

**SOCIAL SECURITY SYSTEM
VALIDATED 2017 PERFORMANCE SCORECARD**

	Objective/Measure	Component		Rating System	Target	SSS Submission		GCG Validation		Supporting Document	Remarks	
		Formula	Wt.		2017	Actual	Rating	Score	Rating			
FINANCIAL	SO 1	Viability of Social Security Institutions Sustained										
	SM 1	Amount of Contribution Collections	Total Contribution collection = Contribution collection [Employed + Self-employed + Voluntary paying members + OFWs]	10%	Actual/Target x Weight	Original Target: ₱182.82 Billion Adjusted Target: ₱159.09 Billion	₱159.72 Billion (Does not include the effects of implementation of contribution rate and MSC ceiling increases)	10%	₱158.36 Billion	9.95%	• 2017 COA Annual Audit Report	Target was adjusted by removing effects of contribution rate and MSC ceiling increases. Validated score was based on the 2017 COA Annual Audit Report.
	SM 2	Net Income	Net Income = Revenues – Expenditures	10%	Actual/Target x Weight	Original Target: ₱32.77 Billion Adjusted Target: ₱9.04 Billion	₱20.27 Billion (Does not include the effects of implementation of contribution rate and MSC ceiling increases; Includes the effect of implementation of 1985-1989 pension adjustments and benefit increases)	10%	₱20.27 Billion	10%	• 2017 COA Annual Audit Report	Target was adjusted by removing effects of contribution rate and MSC ceiling increases. While SSS was able to exceed its target for the year, net income for 2017 is lower by P11.73 Billion or 36.65% compared to the 2016 restated amount.

Validation Result of 2017 Performance Scorecard

	Objective/Measure	Component		Rating System	Target	SSS Submission		GCG Validation		Supporting Document	Remarks	
		Formula	Wt.		2017	Actual	Rating	Score	Rating			
	SO 2	Effectively Manage the Fund										
	SM 3	Return on Investments	Annualized ROI	10%	5% and above: 10% Less than 5%: 0%	5%	6.3%	10%	6.34%	10%	<ul style="list-style-type: none"> Schedule of Investment and Related Income from January to 31 December 2017 	Acceptable.
	SM 4	Percent of Operating Expenses to Charter Limit	Operating expenses / (12% of contribution collection + 3% of investment and other income)	5%	65% and below: 10% Above 65%: 0%	65%	46.8%	10%	58.91%	5%	<ul style="list-style-type: none"> 2017 COA Annual Audit Report 	Validated score is computed using the 2017 COA Annual Audit Report. Request to increase the weight is DENIED .
		Sub-total		35%				40%		34.95%		
STAKEHOLDERS	SO 3	Improve Customer Satisfaction										
	SM 5	Improve Net Satisfaction Rating	Number of respondents who gave a satisfactory rating / Total number of respondents	5%	90% and above: 5% Less than 90%: 0%	90% of the total respondents gave an overall satisfactory rating and for each type of service availed	Failure in procurement	0%	Failure in procurement	0%	<ul style="list-style-type: none"> Timeline of procurement activities 	No survey conducted for 2017. The request for removal of the measure cannot be accepted since customer satisfaction is a standard requirement across the GOCCs under the jurisdiction of GCG as it plays a vital role in improving service provision and customer experience.

Validation Result of 2017 Performance Scorecard

Objective/Measure	Component		Target	SSS Submission		GCG Validation		Supporting Document	Remarks	
	Formula	Wt.	2017	Actual	Rating	Score	Rating			
SM 6 Branch Visit Satisfaction Rating	Sum of percentage to total of extremely happy and happy less percentage to total of sad and extremely sad for all branches / Total number of branches surveyed	5%	Implement to 165 full service branches with an average of "Happy" rating	Implemented to 165 branches with an average of "Happy" rating	10%	Implemented to 166 branches with an average net "Happy" rating of 97.63%	5%	<ul style="list-style-type: none"> Report on the Happy Rating Survey for 2017 Database on the survey responses per branch 	SSS exceeded the target. The GCG-validated accomplishment was based on the computed average net happy rating using the submitted database. A 5% score was given for the measure since the proposal to transfer the 5% weight from SM 7 is <u>DENIED</u> .	
SO 4 Develop Effective Communication with Stakeholders										
SM 7 Awareness Level of the SSS communication campaign "Buti na lang may SSS"	Actual Accomplishment	5%	(Actual/Target) x Weight	85%	71.00%	0%	71% of the respondents were aware of the "Buti na lang may SSS" Campaign Advertisement	4.18%	<ul style="list-style-type: none"> Report on the "Buti na lang may SSS" Campaign Advertisement conducted by PIA 	The reported accomplishment is accepted considering that the the marketing study conducted on SSS' communication campaign is still relevant with objective of "Develop Effective Communication with Stakeholders". As such, the measure is revised from "Awareness Level on

