

**SOCIAL SECURITY SYSTEM (SSS)  
Revalidation Result of 2021 Performance Scorecard**

Objective/Measure	Component				SSS Submission <sup>1</sup>		GCG Validation		Supporting Documents	Remarks	
	Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating			
<b>SO 1</b>	<b>Fund Sustainability</b>										
SM 1	Per Fund Capita	Investment Reserve Fund / Total Number of Covered Members	10%	(Actual/ Target) x Weight	₱14,300.00	₱15,283.60	10.00%	₱16,475.99	10.00%	<ul style="list-style-type: none"> <li>Per Capita Fund Computation</li> <li>COA Annual Audit Report</li> <li>2021 Financial Reports</li> <li>Screenshot of the total Covered Members in the System-generated Report</li> </ul>	Target exceeded.
<b>SO 2</b>	<b>Benefit Adequacy</b>										
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	3,018,476	3,767,076	5.00%	3,767,076	5.00%	<ul style="list-style-type: none"> <li>Memorandum on 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</li> <li>Extracted System-generated report</li> </ul>	Target exceeded.

<sup>1</sup> Based on the Interim PES Form 3 submitted by SSS through a letter dated 04 August 2022. Officially received by the Governance Commission on 05 August 2022.

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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	₱10,967	10.00%	₱13,449	10.00%	<ul style="list-style-type: none"> <li>Distribution of Payments Per MSC Bracket</li> <li>Paying Members Profile per Membership Type</li> <li>Walkthrough on the computation of AMSC for the year</li> </ul>	The request for reconsideration is <b>ACCEPTED</b> .		
		<b>Sub-Total</b>	<b>25%</b>			<b>25%</b>		<b>25%</b>				
<b>SO 3</b>	<b>Ensure Progressively Higher Levels of Social Security Protection for Filipino Workers and their Families</b>											
POSITION	SM 4	Increase Level of Protection and Security for Filipino Workers	Average Pension / Average Wage <sup>2</sup>	5%	(Actual/Target) x Weight	38.9%	56.12%	5.00%	55.85%	5%	<ul style="list-style-type: none"> <li>Computation of the level of protection and security</li> <li>Summary of Highest Real and Nominal Minimum Wage Rates by Quarter, Region and Category, Philippines: 2005-2021 by National Wages and Productivity Commission/RTWP Bs</li> <li>Walkthrough on the computation of average pension for the year</li> </ul>	The request for reconsideration is <b>ACCEPTED</b> .

<sup>2</sup> Wage refers to Minimum Wage.

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Objective/Measure	Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating			
		<b>Sub-Total</b>	<b>5%</b>			<b>5%</b>		<b>5%</b>			
<b>SO 4</b>	<b>Make All Filipino Workers Here and Abroad and Foreign Workers in the Philippines Covered Members of SSS to Attain Universal Coverage</b>										
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	42%	32.95%	3.92%	35.65%	4.24%	<ul style="list-style-type: none"> <li>• Paying Member for January to December 2021</li> <li>• Computation of the % of Economically Active Population Contributing to SSS</li> <li>• Labor Force Survey by PSA</li> </ul>	Target not met.
<b>SO 5</b>	<b>Ensure Timely and Accurate Collection from Members through Stricter Enforcement and Convenient Payment Systems</b>										
CORE SM 6	Increase Amount of Contributions Collected	Contribution Collection (Employed + Self – Employed + Voluntary + OFWS)	15%	(Actual/Target) x Weight	<u>₱246.23 Billion<sup>3</sup></u>	₱241.70 Billion (including WISP)	14.27%	<u>₱235.07 Billion</u>	<u>14.32%</u>	<ul style="list-style-type: none"> <li>• 2021 Audited Statement of Cash Flows</li> <li>• DBM-Approved Corporate Operating Budget</li> <li>• Computation of the Collection</li> <li>• Summary of Contribution Collection</li> <li>• Narrative on the proposed recalibration</li> </ul>	<p><i>The request for reconsideration is NOT ACCEPTED.</i></p> <p><i>The WISP forms part of trust liabilities, not revenue.</i></p> <p><i>The revised validated accomplishment is based on the "Member Contributions" in the 2022 audited cash flow statement.</i></p>

<sup>3</sup> Target is based on the Corporate Operating Budget and pertains to Members' Contribution.

