



Kaagapay ng Komunidad sa Maginhawang Pamumuhay



**SHFC ACCOMPLISHMENT BASED ON THE GCG-APPROVED
PERFORMANCE SCORECARD
(January to December 2019)**

Performance Indicator	Weight	2019 Target	Actual Accomplishment	Accomplishment Rate	GCG/ Weighted Rating
SOCIAL IMPACT					
SM 1: Increase Number of ISFS provided with Housing Finance Assistance	35%	25,000 assistance provided to ISFs	31,903 ISFs	127.61%	35%
Sub-Total	35%				35%
STAKEHOLDERS					
SM 2: Percentage of Satisfied Customers	10%	90% of the Respondents gave a Satisfactory Rating	93.36% of respondents rated Satisfied and Very Satisfied	103.73%	10%
Sub-Total	10%				10%
FINANCE					
SM 3: Improve Collection Efficiency Rate	10%	84% CER	82.38% CER	98.07%	5% (9.81%)
SM 4: Increase Net Operating Income (Before Tax and Subsidy)	10%	Php 140 Million	Php 224.20 Million	160.14%	10%
SM 5: Improve Budget Utilization Rate	10%	Not Less Than 90 % But not More Than 100% of the DBM-Approved Corporate Operating Budget	99.71% Budget Utilization Rate	110.79%	10%
Sub-Total	30%				25% (29.81%)
INTERNAL PROCESS					
SM 6: Improve Support Systems for Effective and Efficient Processes	10%	100% Implementation of Phase II of the ISSP	100% Implementation of the ISSP Phase II	100.00%	10%
Sub-Total	10%				10%

Performance Indicator	Weight	2019 Target	Actual Accomplishment	Accomplishment Rate	GCG/ Weighted Rating
LEARNING AND GROWTH					
SM 7: Attain Quality management Certification	10%	Attain ISO 9001:2015 Re-Certification	The SIIFC ISO 9001:2015 Certification was issued by SOCOTEC Certification Philippines, Inc. last December 19, 2019.	100%	10%
SM 8: Percentage of Identified Employees with Competency Gaps Addressed	5%	At Least one (1) Competency Gap Closed for 100% of employees with Competency Gaps (Based on the 2017 Competency Assessment)	Competency Gap Closed for 134 out of 180 employees	74.44%	3.72%
Sub-Total	15%				13.72%
TOTAL	100%				93.72% (98.53%)

Prepared by:

MR. FLORENCIO R. CARANDANG, JR.
OIC-VP, Corporate Planning Department

Audited by:

ENGR. P. PANALIGAN
OIC-VP, Internal Audit Department