

PHILIPPINE RETIREMENT AUTHORITY (PRETA)

| | | Component | | | | Baseline Data | | Target | | |
|---------------|--|---|---|------------------------|---|---------------------|-----------------------|------------------|------------------|--|
| | | Objective/Measure | Formula | Weight | Rating System | 2018 | 2019 | 2020 | 2021 | |
| SOCIAL IMPACT | SO 1 | Generate Investment and Strengthen Foreign Exchange Position of the Country | | | | | | | | |
| | SM 1 | Annual Foreign Currency Generated | Outstanding visa deposit in banks at the end of the year | 15% | (Actual / Target) x Weight | \$520.13 Million | Cannot be validated | \$608.15 Million | \$553.08 Million | |
| | | Sub-total | | 15% | | | | | | |
| STAKEHOLDERS | SO 2 | Stakeholders with Excellent PRetA Experience | | | | | | | | |
| | SM 2 | Percentage of Satisfied Customers | Number of Respondents who gave at least Satisfactory Rating / Total Number of Respondents | 7.5% | (Actual / Target) x Weight If Below 80% = 0% | 90% | Result not acceptable | 90% | 90% | |
| | SO 3 | Increase Number and Productivity of Industry Partners | | | | | | | | |
| | SM 3 | Number of Retirees Availing of Industry Partners' Services | | | | | | | | |
| | SM 3 | Retirement Facilities | Absolute Number | 5% | (Actual / Target) x Weight | Cannot be validated | 39 Retirees | 30 Retirees | 20 Retirees | |
| | | Government Partners | | 5% | (Actual / Target) x Weight | N/A | 24 Retirees | 25 Retirees | 25 Retirees | |
| SO 4 | Increase Total Enrollees | | | | | | | | | |
| 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 | 20% | Actual/Target x Weight | 46,596 | Cannot be validated | 60,345 | 54,704 | | |

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|------------------|-------------------|--|---|---------------|----------------------------|-----------------|-----------------|-----------------|---|
| | Objective/Measure | Formula | Weight | Rating System | 2018 | 2019 | 2020 | 2021 | |
| | | end of the rating period | | | | | | | |
| | Sub-total | | 37.5% | | | | | | |
| FINANCE | SO 5 | Maintain Financial Viability | | | | | | | |
| | SM 5 | Improve Net Operating Income | (Revenues + Interest Income from Visa Deposits) - Operating Expenses | 15% | (Actual / Target) x Weight | ₱623.18 Million | ₱656.59 Million | ₱654.83 Million | ₱314.73 Million |
| | | Sub-total | | 15% | | | | | |
| INTERNAL PROCESS | SO 6 | Rebound and Rebuild Marketing and Promotion Campaign | | | | | | | |
| | SM 6 | Increase Return on Marketing Expense | (Passport and Visa or Application Fees + Accreditation Fees + Initial Annual PRetA Fees ¹) / (Marketing Expense + Marketers' Fee) | 7.5% | (Actual / Target) x Weight | 246% | 193.23% | 312% | 94.48% |
| | SO 7 | Strengthen Monitoring and Regulation of Members | | | | | | | |
| | SM 7 | Board-Approved Integrated Masterplan for Monitoring of SRRV Members | Actual Accomplishment | 5% | All or Nothing | N/A | N/A | N/A | Board-Approved Integrated Masterplan for Monitoring of SRRV Members |
| | SO 8 | Streamline Processes based on Industry Best Practices | | | | | | | |
| | SM 8 | Percentage of Applications Processed within Prescribed Period from Receipt of Complete Documents | | | | | | | |
| | SM 8a | Application of SRRV | Number of Applications Processed within | 2.5% | (Actual / Target) x Weight | N/A | N/A | 100% | 100% |

¹ Initial annual PRetA Fees pertains to annual fee paid by new enrollees at the time of enrollment.

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|------------------------------|-------------------|---|---|---------------|----------------------------|---|--|--|---|
| | Objective/Measure | Formula | Weight | Rating System | 2018 | 2019 | 2020 | 2021 | |
| | SM 8b | Cancellation of SRRV | Prescribed Period ² + Total Number of Applications with Complete Documents | 2.5% | (Actual / Target) x Weight | N/A | N/A | 100% | 100% |
| | SM 9 | Attain ISO Certification | Actual Accomplishment | 5% | All or Nothing | ISO 9001:2015 Certified | ISO 9001:2015 Certification Maintained | Maintain ISO 9001:2015 Certificate | Maintain ISO 9001:2015 Certificate |
| | | Sub-total | | 22.5% | | | | | |
| LEARNING & GROWTH | SO 9 | Optimize the Utilization of Information Technology | | | | | | | |
| | SM 10 | Automation of PRetA Processes | Actual Accomplishment | 5% | (Actual / Target) x Weight | SRRV Application Processing Information system (SAP-IS) Fully Operational | Fully Operational and Functional SRRV Servicing Information System | 100% Attainment of 2020 Deliverables (based on DICT-endorsed ISSP 2019-2021) | 100% Attainment of 2021 Deliverables ³ (based on DICT-approved ISSP 2021-2023) |
| | SO 10 | Improve Competencies of the Workforce | | | | | | | |
| | SM 11 | Improved Competency Baseline of the Organization | Competency Baseline 2021 ⁴ - Competency Baseline 2020 | 5% | All or Nothing | Needs Assessment Report and Action Plan for Year II (2019) | Reported Competency Score not acceptable | Improvement in the Competency Baseline of the Organization | Improvement in the Competency Baseline of the Organization |
| | | | Sub-total | | 10% | | | | |
| | | TOTAL | | 100% | | | | | |

² Prescribed period based on the processing time provided under the Citizen's Charter as submitted by PRetA as part of its compliance with Republic Act No. 11032 or the Ease of Doing Business Law.

³ Deliverables refer to systems (applications).

⁴ Improvement in the competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

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

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