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Objective/Measure	Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating			
<b>SO 6 Shift in Investment Focus to Increase the Provision for the Members' and Pensioners' Needs</b>											
SM 7	Amount of Loan Releases	Actual Amount of Pension Loans	10%	(Actual/Target) x Weight	₱3.8 Billion	₱3.1 Billion	8.16%	₱3.059 Billion	8.05%	<ul style="list-style-type: none"> <li>Table of Approved Loan Pension by Month 2021 vs. 2020 January to December</li> <li>Masterlist of the Approved and Disbursed Pension Loan</li> <li>Screenshot of the query used to generate the Total Pension Loan</li> <li>Sample Loan Release including the corresponding supporting documents</li> </ul>	Target not met.
<b>SO 7 Provide A More Responsive Benefit Program to Delight Our Stakeholders</b>											
SM 8	Percentage of Applications with Complete Documents <u>Processed</u> within the Applicable Processing Time	Total Number of Applications with Complete Documents Processed within Prescribed Time / Total Number of Applications with Complete	Sick – 1% Maternity – 1% Funeral – 1% Unemployment – 1% Death – 2%	(Actual/Target) x Weight	100% <sup>4</sup>	Retirement: 73.42% Death: 82.30% Disability: 88.43% Sickness: 92.63% Maternity: 84.24%	Retirement: 1.47% Death: 1.65% Disability: 1.77% Sickness: 0.93% Maternity: 0.84%	<u>Retirement: 57.38%</u> <u>Death: 82.30%</u> <u>Disability: 88.43%</u> <u>Sickness: 88.39%</u> <u>Maternity: 64.68%</u>	7.57%	<ul style="list-style-type: none"> <li>Database of each claim received in 2021 showing minimum and maximum Citizen's Charter turnaround times</li> <li>Transmittal List and Claim Status Inquiry Print list of</li> </ul>	<p><i>The request for reconsideration is <b>ACCEPTED</b>.</i></p> <p><i>To conservatively measure turnaround time accomplishment, the minimum committed turnaround times per SSS's Citizen's</i></p>

<sup>4</sup> 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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Objective/Measure	Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating			
	Documents Received	Disability – 2% Retirement -2%			Funeral: 90.85% Unemployment: 88.89%	Funeral: 0.91% Unemployment: 0.89%	<u>Funeral: 75.86%</u> <u>Unemployment: 71.59%</u>		Retirement and Death Claim • Funeral Performance Monitoring Tool	<i>Charter were adopted.</i>	
	<b>Sub-Total</b>	<b>40%</b>				<b>34.81%</b>		<b>34.18%</b>			
<b>SO 8</b>	<b>Empower a Collaborative Team that Delivers Exemplary Support Services Through Sound Policies and Internal Control</b>										
SM 9	Competency Level of the Institution	(Competency Baseline 2021 – 2020 Competency Level) <sup>5</sup>	5%	All or Nothing	Improvement on the Competency Level of the Organization Based on the 2020 year-end Assessment	90.29%	5.00%	8.75% improvement from prior year.	5.00%	<ul style="list-style-type: none"> <li>CSS Competency Assessment Report 2021</li> <li>2021 Database of Individual Competency Ratings</li> <li>Sample Competency Assessment Form</li> </ul>	Acceptable
	<b>Sub-Total</b>	<b>5%</b>				<b>5%</b>		<b>5%</b>			
<b>SUPPORT</b>	<b>SO 9</b>	<b>Institutionalize Robust ICT Systems and Infrastructure to Support Transformative Digitalization</b>									
SM 10	Percentage of ICT Projects Implemented	Actual Accomplishment	10%	(Actual/Target) x Weight	100% implementation of the ISSP	100% implementation of the ISSP	10.00%	<u>Completed 7 out of the 7 ISSP targets</u>	<u>10%</u>	<ul style="list-style-type: none"> <li>2021 ISSP</li> <li>List of Completed Application System</li> </ul>	<i>The request for reconsideration is ACCEPTED.</i>

<sup>5</sup> The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

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

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

Component					SSS Submission <sup>1</sup>		GCG Validation		Supporting Documents	Remarks	
Objective/Measure	Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating			
				Projects planned for 2021	Projects planned for 2021				Enhancement for 2021 • System Notices • UAT Results • Screenshots and walkthrough of systems	<i>SSS was able to complete/start seven (7) out of the seven (7) systems for completion or started in 2021. (see Appendix 1)</i>  <i>SSS is reminded to inform the GCG the earliest time possible should there be any changes in its ISSP targets.</i>	
<b>SO 10</b>	<b>Roll Out Strategic Communications to Increase Awareness of SSS Services and Products</b>										
SM 11	Increase in Level of Awareness	(Total Number of Respondents aware of SSS / Total Number of Respondents) x 100	5%	(Actual/Target) x Weight	90%	99%	5.00%	99%	5.00%	• Sample Questionnaires • PSRC presentation of the results on the Level of Awareness	Target exceeded.
<b>SO 11</b>	<b>Ensure a Delightful Customer Experience Throughout his or her Journey with the SSS</b>										
SM 12	Percentage of Satisfied Customer	Total number of Respondents who gave a rating of at least Satisfactory / Total number	5%	(Actual / Target) x Weight Below 80% = 0%	90%	98.29%	5.00%	98%	5.00%	• 2021 Satisfaction Survey Final Report • Data Quality Control Report • Database of Responses • Database of backchecking and	Acceptable



