

2022 PERFORMANCE SCORECARD (Annex B)

SOCIAL SECURITY SYSTEM (SSS)

	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2019	2020	2021	2022	
IMPACT	SO 1	Fund Sustainability							
	SM 1	Per Capita Fund	Total Assets / Total Number of Covered Members	10%	(Actual/Target) x Weight	₱13,344.41 ¹	₱14,800 ²	₱14,300 ³	₱17,100
	SO 2	Benefit Adequacy							
	SM 2	Increase Amount of Average Monthly Salary Credit	Total Average MSCs of All Paying Members / Total Number of Paying Members	10%	(Actual/Target) x Weight	₱11,413 ⁴	₱11,853 ⁵	₱10,967	₱13,733
			Sub-Total	20%					
POSITION	SO 3	Ensure Progressively Higher Levels of Social Security Protection for Filipino Workers and their Families							
	SM 3	Increase Level of Protection and Security for Filipino Workers	Average Pension / Average Wage ⁶	5%	(Actual/Target) x Weight	No Data	No Data	38.9%	56%
			Sub-Total	5%					

¹ Based on data provided by SSS using formula Investment Reserve Fund / Total Number of Covered Members.

² Based on data provided by SSS.

³ 2021 target using formula Investment Reserve Fund / Total Number of Covered Members

⁴ Based on historical data provided by SSS.

⁵ Based on historical data provided by SSS.

⁶ Wage refers to Minimum Wage.

	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2019	2020	2021	2022	
CORE	SO 4	Make All Filipino Workers Here and Abroad and Foreign Workers in the Philippines Covered Members of SSS to Attain Universal Coverage							
	SM 4	Percentage of Economically Active Population Contributing to SSS	(No. of SSS Paying Members – Paying OFW) / (No. of Employed Persons ⁷ – Government Workers – Unpaid Family Workers)	5%	(Actual/Target) x Weight	44% ⁸	44.11% ⁹	41% ¹⁰	41%
	SO 5	Ensure Timely and Accurate Collection from Members through Stricter Enforcement and Convenient Payment Systems							
	SM 5	Increase the Amount of Contributions Collected	Contribution Collection (Employed + Self – Employed + Voluntary + OFWs)	15%	(Actual/Target) x Weight	₱219.62 Billion	₱205.70 Billion	₱254.030 Billion ¹¹	₱260.86 Billion ¹²
	SM 6	Improve Collection Efficiency Rate	New Loans: Collection / Collectible Collection: (Beginning Balance + Releases – Ending Balance) Collectible: (Beginning Balance + Releases –	5%	(Actual/Target) x Weight	91.03% ¹³	76.16% ¹⁴	N/A	90%

⁷ Based on the Labor Force Survey as published by the Philippine Statistics Authority.

⁸ Includes Unpaid family Workers.

⁹ Includes Unpaid family Workers.

¹⁰ 2021 target based on Labor Force 15 years and over less Government Workers

¹¹ Target is based on the Corporate Operating Budget and pertains to the Members' Contribution.

¹² Target is based on the Corporate Operating Budget and pertains to the Members' Contribution.

¹³ Based on historical data provided by SSS.

¹⁴ Based on historical data provided by SSS.

		Component			Baseline Data		Target		
Objective/Measure	Formula	Weight	Rating System	2019	2020	2021	2022		
	Collectibles due for succeeding years)								
SO 6	Improve Investment Income								
SM 7	Improve Return on Investments	Annualized monthly ROI	10%	(Actual/Target) x Weight	8.12%	No Data	N/A	4.71%	
SO 7	Provide More Responsive Benefit Programs								
SM 8	New Benefit Programs	Actual Accomplishment	5%	All or Nothing	No Data	No Data	N/A	New Voluntary Provident Program Launched	
SM 9	Percentage of Applications with Complete Documents Processes within the Applicable Processing Time	Total Number of Applications with Complete Documents Processed within Prescribed Time / Total Number of Applications with Complete Documents Received	Sickness – Employed	1%	(Actual/Target) x Weight	Retirement: 50.60% ¹⁵ Death: 62.91% Disability: 75.89% Sickness: 66.76% Maternity: 64.79% Funeral: 74.48% Loans Granting: 100%	Retirement: 61.19% ¹⁶ Death: 60.54% Disability: 71.77% Sickness: 70.84% Maternity: 57.97% Funeral: 68.57% Loans Granting: 96.95%	100% ¹⁷	100% ¹⁸
			Sickness – SE/VM/ Separated	1%					
			Maternity - Medical	1%					
			Maternity – Non Medical	1%					
			Funeral	1%					
			Unemployment	1%					
			Death	1%					
			Disability	1%					
Retirement	1%								

¹⁵ Processing time based on compliance with Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.
¹⁶ Applicable processing time based on compliance with Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.
¹⁷ Applicable processing time based on compliance with Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.
¹⁸ Applicable processing time based on compliance with Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

		Component				Baseline Data		Target	
Objective/Measure		Formula	Weight		Rating System	2019	2020	2021	2022
			Loans Granting	1%					
SO 8	Ensure a Delightful Customer Experience throughout His or Her Journey with the SSS								
SM 10a	Percentage of Satisfied Customers – Individual Customers	Total number of Respondents who gave a rating of at least Satisfactory / Total number of Respondents	2.50%	Below 80% = 0%	(Actual / Target) x Weight	92.5%	91%	90%	90%
SM 10b	Percentage of Satisfied Customers – Business Clients		2.50%						90%
		Sub-Total	55%						
SO 9	Empower a Collaborate Team that Delivers Exemplary Support Services through Sound Policies and Internal Control								
SM 11	Disbursement Budget Utilization Rate	Total Disbursements / DBM-approved Corporate Operating Budget (both net of PS Cost)	5%	(Actual / Target) x Weight	No Data	No Data	N/A	90%	
SM 12	Competency Level of the Institution	(Competency Baseline 2022 – 2021 Competency Level) ¹⁹	5%	All or Nothing	Baseline Competency level of the Organization Established thru SSC-Approved Competency Assessment Report	1.97% improvement	Improvement on the Competency Level of the Organization Based on the 2020 year-end Assessment	Improvement on the Competency Level of the Organization Based on the 2021 year-end Assessment	

¹⁹ The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

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

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

		Component			Baseline Data		Target	
Objective/Measure	Formula	Weight	Rating System	2019	2020	2021	2022	
SO 10	Institutionalize Robust ICT Systems and Infrastructure to Support Transformative Digitalization							
SM 13	Percentage of ICT Projects Implemented	No. of ICT Projects accomplished / Total No. of ICT projects in the ISSP planned to be accomplished during the year	5%	(Actual / Target) x Weight	Implementation of the Sub-systems for the following: 1. Contribution Collection System: UMID Card as ATM and Payments via SSS Mobile App 2. Member Benefits System: Medical Verification System/Sickness /Maternity/ECMED Work 3. Member Services Portal: UMID Card Application thru Web	100% of the targeted IT Projects implemented	100% implementation of the ISSP Projects planned for 2021	100%
SO 11	Enhance Public Service Delivery Infrastructure							
SM 14	ISO-Certified in all Core Processes	Actual Accomplishment	5%	All or Nothing	ISO 9001:2015 Certificate for 15 branches	No Surveillance audit was conducted in 2020	Pension Loan Granting Process of 12 NCR Branches	New ISO Certification for Unemployment Benefit System and Maintenance of Existing ISO Certification
		Sub-Total	20%					
		TOTAL	100%					