

2023 PERFORMANCE SCORECARD (Annex B)

		Component			Baseline Data		Target		
		Objective/Measure	Formula	Weight	Rating System	2020	2021	2022	2023
IMPACT	SO 1	Fund Sustainability							
	SM 1	Increase in Total Assets (5-year average)	Sum of percentage increase from 2017 to 2022 / 5 years Where: Annual percentage increase in total assets = [(Total assets at the end of the CURRENT year – Total assets at the end of the PREVIOUS year) / Total assets at the end of the PREVIOUS year] x 100	5%	(Actual / Target) x Weight	N/A	N/A	N/A	7%
	SO 2	Benefit Adequacy							
	SM 2	Per Capita Fund (Basis Actuarial Figure)	Total Assets / Covered Members (Absolute Amount)	10%	(Actual / Target) x Weight	N/A	₱ 16,475.99	₱ 17,100.00	₱17,700
			Subtotal	15%					
POSITION	SO 3	Ensure progressively higher levels of Social Security Protection for Filipino workers and their families							
	SM 3	Increase in the benefit adequacy of SSS pensioners (Basis Actuarial Figures)	Average Pension ¹ / Average Wage ²	5%	(Actual / Target) x Weight	N/A	Unverifiable	56%	44.1%

¹ Refers to New Pensioners 2023.

² Wage refers to only NCR Minimum wage for 22 days.

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2020	2021	2022	2023	
	SM 4	Increase in per capita benefit – DB (average per disbursement)	Total Amount of SSS Benefits Disbursed / Number of SSS Benefits disbursed	5%	(Actual/Target) x Weight	N/A	N/A	N/A	₱6,000.00
			Subtotal	10%					
CORE	SO 4	Make all Filipino workers 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 15yrs and over – Unpaid family workers – government workers)	5%	(Actual / Target) x Weight	44.11%	35.65%	41%	39.60%
	SO 5	Ensure timely and accurate collection from members of SSS to attain Universal Coverage							
	SM 6a	Increase the Amount of Contributions Collected	Contribution collection (Employed + Self-employed + Voluntary + OFWs)	12.5%	(Actual / Target) x Weight	₱ 205.70 Billion	₱ 226.22 Billion	₱ 260.86 Billion	₱334.64 Billion
	SM 6b	Reduction of Delinquency Accounts	Actual Accomplishment	2.5%	All or Nothing	N/A	N/A	N/A	Board-Approved Policy on Delinquent Accounts ³

³ Includes policy on data clean-up and definition of delinquent accounts, processes, system enhancements, among others.

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SM 7	Collection Efficiency Rate	Actual Accomplishment	3%	(Actual / Target) x Weight	76.16%	N/A	90%	90% (new loans)
			2%	(Actual / Target) x Weight				15% (old loans)
SO 6	Increase of ROI gradually and sustainably while digitally transforming treasury and investment operations							
SM 8	Return of Investments	Annualized monthly ROI	10%	(Actual / Target) x Weight	N/A	N/A	4.71 %	5%
SO 7	Enhance benefit programs for value, cost efficiency and payment integrity							
SM 9	Number of Enhanced Benefits (Policies/ Guidelines/ Processes)	Actual Accomplishment	5%	All or nothing	N/A	N/A	N/A	Three (3) Board-approved policies ⁴
SO 8	Provide stakeholders with consistent, reliable, and seamless customer experience across all service delivery models							
SM 10	Percentage of applications with complete documents processed within the applicable processing time ⁵							
	Sickness – Employed	Total Number of Applications with the Complete Documents Processed within the Prescribed Time / Total Number of Application with	1%	(Actual / Target) x Weight	70.84%	Unverifiable	100%	100%
	Sickness – SE/VM/Separated		1%					
	Maternity – Medical		1%		57.97%			
	Maternity - Non-Medical		1%					
Funeral – SSS	1%		68.57%					

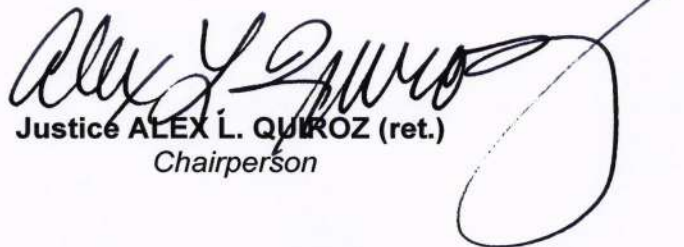
⁴ Refers to enhanced policies/ guidelines/ processes in any of the seven (7) benefits and Provident Fund.

⁵ Based on the applicable processing time as stated in the latest SSS Citizen's Charter.

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2020	2021	2022	2023	
	<i>Unemployment</i>	Complete Documents Received	1%		N/A				
	<i>Death (SS & EC)</i>		1%		60.54%				
	<i>Disability (SS & EC)</i>		1%		71.77%				
	<i>Retirement</i>		2%		61.19%				
SM 11a	Percentage of Satisfied Customers – Individual Customers	Total number of Respondents who gave a rating of at least satisfactory / Total number of respondents	2.5%	(Actual / Target) x Weight	91%	98%	90%	90%	
SM 11b	Percentage of Satisfied Customers – Business Clients		2.5%	Below 80% = 0%			90%	90%	
		Subtotal	55%						
SUPPORT	SO 9	Develop a competent, diverse, flexible, and engaged workforce in an environment of meritocracy, service excellence and accountability							
	SM 12	Competency level of the institution	2023 Competency Level – 2022 Competency Level	5%	All or nothing	1.97 % Improvement from prior year	8.75 % Improvement from prior year	Improvement on the Competency of the Organization based on the 2021-year end assessment	Improvement on the Competency Level of the Organization based on the 2022 year-end assessment
	SO 10	Manage operating costs to ensure prudent stewardship of resources to support transformative digitalization							
	SM 13	Budget Utilization Rate	Total disbursement / DBM-Approved COB (both net of PS Cost)	5%	(Actual / Target) x Weight	N/A	N/A	90%	90%

Component					Baseline Data		Target	
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SO 11	Implement a robust and agile information communication technology system							
SM 14	Percentage of accomplishments based on the 2023 targets in the ISSP	Actual Accomplishment	5%	(Actual / Target) x Weight	100% of the targeted IT projects implemented	Unverifiable	100%	100%
SO 12	Integrate SSS systems that conform to local and international standards on governance, risk, compliance							
SM 15	ISO-certified in all Core Processes	Actual Accomplishment	2.5%	All or Nothing	No surveillance audit conducted in 2020	ISO Certified – Pension Loans Granting Process involving all the branches under the Luzon Operation Group and their management	New ISO Certification for Unemployment Benefit System and Maintenance of Existing ISO Certification	ISO 9001:2015 Certified Short-Term Loan Process
			2.5%					Maintenance of ISO Certification on Pension Loans and Unemployment Benefits
	Subtotal		20%					
	Total		100%					

For GCG:


Justice **ALEX L. QUIROZ (ret.)**
Chairperson

For SSS:


Mr. **ROLANDO LEDESMA MACASAET**
President and CEO