

Bank of Finland objectives and results framework 2016–2018

	Strategic guideline	Indicator	Objective	12/2016	Situation 12/2017	12/2018
I Influence and service capacity	1. The Bank of Finland's influence is built on high-level expertise and research that combines both macroeconomic and financial market perspectives.	ECB Governing Council members' evaluation of the Bank of Finland's influence	> 4	–	3.8	–
		Quality-weighted publication index for research	> 32	36	25	32
	2. The Bank of Finland participates in preserving the service level of the financial markets and related infrastructure and offers competitive central bank services to its customers.	Quality of central bank services from service users' perspective	> 95% of respondents satisfied	95%	93%	92%
		Consumer satisfaction survey on the quality and availability of cash	> 4	4.1	4.0	4.0
	3. Public confidence in the Bank of Finland and awareness of the Bank's and the Eurosystem's activities are promoted through effective, well-targeted communication.	Results of the Omnibus survey carried out by the market research company Taloustutkimus	Upper quartile of the benchmark group	3/12	3/12	3/12
		Visits (clicks) on the Bank's website	Rising trend	1.9 million	1.6 million ¹	1.6 million ¹
II Efficient use of resources and capital	4. The Bank of Finland's financial assets are invested in a secure and productive manner in accordance with international commitments and crisis management requirements.	Proportion of highly safe and liquid investments of financial assets	High	High	High	High
		Return on financial assets exceeding the central bank rate on investment currencies	> 0; 5-year moving average	0.80%	0.40%	0.41%
	5. The aim is to enable stable profit distribution to the State without jeopardising the Bank's capital adequacy.	Reserve fund + provisions relative to balance sheet risks	Provisions are increased with the aim of ensuring a sufficiently strong balance sheet under all circumstances.	EUR 5,576 million	EUR 5,734 million	EUR 5,850 million
		Distributed earnings	Stable profit distribution	EUR 91.0 million	EUR 104.0 million	EUR 143.0 million
	6. The Bank of Finland is one of the most efficient central banks in the EU.	Total annual full-time-equivalent jobs	2015: 383 annual full-time equivalent 2016: 383 annual full-time equivalent* 2017: 380 annual full-time equivalent* *Incl. temporary staff.	394*	379*	370*

		Total departmental operating expenses	Budget, 2015: EUR 56 million 2016: EUR 56 million 2017: EUR 56 million	EUR 52.1 million	EUR 52.1 million	EUR 52.1 million
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¹ The Bank of Finland launched a new website at the beginning of 2017. The visitor figures are partially estimates and are not comparable with the figures from previous years.

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III Efficiency of internal processes	7. The quality of the Bank of Finland's analytic and operational processes is actively enhanced.	Fulfilled criteria as set out in department-specific agreements on objectives and outcomes	≥ 93%	79%	76%	61%
	8. The Bank of Finland's ICT solutions enable top-quality, influential work by our experts.	Feedback on IT equipment and services	≥ 93% satisfied	92%	94%	93%
		Accessibility of ICT in communication technology and content management services (24/7)	≥ 99%	New measure	99.9%	99.8%
		Number of serious disruptions	Objective 0	0	0	0
		IT innovations that have increased productivity from the departments' perspective, proportion of departments that met their targets	= 100%	New measure	100%	100%
9. The activities of the Bank of Finland are environmentally sustainable	Total emissions / operating expenses (energy use)	Falling trend	64.0 kg CO ₂ -emissions/energy use	61.2 kg CO ₂ -emissions/energy use	59.4 kg CO ₂ -emissions/energy use	
IV Building the future	10. The Bank of Finland raises the expertise and professional competence of its staff.	Annual implementation of personal development plans	Over 80% of plans turn out well	92%	85%	88%
		Education level index	> 6.1	6.1	6.2	6.3
	11. The Bank of Finland cares for the long-term wellbeing of its staff.	Proportion of the minority gender relative to the total number of supervisory staff	Rising trend	30%	36%	34%
		Sick leave absences	Below 3.5%	2.5%	2.6%	3.3%
		Employee satisfaction index exceeds external benchmark group result	> 3.5	–	3,6	–

		Leadership index exceeds external benchmark group result	> 3.7	3.9	3.9	3.8
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