and Services to Enhance Customer Satisfaction						
	SM 3	Percentage of Satisfied Customer	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%	98.70%
	Sub-total			45.00%				

¹ Adjusted Coverable pertains to the Total Employed Persons by Major Industry Group based on the 2020 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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FINANCIAL	SO 4 Increase in Asset Size							
	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 P511.227 Billion	P705.616 Billion	P705.616 Billion	P717.849 Billion ³
	SO 5 Ensure Financial Sustainability							
	SM 5	Increase Income Level	Total Revenue less Total Expenses	10.00%	(Actual / Target) x Weight	P33.668 Billion	P33.668 Billion	P34.727 Billion
	SM 6	Increase Members' Savings	Total Members' Savings Collected	10.00%	(Actual / Target) x Weight	P48.649 Billion	P48.649 Billion	P63.668 Billion
	SO 6 Improve Asset Quality							
	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% = 80% and below	87.00%	87.00%	88.28%
	Sub-total			40.00%				

³ Actual Net Financial Asset is exclusive of the Php 1.32 Billion Non-Current Assets Held for Sale

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INTERNAL PROCESS	SO 7	Streamline Processing Time						
		Improve Processing Time on:						
	SM 8	a) End-User Financing (EUF) Approval and Take-out	Number of EUF applications Processed within Applicable Processing Time / Total Number of EUF application received	2.50%	(Actual / Target) x Weight; Below 95% = 0%	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	97.49%
		b) Short-Term Loan (STL) Approval and Disbursement	Number of loan applications Processed within Applicable Processing Time / Total Number of loan applications received	2.50%	(Actual / Target) x Weight; Below 95% = 0%			99.77%
	SO 8	Practice Principles of Good Governance and Attain Performance Excellence						
	SM 9	Ensure compliance to Government Quality Management Systems Standards (GQMSS)	Actual Accomplishment	2.50%	All or Nothing	1. ISO 9001: 2015 Recertification for Membership Registration; and 2. Maintenance of ISO 9001: 2015 Short-Term Loan and Provident Benefit Claims	1. ISO 9001: 2015 Recertification for Membership Registration; and 2. Maintenance of ISO 9001: 2015 Short-Term Loan and Provident Benefit Claims	1. Membership Registration - Recertification Audit date: May 17-28, 2021 2. Short-Term Loan and Provident Benefit Claims - Maintenance Audit date: July 26, 2021 to August 04, 2021
				2.50%		Maintenance of ISO 9001: 2015 Certification for Housing Loan Origination and Management	Maintenance of ISO 9001: 2015 Certification for Housing Loan Origination and Management	Housing Loan Origination and Management - Maintenance Audit date: August 24-25, 2021
				Sub-total		10.00%		


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LEARNING AND GROWTH	SO 9	Continuously Develop Competent and Engaged Employees						
	SM 10	Competent Workforce	Competency Baseline 2021 ² - Competency Baseline 2020	5.00%	All or Nothing	Improvement on the Competency Level of the Organization based on the 2020 year-end assessment	Improvement on the Competency Level of the Organization based on the 2020 year-end assessment	1% increase in the Competency Level 109% 2021 Competency Level 108% 2020 Baseline
	Sub-total			5.00%				
TOTAL			100.00%					

² The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:


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

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 22 2022
 Date

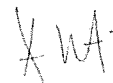

YOLANDA C. VILLATURA
 Vice President, Finance Group

FEB 22 2022
 Date

Approved by:

ACMAD RIZALDY P. MOTI
 HDMF Chief Executive Officer

Date


 Digitally signed by
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