

SOCIAL SECURITY SYSTEM (SSS)
Validation Result of the 2022 Performance Scorecard

Component					SSS Submission ¹		GCG Validation		Supporting Documents	Remarks		
Objective/Measure	Formula	Weight	Rating Scale	Target	Actual	Rating	Actual	Rating				
IMPACT	SO 1	Fund Sustainability										
	SM 1	Per Capita Fund	Total Assets / Total Number of Covered Members	10%	(Actual/Target) x Weight	₱17,100	₱16,359.84	9.57%	₱18,420.06	10.00%	Computation of Per Capita Fund; 2022 COA Annual Audit Report; Walkthrough of SSS Covered Members	Target exceeded. Total Assets in the Audited Statement of Financial Position was used.
	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	₱13,733	₱14,091.00	10.00%	₱14,091.00	10.00%	Average Monthly Salary Credit (AMSC) Report Distribution of Payments per AMSC and computation Walkthrough of the computation of AMSC for the year	Target exceeded.
		Sub-total					19.57%		20.00%			

¹ Based on the Interim PES Form 3 submitted by SSS through a letter dated 27 April 2023. Officially received by the Governance Commission on 28 April 2023.

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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 ²	5%	(Actual/Target) x Weight	56%	53.81%	4.80%	53.19%	4.75%	SSS's computation of the level of protection and security for Filipino workers; Daily Minimum Wage Rates per wage order by region from the National Wages and Productivity Commission; Walkthrough on the computation of average pension for the year	Target not met.
			<i>Sub-total</i>	<i>5%</i>				<i>4.80%</i>		<i>4.75%</i>		
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 ³ – Government Workers – Unpaid Family Workers)	5%	(Actual/Target) x Weight	41%	41.23%	5.00%	41.23%	5.00%	Labor Force Survey by the Philippine Statistics Authority SSS's computation of the percentage of economically active population Walkthrough on the computation	Target exceeded.

² Wage refers to Minimum Wage.

³ Based on the Labor Force Survey as published by the Philippine Statistics Authority.

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SO 5	Ensure Timely and Accurate Collection from Members through Stricter Enforcement and Convenient Payment Systems										
SM 5	Increase Amount of Contributions Collected	Contribution Collection (Employed + Self –Employed + Voluntary + OFWs)	15%	(Actual/Target) x Weight	₱260.86 Billion	₱261.44 Billion	15.00%	₱260.44 Billion	14.98%	2022 COA AAR	Target not met. The validated accomplishment is based on "Members' Contributions" in the 2022 Audited Statement of Cash Flows.
SM 6	Improve Collection Efficiency Rate	New Loans: Collection / Collectible Collection: (Beginning Balance + Releases – Ending Balance) Collectible: (Beginning Balance + Releases – Collectibles due for succeeding years)	5%	(Actual/Target) x Weight	90%	90.86%	5.00%	90.86%	5.00%	For the principal balances - Enhanced Loan Management System (eLMS) Aging Reports on New Short-Term Loans; For the releases - Management Information System Reports on New Short-Term Loans; Walkthrough of the eLMS and MIS	Target exceeded. "New Loans" refer to loans released within the current year, 2022, and the last three (3) years.

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SO 6	Improve Investment Income									
SM 7	Improve Return on Investments	Annualized monthly ROI	10%	(Actual/Target) x Weight	4.71%	6.62%	10.00%	6.62%	10.00%	<p>Actual Consolidated Investment Portfolio Report for 2022; 12 Monthly Consolidated Schedules of Investment Level and Income for 2022; Breakdown of Income and Asset Groups into General Ledger Accounts; Walkthrough computation of annualized ROI; 2022 COA AAR</p> <p>Target exceeded.</p> <p>Accomplishment encompasses the Social Security Fund, Employees Compensation Fund, Flexi Fund, Personal Equity and Savings Option Fund, Mortgagor's Insurance Account, Workers' Investment and Savings Program (WISP), WISP Plus, and Externally-Managed Fund</p> <p>It was noted that related other comprehensive income items are excluded from computation.</p>

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SO 7	Provide More Responsive Benefit Programs											
SM 8	New Benefit Programs	Actual Accomplishment	5%	All or Nothing	New Voluntary Provident Program Launched	New Voluntary Provident Program implemented through Circular No. 2022-032 dated 12 December 2022 and launched on 15 December 2022	5.00%	New Voluntary Provident Program, also known as the Workers' Investment and Savings Program (WISP) Plus, implemented through SSS Circular No. 2022-032 dated 12 December 2022 and launched on 15 December 2022	5.00%	Copy of Circular No. 2022-032: Guidelines for the Implementation of the New Voluntary Provident Fund (NVPF) Program for SSS members	Target met.	
SM 9	Percentage of Applications with Complete Documents <u>Processed</u>	Total Number of Applications with Complete Documents Processed within Prescribed Time / Total Number	Sickness - Employed	1%	(Actual/Target) x Weight	100% ⁴	Sickness (Employed): 68.17%	8.54%	Sickness (Employed): 60.31%	8.02%	SSS's computation of the processing time per type of benefit; Database of all covered claims;	Target not met. See Appendix 1 .
			Sickness - SE/VM/ Separated	1%					Sickness (SE; VM);			

