

SOCIAL SECURITY SYSTEM (SSS)

	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2018	2019	2020	2021	
IMPACT	SO 1	Fund Sustainability							
	SM 1	Per Capita Fund	Investment Reserve Fund / Total Number of Covered Members	10%	(Actual/Target) x Weight	₱12,391.36 ¹	₱13,344.41 ²	N/A	₱14,300
	SO 2	Benefit Adequacy							
	SM 2	Increase in Total Number of Contributors in the Defined Contributions	Total Number of Members who availed of the Flexi Fund Program, Personal Equity and Savings Option (P.E.S.O.) Fund, and Worker's Investment and Savings Program	5%	(Actual/Target) x Weight	251,527	264,023	N/A	3,018,476
	SM 3	Increase in Amount of Average Monthly Salary Credit	Total Average MSCs of All Paying Members / Total Number of Paying Members	10%	(Actual/Target) x Weight	₱9,843 ³	₱10,810 ⁴	N/A	₱10,967
			Sub-Total	25%					

¹ Based on the historical data provided by SSS.

² Based on the historical data provided by SSS.

³ Based on the historical data provided by SSS.

⁴ Based on the historical data provided by SSS.

	Component				Baseline Data		Target		
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POSITION	SO 3	Ensure Progressively Higher Levels of Social Security Protection for Filipino Workers and their Families							
	SM 4	Increase Level of Protection and Security for Filipino Workers	Average Pension / Average Wage ⁵	5%	Actual/Target) x Weight	No Data	No Data	N/A	38.9%
			Sub-Total	5%					
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 5	Percentage of Economically Active Population Contributing to SSS	(No. of SSS Paying Members – Paying OFW) / (Labor Force 15 Yrs. and over – Government Workers)	5%	(Actual/Target) x Weight	43% ⁶	44% ⁷	41%	42%
	SO 5	Ensure Timely and Accurate Collection from Members through Stricter Enforcement and Convenient Payment Systems							
	SM 6	Increase Amount of Contributions Collected	Contribution Collection (Employed + Self – Employed + Voluntary + OFWS)	15%	(Actual/Target) x Weight	₱181.92 Billion	₱219.62 Billion	₱194.29 Billion	₱254.030 Billion ⁸

⁵ Wage refers to Minimum Wage.

⁶ Based on the Adjusted Number of SSS Paying members less OFWs.

⁷ Based on the Adjusted Number of SSS Paying members less OFWs.

⁸ Target is based on the Corporate Operating Budget and pertains to the Members' Contribution.

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SO 6	Shift in Investment Focus to Increase the Provision for the Members' and Pensioners' Needs							
SM 7	Amount of Loan Releases	Actual Amount of Pension Loans	10%	(Actual/Target) x Weight	No Data	No Data	No Data	₱3.8 Billion
SO 7	Provide A More Responsive Benefit Program to Delight Our Stakeholders							
SM 8	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	Sick – 1% Maternity – 1% Funeral – 1% Unemployment – 1% Death – 2% Disability – 2% Retirement -2%	(Actual/Target) x Weight	Retirement: 86.53% ⁹ Death: 86.84% Disability: 77.50% Sickness: 79.73% Maternity: 76.88% Funeral: 79.73% Loans Granting: 33.08%	Retirement: 32.65% ¹⁰ Death: 42.73% Disability: 63.71% Sickness: 66.76% Maternity: 64.79% Funeral: 74.48% Loans Granting: 100%	90% ¹¹	100% ¹²
		Sub-Total	40%					

⁹ 2018 Processing Time: Retirement – 18 Working Days; Death – 33 Working Days; Disability – 17 Working Days; Sickness – 10 Working Days; Maternity – 10 Working Days; Funeral – 5 Working Days; and Loans Granting – 1 Working Day.

¹⁰ Processing time based on compliance with Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

¹¹ 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.

¹² 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.

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SO 8		Empower a Collaborative Team that Delivers Exemplary Support Services Through Sound Policies and Internal Control							
SUPPORT	SM 9	Competency Level of the Institution	(Competency Baseline 2021 – 2020 Competency Level) ¹³	5%	All or Nothing	Competency Tables and Matrices of the Whole Organization	Baseline Competency level of the Organization Established thru SSC-Approved Competency Assessment Report	Improvement on the Competency Level of the Organization Based on the 2019 year-end Assessment	Improvement on the Competency Level of the Organization Based on the 2020 year-end Assessment
			Sub-Total	5%					
SO 9		Institutionalize Robust ICT Systems and Infrastructure to Support Transformative Digitalization							
SUPPORT	SM 10	Percentage of ICT Projects Implemented	Actual Accomplishment	10%	(Actual / Target) x Weight	5 additional IT-enabled service delivery channels: 1. Individual member's (SE/VM/OFW/NWS) inquiry of PRN thru mobile app; 2. Individual member's (SE/VM/OFW/NWS) generation and	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	Full Implementation of the following IT Projects: 1. Application for SSS number with attachment of supporting documents through SSS Website; 2. Application for SSS number with attachment of supporting documents through SSS mobile App; 3. Filing of Employer Data Amendment – Contact	100% implementation of the ISSP Projects planned for 2021

¹³ The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

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

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



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					amendment of PRN thru mobile app; 3. Salary loan application thru mobile app; 4. Employer (regular and household) mobile payment; 5. PESO Fund contribution mobile payment	/Maternity/ECMED Work 3. Member Services Portal: UMID Card Application thru Web	Information through the SSS Website; 4. Filing of Employer Data Amendment – Contact Information through SSS Mobile App; and 5. Filing of Sickness Claim Reimbursement for Employer through SSS website; 6. Filing of unemployment benefit with e-disbursement through SSS Website 7. Filing of Funeral Benefit Claim for Member-Claimant through SSS website; and 8. Filing of Retirement benefit claim with e-disbursement through SSS Website <ul style="list-style-type: none"> - 65 years old members; - Land-based OFWs and Voluntary members who are at least 60 years old; - Employed members 60-64 years old with online certification of employer 	



		Component			Baseline Data		Target	
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SO 10	Roll Out Strategic Communications to Increase Awareness of SSS Services and Products							
SM 11	Increase in Level of Awareness	$(\text{Total Number of Respondents aware of SSS} / \text{Total Number of Respondents}) \times 100$	5%	$(\text{Actual} / \text{Target}) \times \text{Weight}$	No Data	No Data	No Data	90%
SO 11	Ensure a Delightful Customer Experience Throughout his or her Journey with the SSS							
SM 12	Percentage of Satisfied Customer	Total number of Respondents who gave a rating of at least Satisfactory / Total number of Respondents	5%	$(\text{Actual} / \text{Target}) \times \text{Weight}$ Below 80% = 0%	81%	92.5%	90%	90%
SM 13	ISO-Certified in all Core Processes	Actual Accomplishment	5%	All or Nothing	ID Capture and Identity Management Process including Support and Management Processes	ISO Certification of 15 branches covering all core processes	ISO Certification of All Core Processes of 51 branches	Pension Loan Granting Process of 12 NCR Branches
		Sub-Total	25%					
		TOTAL	100%					