



Republic of the Philippines
SOCIAL SECURITY SYSTEM

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18 September 2015

HON. CESAR L. VILLANUEVA

Chairman

Governance Commission for GOCCs

3/F Citibank Center

8741 Paseo de Roxas

Dear Chairman Villanueva:

In connection with our 2015 Performance Scorecard, we are pleased to submit the attached Monitoring Report of Performance Targets covering the period January to June 2015.

Thank you and more power.

Very truly yours,

EMILIO S. DE QUIROS, JR.

President and CEO

2Q2015 MONITORING REPORT OF PERFORMANCE TARGETS

2015 MONITORING REPORT OF PERFORMANCE TARGETS													
Perspective and Objective		Description	Formula	Baseline	2015								
					1st Quarter		2nd Quarter		Revised Full	3rd Quarter		4th Quarter	
					Target	Actual	Target	Actual	Year Target	Target	Actual	Target	Actual
FINANCIAL	SO 1	Viability of Social Secuirty Institution Sustained											
	SM 1	Amount of Contribution Collections	Contribution collection [Employed + Self-employed + Voluntary paying members + OFWs]	₱120.65 Billion	₱60.63 Billion	₱32.21 Billion	₱62.63 Billion	₱65.12 Billion	₱ 128.5 Billion	₱94.85 Billion		₱128.5 Billion	
	SM 2	Net Revenue	Revenues - Expenditures	₱44.47 Billion	₱8.10 Billion	₱11.58 Billion	₱18.78 Billion	₱21.60 Billion	₱ 38 Billion	₱27.96 Billion		₱38 Billion	
	SO 2	Effectively Manage the Fund											
	SM 3	Return on Investments	$((2 \times \text{Investment Income}) / (\text{Beginning Investment Level} + \text{Ending Investment Level}) - \text{Investment Income}) \times 100\%$	8.7%	-	2.1%	-	3.8%	6.0%	-		6%	
	SM 4	% of Operating Expenses to Charter Limit	$\text{Operating Expenses} / ((12\% \times \text{Contribution Collections}) + (3\% \times \text{Investment and Other Income}))$	52.3%	-	45.8%	-	48.9%	≤ 70%	-		≤70%	
STAKEHOLDERS	SO 3	Improve Customer Satisfaction											
	SM 5	ARTA Rating	Summation of the ARTA Ratings of audited branches / Number of audited branches	87.13%	-	-	-	-	90%	-		90%	
	SM 6	3rd Party Customer Satisfaction Survey Rating	Summation of the Net Satisfaction Ratings of SSS transactions surveyed / Number of transactions surveyed	n.a.	-	-	-	-	Establish Baseline	-		Establish Baseline	
	SO 4	Adopt a Service Quality Framework											
	SM 7	Initial Implementation Date of ISSA Service Quality Framework	Implementation Date	n.a.	-	-	-	-	Nov 2015	-		Nov 2015	
INTERNAL PROCESS	SO 5	Improve Compliance by Employers and Members											
	SM 8	% of the Number of Referred Delinquent Employer Accounts Filed in Court/PO/SSC, Collected of Settled	Number of delinquent ER accounts referred filed, collected or settled during the period / Total number of delinquent ER accounts referred for legal action as of December 2014	n.a.	-	20%	-	57%	90%	-		90%	
	SM 9	% of Paying Members Over Labor Force (Employed Less Workers in Government/Government Corporations)	Number of paying members / (Employed persons - Workers in Gov't./Gov't Corp.)	33.7%	-	25.34%	-	29.98%	35%	-		35%	
	SO 6	Provide a Conducive Member-Centric Environment											
	SM 10	Total Number of PE Centers (Cumulative)	Number of PE Centers established	65	68	68	71	71	75	73		75	
	SM 11	Number of Branches Created/Relocated (Cumulative)	Number of branches created/relocated	45	46	48	50	52	60	54		60	
	SM 12	Number of New Service Offices	Number of new service offices created	13	1	2	1	1	5	1		2	
	SM 13	Transaction Volumes	Number of transaction volume	37.02 Million	-	9.8 Million	-	19.4 Million	38.04 Million	-		38.04 Million	

2Q2015 MONITORING REPORT OF PERFORMANCE TARGETS

Perspective and Objective	Description	Formula	Baseline	2015									
				1st Quarter		2nd Quarter		Revised Full Year Target	3rd Quarter		4th Quarter		
				Target	Actual	Target	Actual		Target	Actual	Target	Actual	
INTERNAL PROCESS	SO 7	Capitalize on IT to Automate Priority Processes											
	SM 14	Redesigned Registration and Coverage System	Implementation Date	n.a.	-	-	-	-	Pilot Implementa-	Pilot Implemen- tation in Sep			
	SM 15a	Redesigned Accounts Management System	Implementation Date	n.a.	-	-	-	-					
	SM 15b	Turnaround Time from Collection (Contribution) List Submission to Posting	Summation of processing time / Total number of transactions	n.a.	-	-	-	-	Establish Baseline	-		Establish Baseline	
	SM 16	Additional Functionalities of the Web Services	Implementation Date	n.a.	-	-	-	-	Sep 2015	Sep 2015			
	SO 8	Achieve Checkless Payments of Benefits											
	SM 17	% of All Initial Pension and Short-Term Benefit Payments Through Banks Instead of Checks	Number of initial pension and short-term benefit payments through banks / Number of initial pension and short-term benefit payments through banks and checks	61.2%	-	63.1%	-	63.3%	65%			65%	
	SO 9	Expand the QMS Scope for ISO Certification											
	SM 18	Number of Branches for ISO-Certification (Registration Process)	Number of ISO-certified branches	4	-	-	-	-	4	-		4	
	SM 19	Manualization of Core Processes in Main Office	Number of core processes manualized	3	-	-	-	-	5	-		5	
ORGANIZATION	SO 10	Build a More Strategically Responsive Organization											
	SM 20	Approval Date of the Competency-based HR Framework by the Social Security Commission	Approval date	n.a.	-	-	-	-	Dec 2015	-		Dec 2015	