

**SOCIAL SECURITY SYSTEM (SSS)  
Recalibrated 2020 Performance Scorecard**

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020	
<b>FINANCIAL</b>	<b>SO 1</b>	<b>Sustain the Viability of the Social Security Institution</b>							
	SM 1	Increase Fund Life	Actual Accomplishment <sup>1</sup>	10%	(Actual / Target) x Weight  If earlier than 2035 = 0%	2032 (Based on 2015 Actuarial Valuation)	2032 (Based on 2015 Actuarial Valuation)	N.A.	Up to year 2042 or beyond
	<b>SO 2</b>	<b>Increase Collection</b>							
	SM 2	Increase Amount of Contributions Collected	Contribution collection (Employed + Self-employed + Voluntary + OFWs)	<u>18%</u>	<u>(Actual / Target) x Weight</u>	Php 159.72B	Php 181.92B	Php 233.36B	<u>Php 194.29B</u>
	<b>SO 3</b>	<b>Ensure Fund Stewardship</b>							
	SM 3	<u>Increase the Provision for the Members' and Pensioners' Needs</u>	<u>Amount of all Loan Type Releases</u>	<u>2%</u>	<u>(Actual / Target) x Weight</u>	N.A.	N.A.	N.A.	<u>Php 50.7B</u>

<sup>1</sup> Per SSS, this will be based on the conduct of an Actuarial Valuation, inflows and outflows for the long term (70 years) projection and simulation with the reserve fund of SSS.

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	SM 4	Percentage of Operating Expenses to Charter Limit	Operating Expenses / (12% of Contribution Collections + 3% of Investment and Other Income)	<u>10%</u>	All or Nothing	49.98%	62.69%	≤70%	≤70%
		<i>Sub-total</i>		<b>40%</b>					
	<b>SO 4</b>	<b>Improve Customer Satisfaction</b>							
STAKEHOLDER	SM 5	Percentage of Satisfied Customers	Total number of respondents who gave a rating of at least Satisfactory / Total number of respondents	10%	(Actual / Target) x Weight  Below 80% = 0%	n/a	81%	90%	90%
		<i>Sub-total</i>		<b>10%</b>					
	<b>SO 5</b>	<b>Provide a Conducive Member Centric Environment</b>							
INTERNAL PROCESS	SM 6	<u>Operationalize e-Centers in the Branches</u>	Actual Accomplishment	5%	(Actual / Target) x Weight	n/a	n/a	n/a	<u>100 e-Centers</u>

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<b>SO 6</b>	<b>Improve Compliance of Employers and Members</b>							
SM 7	Percentage of Referred Delinquent Employer (ER) Accounts Addressed	Number of delinquent ER accounts filed in court/PO/SSC, collected or settled / Number of delinquent ER accounts referred as of Oct 2020	5%	(Actual / Target) x Weight	95.39%	94.22%	95%	<u>85%</u>
SM 8	<u>Number of Beneficiaries under Small Business Wage Subsidy (SBWS) Program</u>	<u>Actual Accomplishment</u>	<u>5%</u>	(Actual / Target) x Weight	N.A.	N.A.	N.A.	<u>3 Million</u>
SM 9	<u>Make Filipino workers from private sector covered members of SSS to attain Universal Coverage</u>	<u>(No. of SSS Paying Members – Paying OFW) / (Labor Force 15yrs and over – Government Workers</u>	10%	(Actual / Target) x Weight	N.A.	N.A.	N.A.	<u>41%</u>

