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OFFICE OF THE PRESIDENT OF THE PHILIPPINES
 Makati City

MR. CARLOS G. DOMINGUEZ
DOF Secretary and SSS Chairman
MS. AURORA C. IGNACIO
President and CEO (PCEO)
SOCIAL SECURITY SYSTEM (SSS)
 SSS Building East Avenue, Diliman
 Quezon City

To: VP Ellen Cinco
 Fr: OPCEO

09/30/19

**RE : VALIDATION RESULT OF THE 2018
PERFORMANCE SCORECARD OF SSS**

Dear Secretary Dominguez and PCEO Ignacio,

This is to formally transmit the validation result of SSS' 2018 Performance Scorecard. Based on the Governance Commission's validation of documentary submissions, the SSS gained an over-all score of **93.62%** (see **Annex A**). The same is to be posted in SSS' website, in accordance with Section 43 of GCG Memorandum Circular (M.C.) No. 2012-07.¹

FOR YOUR INFORMATION AND GUIDANCE.

Very truly yours,

SAMUEL G. DAGPIN, JR.
Chairman

MICHAEL P. CLORIBEL
Commissioner

MARITES C. DORAL
Commissioner

cc: COA Resident Auditor - SSS

¹ Code of Corporate Governance for GOCCs dated 28 November 2012.

SOCIAL SECURITY SYSTEM (SSS)
Validation Result of 2018 Performance Scorecard

Objective/ Measure	Component		Rating Scale	Target	SSS Submission		GCG Validation		Supporting Documents	Remarks
	Formula	Wt.			Actual	Rating ¹	Actual	Rating		
SO 1	Sustain the Viability of the Social Security Institution									
FINANCIAL SM 1	Increase Amount of Contributions Collected	Contribution collection (Employed + Self-employed + Voluntary + OFWs)	20%	(Actual / Target) but not less than end 2017 figure If less than 2017 validated figure = 0% weight	₱187.12 Billion	₱181.92 Billion	-	₱181.92 Billion	19.44%	Financial Statements prepared by SSS General Accounting Department Unaudited Financial Statements as submitted to COA DBM Form No. 703-A Request for the revision of the target to only ₱177.44 Billion is DENIED . The target collection is not anchored on the hike in contribution rate and MSC but the need for SSS to step up and intensify its collection efforts not only against erring companies and individuals but also to collect from those mandatorily covered by the SSS. Validated accomplish-

¹ 4th Quarter Monitoring Report submitted did not include self-rating.

Validation Result of 2018 Performance Scorecard (**Annex A**)

Objective/ Measure	Component			SSS Submission		GCG Validation		Supporting Documents	Remarks	
	Formula	Wt.	Rating Scale	Target	Actual	Rating ¹	Actual			Rating
									ment based on the supporting document submitted.	
SM 2	Improve Return on Investments	Annualized monthly ROI	5%	(Actual / Target) x Weight Below 5% = 0	5.72%	6.12%	-	5.48%	4.79%	<p>Unaudited Financial Statement as submitted to COA</p> <p>Schedule of Investment and Related Income</p> <p>Justification for the modification</p> <p>Request for the modification of target from 7.85% to 5.72% is APPROVED due to weak 2018 market and pending approval of the President for the increase in contribution and Monthly Salary Credit (MSC).</p> <p>Validated accomplishment based on the supporting document submitted.</p>

Objective/ Measure	Component			Rating Scale	Target	SSS Submission		GCG Validation		Supporting Documents	Remarks	
	Formula	Wt.				Actual	Rating ¹	Actual	Rating			
SO 2	Effectively Manage the Fund											
SM 3	Percent of Operating Expenses to Charter Limit	Operating Expenses / (12% of Contribution Collections + 3% of Investment and other Income)	5%	Less than or equal to 70% = 5% Above 70% = 0%	≤70%	42.9%	-	62.69%	5%	Financial Statements prepared by SSS General Accounting Department Unaudited Financial Statements as submitted to COA	Validated accomplishment based on submitted supporting documents: Total Operating Expenses: ₱14.255 Billion Total Charter Limit: ₱22.738 Billion	
		Sub-total	30%				-		29.23%			
SO 3	Improve Customer Satisfaction											
STAKEHOLDER	SM 4	Percentage of Satisfied Customers	Actual rating provided by 3 rd party social research institution	10%	(Actual / Target) x Weight Below 80% = 0%	90%	81% (Individual: 87%; Employer: 75%)	-	81%	9%	Third Party Customer Satisfaction Report Sample accomplished Customer Satisfaction Sheets	Acceptable.

