



PHILIPPINE RETIREMENT AUTHORITY  
**FY 2020 PERFORMANCE SCORECARD**  
**QUARTERLY MONITORING REPORT**

COMPONENT					Annual Target	Accomplishment		
	OBJECTIVE / MEASURE	FORMULA	WEIGHT	RATING SYSTEM	2020	First Quarter	Second Quarter	
<b>SOCIAL IMPACT</b>	<b>SO 1</b>	<b>Generate Investment and Foreign Exchange</b>						
	SM 1	Annual Foreign Currency Generated	Outstanding visa deposit in banks at the end of the year	20%	(Actual/Target) X Weight If lower than \$423 Million = 0%	<b>\$608.15 Million</b>	<b>\$569.63 Million</b> (AS OF MARCH 2020, BASED ON ESTIMATED FIGURES)	<b>\$570.97 Million</b> (AS OF JUNE 2020 BASED ON ESTIMATED FIGURES)
	<b>Sub-total</b>			20%				



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<b>STAKEHOLDERS</b>	<b>SO 2</b>	<b>Stakeholders with Excellent PRA Experience</b>						
	SM 2	Percentage of Satisfied Customers	Number of Respondents who gave at least Satisfactory Rating ÷ Total Number of Respondents	10%	(Actual/Target) X Weight If less than 80% = 0%	90%	Preparation of the Terms of Reference (TOR) for 2020 Customer Satisfaction Survey (CSS) Engagement	The 2019 Survey was completed and accepted on 10 June 2020 with recommendations from the consultant to utilize other means of data collection.  Will send request to GCG to use other survey methodology for the 2020 engagement and wait for the response before the Terms of Reference (TOR) is finalized for posting/procurement.
	<b>SO 3</b>	<b>Increase Number and Productivity of Industry Partners</b>						
	SM 3	Number of Retirees Availing of Merchant Partners' Services and PRetA-Accredited Retirement Facilities	Absolute Number	2.5%	(Actual/Target) X Weight	3,500 Retirees (Merchant Partners)	637	669
				2.5%		30 Retirees (Retirement Facilities)	to follow submission	
				2.5%		25 Retirees (Government Partners)	to follow submission	
	<b>SO 4</b>	<b>Increase Total Enrollees</b>						
	SM 4	Cumulative Net Enrollment by End of the Year	Absolute Number of Cumulative Gross Enrollment at the end of the rating period - Absolute Number of Cumulative Cancellations at the end of the rating period	15%	(Actual/Target) X Weight	60,345	54,708	54,830
	<b>Sub-total</b>			<b>32.5%</b>				



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<b>FINANCIAL</b>	<b>SO 5</b>	<b>Maintain Financial Viability</b>						
	SM 5	Improve Net Operating Income	(Revenues + Interest Income from Visa Deposits) - Operating Expenses	15%	(Actual/Target) X Weight  If below ₱508.56 Million = 0%	<b>₱654.83 Million</b>	<b>₱232,111,743.05</b> <i>(estimated as of June 2020)</i>	
		<b>Sub-total</b>		<b>15%</b>				



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<b>INTERNAL PROCESS</b>	<b>SO 6</b>	<b>Intensify Marketing and Promotion Campaign</b>					
	SM 6	Increase Return on Marketing Expense <sup>1</sup>	$\frac{\text{Passport and Visa or Application Fees} + \text{Accreditation Fees (excluding Annual PRA Fees)} \div \text{Marketing Expense} + \text{Marketers Fee}}{\text{Marketing Expense}}$	5%	(Actual/Target) X Weight	312%	415% <i>(estimated as of June 2020)</i>
	<b>SO 7</b>	<b>Improve Marketing Process</b>					
	SM 7	Rationalize Marketing Program, Activities, and Projects	Actual Accomplishment	5%	Board-Approved Five-Year Marketing Plan = 2.5% Board-Approved Five-Year Marketing Plan and Implementation of All Identified PAP's for 2020 based on the Board-Approved marketing Plan = 5%	<b>Board-Approved Five-Year Marketing Plan; and Implementation of All Identified Programs and Activities for 2020 based on the Board-Approved Marketing Plan</b>	Not yet procured. Project will be delayed. Terms of Reference (TOR) will be reviewed and revised accordingly taking into considerations the relevancy and impact of a post COVID environment to travel, medical care, retirement, migration, etc.
<b>INTERNAL PROCESS</b>	<b>SO 8</b>	<b>Streamline Processes Based on Industry Best Practices</b>					
	SM 8	Percentage of Applications Processed Within Prescribed Period <sup>2</sup> from Receipt of Complete Documents					
	8a	Application of SRRV	$\frac{\text{Number of Applications Processed within Prescribed Period} \div \text{Total Number of Applications with Complete Documents}}{\text{Total Number of Applications with Complete Documents}}$	3.75%	(Actual/Target) X Weight	100%	to follow submission
	8b	Cancellation of SRRV	$\frac{\text{Number of Applications Processed within Prescribed Period} \div \text{Total Number of Applications with Complete Documents}}{\text{Total Number of Applications with Complete Documents}}$	3.75%	(Actual/Target) X Weight	100%	to follow submission
	SM 9	Attain ISO Certification	Actual Accomplishment	5%	All or Nothing	Maintain ISO 9001:2015 Certificate	Two (2) outsourced refresher Training Workshops (QMS RECORDS AND DOCUMENTATION, AND ROOT CAUSE ANALYSIS) were completed.
	<b>Sub-total</b>			22.5%			



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<b>LEARNING &amp; GROWTH</b>	<b>SO 9</b>	<b>Optimize the Utilization of Information Technology</b>						
	SM 10	Automation of PRA Processes	Actual Accomplishment	5%	All or Nothing	100% Attainment of 2020 Deliverables (based on DICT-endorsed ISSP 2019-2021)	80%	76%
	<b>SO 10</b>	<b>Improve Competencies of the Workforce</b>						
	SM 11	Improved Competency Baseline of the Organization	Competency Baseline <sup>3</sup> 2020 - Competency Baseline 2019	5%	All or Nothing	Improvement in the Competency Baseline of the Organization	Admin. Support Division tapped the service of a Resource Speaker in the Orientation and Post Competency Assessment for PRA officers and employees on 09 – 10 January 2020.	The HR will draft a Terms of Reference (TOR) for the Procurement of Consultancy Service for the Conduct of Competency-Based Training of Trainers Program for PRA Division Heads.
	<b>Sub-total</b>			<b>10%</b>				
	<b>TOTAL</b>			<b>100%</b>				

<sup>1</sup> Includes travelling, advertising and promotion, postage and delivery, representation and medical examination fees.

<sup>2</sup> Prescribed period based on DBP-LC's compliance with Republic Act No. 11032 otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

<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:

$$\sum_{b=1}^B \left[ \frac{\sum_{a=1}^A (\text{attainment of } a)}{A} \right]_b$$

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

NOTE: This is subject for GCG's validation.