1-

Validation Result of 2017 Performance Scorecard

Objective/Measure	Component		Wt.	Rating System	Target	SSS Submission		GCG Validation		Supporting Document	Remarks
	Formula	2017			Actual	Rating	Score	Rating			
											the Value of SSS Membership" to "Awareness Level of the SSS communication campaign" and accordingly the rating scale will be revised to "Actual/Target".
	Sub-total		15%				10%		9.18%		
INTERNAL PROCESS	SO 5	Improve Compliance of Employers and Members									
	SM 8	Percentage of the Number of Referred Delinquent Employer Accounts Filed in Court/PO/SSC, Collected or Settled	Number of delinquent ER accounts referred filed, collected or settled / Total number of delinquent ER accounts referred to Legal as of December 2017	5%	(Actual/Target) x Weight	90%	95.26%	5%	95.39%	5%	<ul style="list-style-type: none"> Memorandum from the Legal and Enforcement Group reporting the total referred, filed cases, and accounts collected/settled as of December 2017 Excel file for the referred, filed, and collected/settled delinquent cases

Validation Result of 2017 Performance Scorecard

Objective/Measure	Component		Target	SSS Submission		GCG Validation		Supporting Document	Remarks		
	Formula	Wt.	2017	Actual	Rating	Score	Rating				
SM 9	Filing of Referred Delinquent Cases within Processing Time	Total number of days to process from receipt of complete documents from the Branch Operations Sector and Large Accounts Division to date of Filing to Court/PO/SSC/ Total number of cases filed	5%	Actual/Target x Weight	Average Processing Time of 30 working days for all cases filed	27.2 days	5%	Average Processing Time of 18.84 Working Days	5%	<ul style="list-style-type: none"> Memorandum on the Turnaround Time (TAT) in filing of cases from the Legal and Enforcement Group Excel file for the filed delinquent cases with the required dates 	<p>Validated score based on the revised submission of SSS to reflect the processing time in working days.</p> <p>Reported score is based on calendar days.</p>
SM 10	Percent of Paying Members over Labor Force	SSS paying members / (Employed persons - Workers in Govt./Govt. Corp.)	5%	38.50% and above: 10% Below 38.50%: 0%	38.50%	41.4%	10%	41.4%	5%	<ul style="list-style-type: none"> 2017 COA Annual Audit Report 	Validated score is computed using the 2017 COA Annual Audit Report. Total paying members for 2017 is 15.29 Million while labor force (excluding government employees) is 36.95 Million.