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	<b>SO 7</b>	<b>Deliver Innovative, Quality Service</b>							
	SM 10	Number of IT-enabled Service Delivery Channels	Number of IT enabled service delivery channels implemented	5%	(Actual / Target) x Weight	<p>Implemented the following in December 2017:</p> <p>Online submission of Retirement Benefit Claim Application</p> <p>Online Request for Membership Records</p>	<p>Fully functional systems/applications:</p> <ol style="list-style-type: none"> <li>1. Individual member's (SE/VM/OFW/NWS) inquiry of PRN thru mobile app;</li> <li>2. Individual member's (SE/VM/OFW/NWS) generation and amendment of PRN thru mobile app;</li> <li>3. Salary loan application thru mobile app;</li> <li>4. Employer contribution SOA thru the web;</li> <li>5. Employer (regular and household) mobile payment; and</li> <li>6. PESO Fund contribution mobile payment</li> </ol>	<p>Application for UMID Card Enrollment thru the Web;</p> <p>UMID Card as ATM for Loans and Benefits; and</p> <p>Payment via SSS Mobile Application</p>	<p>Full Implementation of the following IT Projects:</p> <ol style="list-style-type: none"> <li>1. <u>Application for SSS number with attachment of supporting documents through SSS Website;</u></li> <li>2. <u>Application for SSS number with attachment of supporting documents through SSS mobile App;</u></li> <li>3. <u>Filing of Employer Data Amendment – Contact Information through the SSS Website;</u></li> <li>4. <u>Filing of Employer Data Amendment – Contact Information through SSS Mobile App;</u></li> <li>5. <u>Filing of Sickness Claim Reimbursement for Employer through SSS website;</u></li> <li>6. <u>Filing of Unemployment benefit with e-disbursement through SSS Website;</u></li> <li>7. <u>Filing of Funeral Benefit Claim for Member-Claimants through SSS website; and</u></li> </ol>

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							8. <u>Filing of Retirement benefit claim with e-disbursement through SSS Website</u> - <u>65 years old members;</u> - <u>Land-based OFWs and Voluntary members who are at least 60 years old;</u> - <u>Employed members 60-64 years old with online certification of employer.</u>	
SM 11	Percentage of Applications Processed within the Applicable Time	Total number of applications processed with <u>complete documents</u> within applicable time / Total number of applications received	Retirement: <u>2%</u> Death: <u>2%</u> Disability: <u>2%</u> % Sickness: <u>1%</u> Maternity: <u>1%</u> Funeral: <u>1%</u> Loans Granting: <u>1%</u>	(Actual / Target) x Weight	Average processing time of: Retirement: 21 days Death: 39 days Disability: 21 days Sickness: 11 days Maternity: 101days Funeral: 6 days Loans granting: 1 day	Retirement: 87.49% Death: 87.43% Disability: 79.02% Sickness: 84.22% Maternity: 82.56% Funeral: 78.71% Loans granting: 66.77%	100% of applications processed within the processing time	<u>90% of applications processed within the applicable processing time<sup>2</sup></u>
	<i>Sub-total</i>		<b>40%</b>					

<sup>2</sup> Applicable processing time subject to compliance with Republic Act No. 11032 otherwise known as Ease of Doing Business and Efficient Government Service Delivery (EODB) Act of 2018

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<b>ORGANIZATION</b>	<b>SO 8</b>	<b>Build a Culture of Continual Improvement and Excellence</b>							
	SM 12	Implement Quality Management System	Actual Accomplishment	5%	All or Nothing	Sickness, Maternity and Funeral Benefits and Salary Loans and Contribution Collection Process in Diliman Branch ISO-Certified in December 2017	ID Capture and Identity Management Process including Support and Management Processes	ISO Certification of 10 branches covering all core processes	ISO Certification of All Core Processes of 51 Branches
	<b>SO 9</b>	<b>Prioritize Competency Build-up of its Human Resources</b>							
	SM 13	Improve Average Competency Level of the Organization	Competency Baseline <sup>3</sup> 2020 – Competency Baseline 2019	5%	All or nothing	Competency Tables and Matrices for Internal Audit Services, Fund Management and Capital Markets Groups prepared in December 2017	Competency Tables of the Whole Organization prepared	Conduct Competency Assessment to 100% of Employees to Establish Baseline Competency Level of the Organization	Improvement on the Competency Level of the Organization based on the 2019 year-end Assessment
		<b>Sub-total</b>		<b>10%</b>					
		<b>TOTAL</b>		<b>100%</b>					

<sup>3</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:

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

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