Validation Result of 2018 Performance Scorecard (**Annex A**)

Component					SSS Submission		GCG Validation		Supporting Documents	Remarks		
Objective/ Measure	Formula	Wt.	Rating Scale	Target	Actual	Rating ¹	Actual	Rating				
									MOA between SSS and PSRC			
									Report on Quality Control Mechanisms			
		Sub-total	10%			-		9%				
SO 4 Adopt a Service Quality Framework in ISO-Certified Processes												
INTERNAL PROCESS	SM 5	Implement Quality Management System	Actual Accomplishment	5%	All or nothing	ISO Certification of all management and support processes in the Main Office (10 processes)	10 management and support processes ISO-Certified in Dec 2018	-	ID Capture and Identity Management Process including Support and	5%	Attestation from certifying body (AJA Registrars) Audit Report	Acceptable. Certificate No. AJA19-0219 Scope: ID Capture and Identity Management Process including Support and Management Processes

Validation Result of 2018 Performance Scorecard (*Annex A*)

Objective/ Measure		Component			SSS Submission		GCG Validation		Supporting Documents	Remarks
		Formula	Wt.	Rating Scale	Target	Actual	Rating ¹	Actual		
								Management Processes ²		Registration: 01 February 2019 Validity: 31 January 2022
SO 5 Improve Compliance of Employers and Members										
SM 6	Percentage of Delinquent Employers (ER) Accounts Addressed	Number of delinquent ER accounts filed in court/PO/SSS C, collected or settled/ Number of delinquent ER accounts referred as of Oct 2018	5%	(Actual / Target) x Weight Lower than 90% = 0%	95%	94.22%	-	94.01%	4.95%	Report on Delinquent Accounts Database of Percentage of Delinquent Employers Addressed Validated accomplishment excludes ERs collected and filed in 2017 and 2019.

² 1. Planning and Review Management; 2. Improve Management; 3. Compliance and Risk Management; 4. Relationship, Communication and Feedback Management; 5. Human Resource Management; 6. Facilities Management; 7. Procurement and Supply Management; 8. Information Management; 9. ICT Management; and 10. Financial Resource Management.

Validation Result of 2018 Performance Scorecard (**Annex A**)

Component					SSS Submission		GCG Validation		Supporting Documents	Remarks	
Objective/ Measure	Formula	Wt.	Rating Scale	Target	Actual	Rating ¹	Actual	Rating			
SM 7	Increase Percentage of Paying Members	SSS paying members / (Employed persons less Workers in Gov't/ Gov't corporations)	10%	(Actual/ Target) x Weight	44%	42.9%	-	44%	10%	Internal Report on Paying Members Current Labor Statistics for July 2018 Request for revision of target is APPROVED WITH MODIFICATION. Revised target is based on the projections made during the finalization of the 2019 target for this measure. Validated accomplishment based on the supporting documents submitted.	
SO 6	Improve Processes, Systems and Procedures										
SM 8	Number of IT-enabled Service Delivery Channels	Number of IT enabled service delivery channels implemented	5%	(Actual/ Target) x Weight	Fully functional systems/ applications: 1. Individual member's (SE/ VM/ OFW/ NWS) inquiry of PRN thru mobile app;	6 additional IT-enabled service delivery channels: 1. Individual member's (SE/ VM/ OFW/ NWS) inquiry of PRN thru mobile app	-	5 additional IT-enabled service delivery channels: 1. Individual member's (SE/ VM/ OFW/ NWS) inquiry of PRN thru mobile app	4.17%	UAT results Guidelines Communication notice to members Commencement date of development	Validated accomplishment excludes the reported accomplishment on Employer contribution SOA thru the web as the project was already

