

SOCIAL SECURITY SYSTEM
2015 Performance Scorecard

Component			Target	Reported Accomplishments	Weight	Validated Accomplishments	Weight	Remarks
Objective/Measure		Weight	2015	2015				
FINANCIAL	SO 1	Viability of Social Security Institution Sustained						
	SM 1	Amount of Contribution Collections	10%	128.5 Billion	132.6 Billion	10%	132.6 Billion	10%

									OFW Sector doubled, from P2.16 billion in CY 2011 to P4.2 billion in CY 2015. The Self-Employed Sector has the slowest growth, from P4.36 billion in CY 2011 to P5.7 billion in CY 2015.
	SM 2	Net Revenue	10%	38 Billion	41.12 Billion	10%	40.69 Billion	10%	Adjusted based on latest unaudited Financial Statements
	SO 2	Effectively Manage the Fund							
	SM 3	Return On Investments	10%	6%					Based on management report showing breakdown of investment returns in the investment portfolio
					6.89%	10.00%	6.89%		
	SM 4	% of Operating Expenses to Charter Limit	5%	Less than or equal to 70%	52.40%	5.00%	52.70%	5%	Adjusted based on latest unaudited Financial Statements
KEH OLD	SO 3	Improve Customer Satisfaction							
	SM 5	ARTA Rating	5%	90%	88.50%	4.92%	88.50%	4.92%	Adopt

	SM 6	3rd Party Customer Satisfaction Survey Rating	5%	Establish Baseline (Satisfactory)	n.a.	0%	Failure in procurement	0%	Failed to accomplish the measure due to failure in procuring the third party customer satisfaction survey consultant
	SO 4	Adopt a Service Quality Framework							
	SM 7	Initial Implementation Date of ISSA Service Quality Framework	5%	Sep-15	Implemented in November 2015	5%	SSS Adoption of ISSA in October 2015	5%	<p>Has not yet been rolled out in branches. Consists of 7 Guidelines, which can be accomplished simultaneously (i.e. the Guidelines need not be done sequentially). SSS only reported their accomplishment for Guideline 1 (establishing the ISSA Framework).</p> <p>ISSA is a relatively new organization with international membership. Based on a briefing with</p>

									SSS, it seems that ISSA is still in the process of establishing best practices in social security services. Its standards are not as well-entrenched as ISO.
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	5%	90%	94.31%	5%	94.31%	5%	Validation was based on a sample of court documents, referral letters, collection letters and documents showing settlement.
	SM 9	% of Paying Members Over Labor Force (Employed Less Workers in Government/Government Corporations)	5%	35%	36.50%	5%	36.50%	5%	Data on % of paying members were based on a system-generated summary report.
	SO 6	Provide a Conducive Member-Centric Environment							
	SM 10	Total Number of PE Centers (Cumulative)	5%	75	75	5%	75	5%	Based on management summary.
	SM 11	Number of Branches Created/Relocated	5%	60	63	5%	62	5%	Adjusted based on number of branches in supporting document
	SM 12	Number of New Service Offices	5%	5	5	5%	5	5%	Adopt

									<p>Data were based on a system-generated summary report.</p> <p>SSS has a tracking system for Registration, Contribution, Loan Repayments, Benefits and Salary Loan, as well as other transactions (thru-the-bank payments, electronic payments, and web transactions). The data classified transactions in branches and those done electronically. Records show that 77.1% transactions are still done in the branches and 22.9% are done electronically or through means other than branch transactions.</p>
SM 13	Transaction Volumes	5%	38.04 million		5%		5%		
				40.38 million				40.38 million	

SO 7	Capitalize on IT to Automate Priority Processes							
SM 14a	Redesigned Registration and Contribution System	2%	Pilot implementation in September 2015	Implemented in September 2015	2%	Implemented in September 2015	2%	Validation was made through actual ocular visit.
SM 14b	Redesigned Accounts Management System	0%	Pilot implementation in September 2015	Piloted in September 2015	0%	Piloted in September 2015	0%	
SM 15	Turnaround Time from Collection (Contribution) List Submission to Posting	2%	Establish Baseline	Baseline established (3.5 days)	2%	Baseline established (3.5 days)	2%	
SM 16	Additional Functionalities of the Web Services	1%	Sep-15	Implemented the following online services: sickness and notification and technical retirement claim application in September 2015	1%	Implemented the following online services: sickness and notification and technical retirement claim application in September 2015	1%	
SO 8	Achieve Checkless Payments of Benefits							
SM 17	% of All Initial Pension and Short-Term Benefit Payments Through Banks Instead of Checks	5%	65%	64.20%	4.94%	64.20%	4.94%	Data were based on a system-generated summary report. there is an improvement in the number of thru-the-bank transactions, from 991,583 in CY 2012 to 1,198,951 payments in CY 2015. This process is significant in

									<p>reducing the number of erroneous or fraudulent settlement of SSS claims because the payment does not pass through the regular mailing channel, which may expose the checks to misappropriation or theft by personnel who are not connected with SSS.</p> <p>Thru-the-bank transactions include the following processes: Retirement, Death, Disability, Maternity, Sickness, Funeral and Employees' Compensation.</p>
SO 9	Expand the QMS Scope for ISO Certification								
SM 18	Number of Branches for ISO-Certification (Registration Process)	2.5%	4	6	2.5%	6	2.5%	Adopt	

	SM 19	Manualization of Core Processes	2.5%	5	5	2.5%	5	2.5%	Adopt
STAKEHOLDERS	SO 10	Build a More Strategically Responsive Organization							
	SM 20	Approval Date of the Competency-based HR Framework by the Social Security Commission	5%	Dec-15	Approval in December 2015	5%	Approval in December 2015	5%	Based on actual submission of competency-based HR Framework.
		TOTAL	100%			94.86%		94.86%	