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## Key performance indicators of social financing establishments and manageability: An examination of cases

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### Abstract

Sustainable development is that the combination of economic, social and business price creation while not compromising the wants of future generations. The social finance establishments are beyond any doubt taking part in an important role for overcoming social challenges towards sustainable development of any nation. However question arises on however will we tend to perceive that a social finance establishments is conducive for sustainable development? This paper makes a modest decide to determine some key performance indicators (KPIs), each monetary further as non monetary, of social finance establishments. By suggests that of analyzing the cases, this study aims to handle the difficulty of sustainability of these finance establishments mistreatment the suitable KPIs.

**Keywords:** Sustainable development, social financing institutions, key performance indicators (KPIs)

### Introduction

Sustainability has become a crucial think about business methods (IFC). Sustainability alter problems associated with three distinct spheres: social, environmental and economic. Traditional enterprises are economic programs that turn out a rise in welfare, and therefore have social price however these are a secondary and indirect result of financial gain distribution. Non- Governmental Organisations (NGOs) play a major role in society, as they fill a desire that can't be adequately filed by the govt or the personal sector. However, traditional NGOs are usually less innovative and fewer attentive to their customers. To become sustainable, several NGOs want new skills to deliver their vision and plenty of of these skills are identical skills required in business. There'll be a replacement wave of environmental entrepreneurs, fitting and running social enterprises to tackle the problems of water, energy and temperature change. a lot of social entrepreneurship are coming back before of the camera for the tackling of local, national, and world social challenges throughout previous couple of decades initiatives (Casasnovas & Bruno, 2013) [1]. Social enterprises are being promoted as responsive and innovative thanks to deliver public services. Completely different sustainability news frameworks like the world news Initiative (GRI) and also the Carbon disclosure Project (CDP) became vital tools for investors in creating educated investment selections. The socially accountable investment (SRI) market permits investors to own a positive come on their investments whereas additionally delivery positive impacts to society. As results, social finance initiations have to be compelled to generate economic, social similarly as environmental values to take care of funds from their existing investors and additionally to boost funds from potential investors in close to future. This paper tries to live economic, social similarly as environmental performance towards sustainable development of social finance establishments with most relevant KPIs.

### Literature Survey

The term sustainable Development was initial internationally recognized at the international organisation stockholm Conference on human surroundings in 1972. But the foremost usually accepted definition of sustainable Development was provided by Brundtland Report. A sustainable enterprise genuinely contributes to sustainability by delivering economic, social and environmental advantages at the same time, i.e., achieving the triple bottom line Elkington, 1998 [2].

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Consistent with Professor Dr. Jiri Hrebicek, “KPIs are the quantitative matrices that replicate the performance of a business in achieving its wider goals and objectives”. So KPI’s are performance measures tools that indicate progress toward a fascinating outcome. Strategic KPIs monitor the implementation and effectiveness of an organization’s methods, verify the gap between actual and targeted performance and verify organization effectiveness and operational potency. numerous authors like Matthews, Smit, Keeble *et al.* and numerous institutions’ pointers like global reporting Initiative (GRI), Impact Review and Investment Standards (IRIS), sustainability Accounting Standards Board (SASB), Carbon revealing Project (CDP), ISO 14000, 26000, AA1000 Standards etc. known key sustainable development problems in consultation with internal and external stakeholder’s indicators that put together assessed a business about economic, social and environmental impacts.

**Objective of the Study**

The main objective is to live economic, social as well as environmental performance towards sustainable development of social funding establishments with most relevant KPIs.

**Data and Methodology**

We have chosen a social financial organisation name Vancouver town Savings banking concern (Vancity). Relevant information for the analysis of economic, social and environmental contribution collected from numerous reports given within the company’s website. We’ve got collected the relevant information from the year 2011 to 2015 i.e. for 5 years. We’ve got analyzed information by applying easy mathematical formula like magnitude relation, Percentage, Average and Compound Annual Growth.

**Analysis and Interpretation**

**Table 1:** Showing the Economic Performance during the Study Period

KPIS	Unit of Measurement	2011	2012	2013	2014	2015	Average	Compound Annual Growth
Economic Value Generated	\$	418	426.1	445.2	422.6	428.2	428.02	0.66
Total economic value distributed	\$	330.4	334.2	387.5	364.7	358.6	355.08	1.21
Total economic value distributed as percentage of economic value generated	%	79.3	78.6	87.4	86.2	87.3	83.76	0.51

From the Table 1 we can see that the both compound annual growth of economic value created and spread of the Vancity were positive (i.e. 0.66 and 1.21 respectively) during the

study period. That means economic concert of the company was well during our study phase.

**Table 2:** Showing the Social Performance during the Study Period

KPIS	Unit of Measurement	2011	2012	2013	2014	2015	Average	Compound Annual Growth
Salary and employee benefits	Million \$	164.11	166.65	186.29	188.88	199.73	181.13	0.04
Member satisfaction with service	%	75	78	80	81	81	79.00	0.02
Employee Turnover Rate	%	6	6	5	5	7	5.80	0.03
Absenteeism rate	%	7	8	8	9	9	8.20	0.05

From the above Table 2 we can see that there was a rise rate of pay and worker edges throughout our study amount. The member satisfaction with service rate was additionally upward and stable throughout the study amount. The worker turnover rate and were stable a lot of or less throughout the

study amount. That absence rate was increased throughout the study amount. It should indicate that the health condition might not be improved because of increase absenteeism rate. The general social performance of the corporate was positive throughout the study amount.

**Table 3:** Showing the Environmental Performance during the Study Period

KPIS	Unit of Measurement	2011	2012	2013	2014	2015
Greenhouse gas (GHG) emissions	t	4784	4930	5090	4548	4481
Target	t	<=5000	<=5000	<=5000	<=5000	<=5000
Percentage of total materials recycled	%	78	76	81	84	82
Target	%	80	75	75	78	80

From Table 3 we can see that the corporate was ready to manage the GHG emission at intervals the aforesaid target. The corporate was additionally recycled the used material higher than the target level throughout the same study amount. It implies that the environmental performance of the Vancity was satisfactory throughout the study amount.

only a few areas, throughout the study amount. As sustainability deal with problems associated with 3 distinct spheres: social, environmental and economic; we can say that Vancity has been causative a good portion for sustainable development throughout our study amount.

**Conclusion**

From the on top of results we can see that Vancity is making positive economic, social and environmental edges, except

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