Objective/ Measure		Component			SSS Submission		GCG Validation		Supporting Documents	Remarks
		Formula	Wt.	Rating Scale	Target	Actual	Rating ¹	Actual		
					2. Individual member's (SE/ VM/ OFW/ NWS) generation and amendment of PRN thru mobile app; 3. Salary loan application thru mobile app; 4. Employer contribution SOA thru the web; 5. Employer (regular and household) mobile payment; and 6. PESO FUND contribution mobile payment.		2. Individual member's (SE/ VM/ OFW/ NWS) generation and amendment of PRN thru mobile app 3. Salary loan application thru mobile app 4. Employer (regular and household) mobile payment 5. PESO Fund contribution mobile payment		Agreement with Globe	completed in 2017.

Validation Result of 2018 Performance Scorecard (**Annex A**)

Objective/ Measure		Component			SSS Submission		GCG Validation		Supporting Documents	Remarks	
		Formula	Wt.	Rating Scale	Target	Actual	Rating ¹	Actual			Rating
SM 9	Percentage of Applications Processed within the Applicable Time	Total number of applications processed within prescribed time / total number of applications received	Retirement: 3% Death: 2% Disability: 2% Sickness: 2% Maternity: 2% Funeral: 2% Loans Granting: 2%	(Actual / Target) x Weight	100% of applications processed within the processing time ³	Ret: 87.51% Death: 87.46% Disability: 79.07% Sickness: 84.22% Maternity: 82.56% Funeral: 78.71% Loans: 69.24%	-	Ret: 86.53% Death: 86.84% Disability: 77.50% Sickness: 79.73% Maternity: 76.88% Funeral: 79.73% Loans: 33.08%	11.27%	Summary Report Excel data report extracted from the online system's database	Validated accomplishment based on the re-computed processing time using the supporting document submitted.

³ Retirement – 18 Working Days (WD); Death – 33 WDs; Disability – 17 WDs; Sickness – 10 WDs; Maternity- 10 WDs; Funeral – 5 WDs; and Loans Granting – 1 WD.

Objective/ Measure	Component				SSS Submission		GCG Validation		Supporting Documents	Remarks	
	Formula	Wt.	Rating Scale	Target	Actual	Rating ¹	Actual	Rating			
SO 7	Provide a Conducive Member-Centric Environment										
SM 10	Increase Total Number of Branches, Service Office, and Physical/Medical Examination Centers	Actual Accomplishment	15%	All or nothing for each	Cumulative number by end of the year: 173 Branches ⁴ 100 Service Offices 104 Physical/Medical Examination Centers	173 Branches 103 Service Offices 104 ME Centers	-	173 Branches 103 Service Offices 104 ME Centers	15%	Memoranda for the creation of 16 new branches and service offices issued by the Branch Expansion and Management Services Department PCEO approvals all the newly created branches and service offices Office Orders signed by PCEO Pictures of each branch, service office and ME centers	Acceptable.

⁴ Excludes number of branches renovated.

		Component			SSS Submission		GCG Validation		Supporting Documents	Remarks		
Objective/ Measure	Formula	Wt.	Rating Scale	Target	Actual	Rating ¹	Actual	Rating				
		Sub-total	55%			-		50.39%				
SO 8	Capacitate and Energize the Organization											
ORGANIZATION	SM 11	Percentage of Employees Meeting Required Competencies	Actual Accomplishment	5%	All or nothing	Preparation of competency tables of the whole organization ⁵	Competency tables of the whole organization prepared	-	Competency Table and Matrices for the whole organization	5%	Memorandum of Competency Catalogue Competency Catalogue containing the Table and Matrices Copies of certification for the review and validation of competencies per SSS unit	SSS exceeded the target and was able to perform beyond expectation as it was also able to develop the competency matrices for each position.
			Sub-Total	15%				-		5%		
			TOTAL	100%					-		93.62%	

⁵ The Governance Commission approved the request of SSS to modify the target from "Establish Baseline Competency Level of the Organization" to "Preparation of Competency Tables of the Whole Organization" per letter dated 03 December 2018.