



SOCIAL SECURITY SYSTEM

Interim PES Form 3

Performance Measures				Baseline Data (if available)			CY2016 Targets	CY2016 Accomplishments	Rating
Description	Formula ¹	Weight	Data Provider	2013	2014	2015			
SO 1: VIABILITY OF SOCIAL SECURITY INSTITUTION SUSTAINED									
SM 1: Amount of Contributions		10%	SSS	103.01 Billion	120.65 Billion	132.62 Billion	142.70 Billion	144.36 Billion	10.00
SM 2: Net Revenue		10%		38.36 Billion	44.47 Billion	40.69 Billion	Without '85-'89 adjustments: 41.51 Billion With '85-'89 adjustments: 27.64 Billion	Without '85-'89 adjustments: 42.54 Billion With '85-'89 adjustments: 32.00 Billion	10.00
SO 2: EFFECTIVELY MANAGE THE FUND									
SM 3: Return on investments		10%	SSS	8.8%	8.7%	6.9%	5.0%	6.64%	10.00
SM 4: % of Operating Expenses to Charter Limit		5%		57.0%	52.3%	52.7%	≤70%	52.0%	5.00
SO 3: IMPROVE CUSTOMER SATISFACTION									
SM 5: ARTA Rating		5%	CSC	82.66%	87.13%	88.50%	90% (With pending request to delete this measure)	-	-
SM 6: 3rd Party Customer Satisfaction Survey Rating		5%	3rd party social research institution	n/a			Establish baseline (Satisfactory)	Baseline established (High satisfaction, 93%)	5.00



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SM 7: Branch Visit Satisfaction System		5%	SSS	n/a			Pilot implementation to 3 branches by September with an average of "Happy" rating	Piloted in Diliman, Tarlac, Infanta, and Batangas Branches and achieved an average "Happy" rating	5.00
SO 4: ADOPT A SERVICE QUALITY FRAMEWORK									
SM 8: Implementation of ISSA Service Quality (SQ) Framework		5%	SSS	n/a		Framework implemented in November 2015	Implement ISSA SQ Framework in the DDR Workflow Process in 2 branches	• SQ Fundamentals implemented in frontline services of 13 branches • SQ Culture launched to all branches and support units	5.00
SO 5: DEVELOP EFFECTIVE COMMUNICATION WITH STAKEHOLDER									
SM 9: Awareness Level on the Value of SSS Membership		5%	Philippine Information Agency	n/a			80%	84%	5.00
SO 6: IMPROVE COMPLIANCE BY EMPLOYERS AND MEMBERS									
SM 10: % of the Number of Referred Delinquent Employer Accounts Filed in Court/PO/SSC, Collected or Settled		5%	SSS	n/a		94.31%	90%	92.57%	5.00
SM 11: % of Paying Members over Labor Force (Employed less Workers in Government/ Government Corporations)		5%	SSS and Philippine Statistics Authority	33.3%	33.7%	36.5%	35.0%	37.6%	5.00



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SO 7: ACHIEVE ARTA-COMPLIANT PROCESSING TIME FOR BENEFIT CLAIMS									
SM 12: Reduce Processing Time		5%	SSS	- Retirement: 65.72 - Death: 77.51 - Disability: 45.95 - Sickness: 13.04 - Maternity: 14.37 - Funeral: 2.56 - Loans granting: 5.00	- Retirement: 38.63 - Death: 61.55 - Disability: 31.34 - Sickness: 12.37 - Maternity: 11.88 - Funeral: 3.63 - Loans granting: 5.00	- Retirement: 36.46 - Death: 54.61 - Disability: 29.89 - Sickness: 12.02 - Maternity: 11.09 - Funeral: 6.12 - Loans granting: 5.00	- Retirement: 18.00 - Death: 28.00 - Disability: 23.00 - Sickness: 12.00 - Maternity: 11.00 - Funeral: 5.00 - Loans granting: 3.50	Retirement: 29 days Death: 47 days Disability: 24 days Sickness: 10 days Maternity: 10 days Funeral: 7 days Loans granting: 1 day	2.14
SO 8: ACHIEVE ONLINE/PAPERLESS TRANSACTIONS									
SM 13: By 2020, all processes and filing shall be paperless		5%	SSS	n/a			Pilot selected processes: Online amendment of membership data and online benefit calculator	• Online Amendment of Membership Data • Online Benefit Calculator implemented in September	5.00
SO 9: EXPAND THE QMS SCOPE FOR ISO CERTIFICATION									
SM 14: ISO Certification of DDR System and Manualization of Core Processes		5%	SSS	n/a		Manualized five core processes (Sickness, Maternity, Funeral, Registration and Contribution)	ISO Certification of DDR System and Manualization of "Loans" process	• DDR System in Diliman and Camiling Branches ISO Certified • MOP on Salary Loans Granting issued in December	5.00
SO 10: PROVIDE A CONDUCTIVE MEMBER-CENTRIC ENVIRONMENT									
SM 15: Total number of PE Centers		5%	SSS	55	10	10	10	10	5.00
SM 16: Number of Branches Created/Relocated		5%	SSS	11	33	18	15	15	5.00



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SO 11: BUILD A MORE STRATEGICALLY RESPONSIVE ORGANIZATION									
SM 17: Average Competency Level		5%	SSS	n/a		Established Competency Framework	Establish Baseline Competency Level (With pending request to revise measure to "Prepare competency tables for all units under the Branch Operations Sector and Medical Services Division")	Competency tables for Branch Operations Sector and Medical Services Division prepared	5.00
								TOTAL SCORE	92.14

Certified Correct:



ELEONORA Y. CINCO
 Vice President
 Management Services and Planning Division

6-13-17

 Date

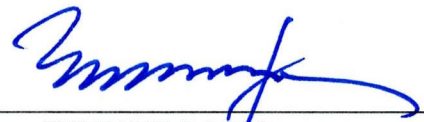


ELVIRA G. ALCANTARA-RESEARE
 Senior Vice President
 Controllershship Group

6.13.17

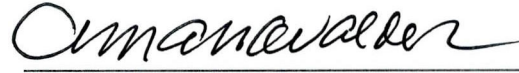
 Date

Approved by:



EMMANUEL F. DOOC
 President and CEO
 Social Security System

 Date



AMADO D. VALDEZ
 Chairman
 Social Security Commission

 Date