1

Validation Result of 2017 Performance Scorecard

Objective/Measure	Component		Wt.	Rating System	Target	SSS Submission		GCG Validation		Supporting Document	Remarks
	Formula	2017			Actual	Rating	Score	Rating			
SO 6 Achieve ARTA-compliant Processing Time for Benefit Claims											
SM 11	Reduce Processing Time	Processing Time: From receipt of complete documents to benefit/loan approval (or denial)	10%	Actual/Target x Weight	Average processing time for all transactions (working days) Retirement: 25 Death: Less than 40 Disability: 23 Sickness: 10 Maternity: 10 Funeral: 5 Loans granting: 1	Retirement: 21 days Death: 39 days Disability: 21 days Sickness: 11 days Maternity: 11 days Funeral: 6 days Loans granting: 1 days	9.44%	Retirement: 21 days Death: 39 days Disability: 21 days Sickness: 11 days Maternity: 11 days Funeral: 6 days Loans granting: 1 days	9.44%	<ul style="list-style-type: none"> Excel file for all claims in 2017 for each core process 	Acceptable.
SO 7 Achieve Online/Paperless Transactions											
SM 12	By 2020, all Processes and Filing shall be Paperless	Implemented the 2 targeted applications: 5% Implemented less than 2 of the targeted applications: 0%	5%	Implemented the 2 targeted applications: 5% Implemented less than 2 of the targeted applications: 0%	Implement the following: - Online submission of Retirement Benefit Claim Application - Online request for Membership Record	Implemented the following in December 2017: - Online submission of Retirement Benefit Claim Application -Online Request for Membership Records	5%	Implemented the following in December 2017: - Online submission of Retirement Benefit Claim Application -Online Request for Membership Records	5%	<ul style="list-style-type: none"> System Notices for the deployment of the functionalities User Acceptance Tests Results Primer on My.SSS 	Acceptable.

1-

Validation Result of 2017 Performance Scorecard

Objective/Measure	Component		Wt.	Rating System	Target	SSS Submission		GCG Validation		Supporting Document	Remarks
	Formula	2017			Actual	Rating	Score	Rating			
SO 8 Adopt a Service Quality Framework in ISO-Certified Processes											
SM 13	ISO Certification on SSS Processes	Number of ISO-certified processes	5%	Certification for all 5 targeted processes: 5% Certification less than the 5 targeted processes: 0%	ISO Certification of Sickness, Maternity, Funeral Benefits, Salary Loans and Contribution Collection Processes in Diliman Branch	Sickness, Maternity and Funeral Benefits and Salary Loans and Contribution Collection Process in Diliman Branch ISO-certified in December 2017	5%	Sickness, Maternity and Funeral Benefits and Salary Loans and Contribution Collection Process in Diliman Branch ISO-certified in December 2017	5%	<ul style="list-style-type: none"> Actual Third-Party Certificate Audit Report from AJA Registrars 	Acceptable.
SO 9 Provide a Conducive Member-Centric Environment											
SM 14	Establishment of Physical Examination (PE) Centers	Number of PE Centers established (cumulative)	5%	All or Nothing	90 PE Centers	90	5%	90 (Additional 5)	5%	<ul style="list-style-type: none"> Office Order Nos: 2017-039 (dated 28 July 2017) and 2017-062 (dated 07 December 2017) Actual Photos of 5 newly created PE 	Acceptable.
SM 15	Number of Branches Created / Relocated (cumulative)	Absolute Number	5%	(Actual/Target) x Weight	94 (3 created; 14 relocated)	94 (3 created; 14 relocated)	5%	94 (3 created; 14 relocated)	5%	<ul style="list-style-type: none"> Memoranda for the Creation and Relocation for each branches PCEO Approval for each branches 	Acceptable.
Sub-total			45%				49.44%		44.44%		

Validation Result of 2017 Performance Scorecard

	Objective/Measure	Component			Target	SSS Submission		GCG Validation		Supporting Document	Remarks	
		Formula	Wt.	Rating System	2017	Actual	Rating	Score	Rating			
LEARNING AND GROWTH	SO 10	Build a More Strategically Responsive Organization										
	SM 16	Improve Competency Level of the Organization	Actual Accomplishment	5%	All or Nothing	Competency Tables for Internal Audit Services, Fund Management and Capital Market Groups	Competency Tables for Internal Audit Services, Fund Management and Capital Markets Groups prepared in December 2017	5%	Competency Tables and Matrices for Internal Audit Services, Fund Management and Capital Markets Groups prepared in December 2017	5%	• SSS Competency Catalogue ¹²	Acceptable.
		Sub-total		5%				5%		5%		
		Total		100%				104.44% ¹³		93.57%		

¹² Containing the SSS Competency Framework and Competency Tables and Matrices for the Capital Markets Group, Fund Management Group, and Internal Audit Service Group, revised and validated by the Heads of each unit.

¹³ The reported rating exceeded 100% because allocated weight for SM 4, 6, 10 were modified by SSS from 5% to 10%.

A-