⁴ 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	Weight	Rating Scale	Target	Actual	Rating	Actual	Rating			
within the Applicable Processing Time	of Applications with Complete Documents Received	Maternity - Medical	1%			Sickness (SE; VM; Separated): 53.32%		Separated): 12.99%		Proof for sampled transactions	
		Maternity - Non Medical	1%			Maternity (Medical): 85.27%		Maternity (Medical): 83.17%			
		Funeral	1%			Maternity (Non-Medical): 98.21%		Maternity (Non-Medical): 98.21%			
		Unemployment	1%			Funeral: 97.38%		Funeral: 99.13%			
		Death	1%			Unemployment: 87.42%		Unemployment: 87.42%			
		Disability	1%			Death: 86.47%		Disability: 93.82%			
		Retirement	1%			Retirement: 85.63%		Death: 84.88%			
		Loans Granting	1%			Loans: 100%		Disability: 92.64%			
							Retirement: 84.31%				
							Loans: 100%				
SO 8	Ensure a Delightful Customer Experience throughout His or Her Journey with SSS										
SM 10a	Percentage of Satisfied Customers –	Total number of Respondents who gave a	2.5%		90%	99.80%	2.50%	99.80%	2.50%	Certificate of Fieldwork Completion from	Acceptable.

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Objective/Measure	Formula	Weight	Rating Scale	Target	Actual	Rating	Actual	Rating				
	Individual Customers	rating of at least Satisfactory / Total number of Respondents	(Actual/Target) x Weight	90%	98.20%	2.50%	98.20%	2.50%	Market Relevance Corporation; CSS Final Report; Sample accomplished questionnaires for each customer type			
SM 10b	Percentage of satisfied Customers – Business Clients										2.5%	Below 80% = 0%
Sub-total		55%				53.54%		53.00%				
SO 9	Empower a Collaborative Team that Delivers Exemplary Support Services through Sound Policies and Internal Control											
SUPPORT	SM 11	Disbursement Budget Utilization Rate	Total Disbursements / DBM-approved Corporate Operating Budget (both net of PS Cost)	5%	(Actual/Target) x Weight	90%	96.60%	5.00%	96.70%	5.00%	2022 Commission on Audit Annual Audit Report	Target exceeded.
	SM 12	Competency Level of the Institution	(Competency Baseline 2022 – 2021 Competency Level) ⁵	5%	All or Nothing	Improvement on the Competency Level of the Organization Based on the 2021	91.01%	5.00%	0.72% improvement from prior year	5.00%	2022 SSS Competency Assessment Report; 2022 Database of Individual Competency Ratings;	2022 level: 91.01% vs. 2021 level: 90.29% The request for consideration to revise the 2021

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

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

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

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				year-end Assessment					Revised 2021 Database of Individual Competency Ratings; Sample Competency Assessment Forms; SSS's Narrative Report on the 2021 Recomputation	competency rating from 96.67% to 90.29% is ACCEPTED . This is to recognize the corrective measures taken for non-compliance of employees with specified assessment methods and procedures. SSS is reminded to strictly adhere to its competency framework and assessment guidelines and to avoid overhauling a previously issued competency assessment report.
SO 10	Institutionalize Robust ICT Systems and Infrastructure to Support Transformative Digitalization									

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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	100%	91.18%	4.56%	13 systems accomplished in 2022 out of the 21 systems committed based on the revised ISSP	3.10%	2022-2024 ISSP; Summary of the 2022 Implemented Information System; System Notices; Procurement Documents; Screenshots of systems	Target not met. See Appendix 2 .
SO 11	Enhance Public Service Delivery Infrastructure										
SM 14	ISO-Certified in all Core Processes	Actual Accomplishment	5%	All or Nothing	New ISO Certification for Unemployment Benefit System and Maintenance of Existing ISO Certification	Passed the Surveillance Audit for the ISO certification on all frontline processes of 10 branches (Olongapo, Biñan, Iloilo-Central, San Pablo, Naga, Cebu, Dumaguete, CDO, Davao, and Zamboanga) Passed the ISO 9001:2015 QMS Surveillance Audit for PLP with zero non-conformity	5.00%	Passed the ISO 9001:2015 QMS Certification Audit for Unemployment Benefit (UB) Process with zero non-conformity Passed the Relevant Surveillance Audit	5.00%	ISO Certificates and Attestation from SOCOTEC	Target met. Surveillance audit was passed for Registration and Coverage, Contributions and Loans Repayment Collection, Short-Term Member Loans Granting, Sickness, Maternity and Employee Compensation Benefits, Death, Disability and Retirement Benefits, Funeral Benefit

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						Passed the ISO 9001:2015 QMS Certification Audit for Unemployment Benefit (UB) Process with zero non-conformity				and ID Capture Processes, and Pension Loans Granting Process involving all the branches under the Luzon Operations Group and their Management and Support Units, respectively.
		Sub-total	20%				19.56%		18.10%	
		TOTAL	100%				97.47%		95.85%	

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