

SOCIAL SECURITY SYSTEM

		Component				Baseline Data (if applicable)		Target	
	Objective/Measure	Formula	Weight	Rating System	Data Provider	2013	2014 (3Q)	2015	
FINANCIAL	SO 1	Viability of Social Security Institution Sustained							
	SM 1	Amount of Contribution Collections	Total Contribution collection = Contribution collection [Employed + Self-employed + Voluntary paying members + OFWs]	10%			103 Billion	89 Billion	128.5 Billion
	SM 2	Net Revenue	Net Revenue = Revenues - Expenditures	10%			38.4 Billion	34 Billion	38 Billion
	SO 2	Effectively Manage the Fund							
	SM 3	Return Investments On	Annualized ROI $= \left[1 + \frac{I_1 + I_2 + \dots + I_m}{A_0 + A_1 + A_2 + \dots + A_{m-1} + A_m} \right]^{12 \cdot t}$ Simple ROI $= \left[\frac{2i}{(a+b) - i} \right] 100\%$	10%			9.2%	6.7%	6%
	SM 4	% of Operating Expenses to Charter Limit	$\frac{\text{Operating expenses}}{(12\% \text{ of Contrib. coll'n} + 3\% \text{ of Investment and other income})}$	5%			57%	47.8%	≤ 70%
		Sub-total		35%					

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STAKEHOLDERS	SO 3	Improve Customer Satisfaction							
	SM 5	ARTA Rating	$\frac{[\text{ARTA Rating Branch 1} + \text{ARTA Rating Branch 2} + \dots + \text{ARTA Rating Branch x}]}{\text{Number of SSS branches audited}}$	5%			82.7%	n.a.	90%
	SM 6	3rd Party Customer Satisfaction Survey Rating	$\frac{[\text{NSR 1} + \text{NSR 2} + \dots + \text{NSR 11}]}{11}$	5%			n.a.	n.a.	Establish Baseline (Satisfactory)
	SO 4	Adopt a Service Quality Framework							
	SM 7	Initial Implementation Date of ISSA Service Quality Framework		5%			n.a.	n.a.	November 2015 (following the ISSA Guidelines on Service Quality)
		Sub-total		15%					
INTERNAL PROCESS	SO 5	Improve Compliance by Employers and Members							
	SM 8	% of the Number of Referred Delinquent Employer Accounts Filed in Court, Collected, and Settled	$\frac{\text{Number of delinquent ER accounts referred filed, collected or settled during the period}}{\text{Total number of delinquent ER accounts referred for legal action as of December 2014}}$	5%			n.a.	n.a.	90%

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SM 9	% of Paying Members Over Labor Force (Employed Less Workers in Government/Government Corporations)		$\frac{\text{SSS paying members}}{\text{Employed persons - Workers in Govt./Govt. Corp.}}$	5%			33%	31.0%	35%
SO 6	Provide a Conducive Member-Centric Environment								
SM 10	Total Number of PE Centers (Cumulative)		Absolute figure (cumulative)	5%			55	65	75
SM 11	Number of Branches Created/Relocated		Absolute figure	5%			12 ¹	25 ²	60 ³
SM 12	Number of New Service Offices		Absolute figure	5%			18	10	5
SM 13	Transaction Volumes		Absolute figure	5%			35.98 Million	28.22 Million	38.04 Million
SO 7	Capitalize on IT to Automate Priority Processes								
SM 13	Redesigned Registration and Contribution System			2%			n.a.	n.a.	Pilot implementation in September 2015

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SM 14a	Redesigned Accounts Monitoring System				n.a.	n.a.	Pilot implementation in September 2015	
SM 14b	Turnaround Time from Collection List Submission to Posting	$\frac{PT_1 + PT_2 + \dots + PT_x}{T_1 + T_2 + \dots + T_x}$	2%		n.a.	n.a.	Establish Baseline	
SM 15	Additional Functionalities of the Web Services		1%		n.a.	n.a.	September 2015	
SO 8	Achieve Checkless Payments of Benefits							
SM 16	% of All Initial Pension and Short-Term Benefit Payments Through Banks Instead of Checks	$\frac{\text{Number of initial pension and short-term benefit payments through banks}}{\text{Number of initial pension and short-term benefit payments through banks and checks}}$	5%			21.3%	60.4%	65%
SO 9	Expand the QMS Scope for ISO Certification							
SM 17	Number of Branches for ISO-Certification (Registration Process)	Absolute figure	2.5%			n.a.	4	4

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SM 18	Manualization of Core Processes in Main Office	2.5%			n.a.	n.a.	5 ⁵	
	Sub-total	45%						
STAKEHOLDERS	SO 10	Build a More Strategically Responsive Organization						
	SM 19	Approval Date of the Competency-based HR Framework by the Social Security Commission	5%			n.a.	n.a.	December 2015
		Sub-total	5%					
	TOTAL	100%						

¹ FY2013 actual
² Cumulative FY2013 and Jan-Sep2014 actuals
³ Cumulative FY2013-2014 actual and FY2015 target (15 branches)
⁴ Including online transactions
⁵ Core processes: Sickness, Maternity, Funeral, Registration and Contribution