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Objective/Measure	Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating			
			of Respondents						spot-checking of responses • Sample Questionnaires		
SM 13	ISO-Certified in all Core Processes	Actual Accomplishment	5%	All or Nothing	Pension Loan Granting Process of 12 NCR Branches	Pension Loans Granting Process involving all the branches under the Luzon Operations Group and their management and support units	5.00%	ISO Certified - Pension Loans Granting Process involving all the branches under the Luzon Operations Group and their management and support units	5.00%	<ul style="list-style-type: none"> <li>• ISO Certificate No. SCP000591Q</li> <li>• Audit Report from SOCOTEC</li> </ul>	<p>Target met.</p> <p>The request to revise the SSS the target to Pension Loans Granting Process involving all the branches under the Luzon Operations Group is <b>ACCEPTED.</b></p>
		<b>Sub-Total</b>	<b>25%</b>				<b>25%</b>		<b>25%</b>		
		<b>TOTAL</b>	<b>100%</b>				<b>94.81%</b>		<b>94.18%</b>		

**SM 10: Percentage of ICT Projects Implemented**  
**Information System Strategic Plan (ISSP) 2021-2023**

NAME OF INFORMATION SYSTEM/SUB-SYSTEM OF MODULES	2021		2022	2023
	COMMITMENT	STATUS		
<b>A. BUSINESS GENERATION SYSTEMS</b>				
A.1. Registration and Coverage System	1 Registration for Mandatory Provident Fund (WISP)	Implemented; SN 2021-001		
	2 Filing of Employer Data Amendment – contact information through SSS Mobile Application	Implemented; SN 2021-018		
A.2. Contributions Collection System	1 Online payment in the SSS Mobile App through Gcash	Implemented; SN 2021-448		
A.3. Loans Management System				
A.4. Investment Management System				
<b>B. SERVICE DELIVERY SYSTEMS</b>				
B.1. Member Services Portal	1 Implementation of Enhanced My SSS Registration with additional registration options and inclusion of member's foreign address	Implemented; SN 2021-101		
	2 Customer Exit Survey implementation	Implemented; SN 2021-135		
	3 Implementation of Inbox notification in My SSS Member account	Implemented; SN 2021-458		
	4 Display of BPR Maternity details (status, payee information, benefit computation, and disbursement details) implementation	Implemented; SN 2021-332		
	5 Implementation of Issuance of SS Number without uploading of supporting documents	Implemented; SN 2021-210		
	6 Implementation of New Contribution Schedule and WISP in PRN generation for Individual Members	Implemented; SN 2021-120		
	7 Enhanced SSS Mobile App's New Look and Feel	Implemented; SN 2021-324		
	8 PRN generation for Employers and Household employers implementation	Implemented; SN 2021-357		
	9 Enrollment of and password retrieval using Security Questions for Member's Password Resetting	Implemented; SN 2021-497		
	10 Inclusion of Foreign Offices' location in the Branch Location Inquiry	Implemented; SN 2021-414		
	11 Implementation of Integration of additional one (1) online payment provider in the SSS Mobile App	Implemented; SN 2021-448		

NAME OF INFORMATION SYSTEM/SUB-SYSTEM OF MODULES	2021		2022	2023
	COMMITMENT	STATUS		
B.2. Member Benefits System	1 Online filing of Maternity Benefit Reimbursement Application (MBRA) for employer	Implemented; SN 2021-444		
	2 Online filing of Maternity Benefit Application (MBA) for SE/VM/OFW	Implemented; SN 2021-444		
	3 Enhanced online filing of Funeral Claim Application for member-claimants	Implemented; SN 2021-386		
	4 Enhanced online filing of Unemployment Benefit Claim Application and Application for Electronic Certification of Involuntary Separation by the DOLE	Implemented; SN 2022-005		
	5 Online filing of Sickness Benefit Application (SBA) for SE/VM/OFW	Implemented; SN 2021-614		
	6 Enhanced online filing of Sickness Notification and Sickness Benefit Reimbursement Application (SBRA) for the employed members	Implemented; SN 2021-614		
	7 Checkless Disbursement of One-Time EC Financial Assistance	Implemented; SN 2021-450		
B.3. Loans Management System				
<b>C. LOGISTICS / SUPPORT SYSTEM</b>				
C.1. Human Resources Management System	1 Core HR Management and Workforce Administration	Implemented Employee Information Management Module; SN 2020-263		
C.2. Procurement and Inventory Management System				