



SOCIAL SECURITY SYSTEM

| COMPONENT | | | | | 2ND QUARTER 2021 | | |
|--|---|--|---------------|-----------------------------|------------------|--------|---------------------------------------|
| STRATEGIC OBJECTIVE (SO)/STRATEGIC MEASURE (SM) | FORMULA | WEIGHT | RATING SYSTEM | ANNUAL TARGET | TARGET | ACTUAL | |
| SO 1 Sustain the Viability of the Social Security Institution | | | | | | | |
| SM 1 | Per capita fund | Investment Reserve Fund / Total Number of Covered Members | 10 | (Actual/Target) * Weight | ₱14,300 | - | ₱14,588 |
| SO 2 Benefit Adequacy | | | | | | | |
| SM 2 | Increase in Total Number of Contributors in the Defined Contributions | Total Number of Members who availed of the Flexi Fund Program, Personal Equity and Savings Options (PESO)Fund, and Worker's Investment and Savings Program | 5 | (Actual/Target) * Weight | 3,018,476 | - | 1,931,681 |
| SM 3 | Increase in Amount of Average Monthly Salary Credit | Total Average MSCs of All Paying Members / Total Number of Paying Members | 10 | (Actual/Target) * Weight | ₱10,967 | - | ₱13,417 (for the period June 2021) |
| | | Sub-total | 25 | | | | |
| SO 3 Ensure progressively higher levels of Social Security Protection for Filipino workers and their families | | | | | | | |
| SM 4 | Increase Level of Protection and Security for Filipino Workers | Average Pension / Average Wage | 5 | (Actual/Target) * Weight | 38.9% | - | 38.09% |
| | | Sub-total | 5 | | | | |
| SO 4 Make all Filipino workers covered members of SSS to attain Universal Coverage | | | | | | | |
| SM 5 | Percentage of economically active population contributing to SSS | (No. of SSS paying members – Paying OFW)/(Labor force 15yrs and over – government workers) | 5 | (Actual/Target) * Weight | 42% | - | 28.69% |
| SO 5 Ensure timely and accurate collection from members through stricter enforcement and convenient payment systems | | | | | | | |
| SM 6 | Increase Amount of Contributions Collected | Contribution collection (Employed + Self-employed + Voluntary + OFWs) | 15 | (Actual/Target) * Weight | ₱254.03 B | - | ₱118.24 B |

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| SO 6 Shift in Investment focuses to Increase the Provision for the Members' and Pensioners' Needs | | | | | | | | |
| SM 7 | Amount of Loan Releases | Actual Amount of Pension Loans | 10 | (Actual/Target) * Weight | ₱3.8 B | ₱2.1 B | ₱1.47 B (as of June 2021) | |
| SO 7 Provide a more responsive benefit program to delight our stakeholders | | | | | | | | |
| SM 8 | Percentage of applications with complete documents processed within the applicable processing time | Total number of applications with complete documents processed within prescribed time / Total number of applications with Complete Documents received | Sickness | 1 | (Actual/Target) * Weight | 100% | - | 90.84% |
| | | | Maternity | 1 | | | | 71.32% |
| | | | Funeral | 1 | | | | 90.51% |
| | | | Unemployment | 1 | | | | 93.27% |
| | | | Death | 2 | | | | 78.02% |
| | | | Disability | 2 | | | | 87.26% |
| | | | Retirement | 2 | | | | 59.27% |
| Sub-total | | | 40.00 | | | | | |
| SO 8 Empower a collaborative team that delivers exemplary support services through sound policies and internal control | | | | | | | | |
| SM 9 | Competency level of the Institution | Competency Baseline 2021 - 2020 Competency Level | 5 | All or Nothing | Improved level from 2020 BL | - | Report not yet available | |
| SO 9 Institutionalize robust ICT systems and infrastructure to support transformative digitalization | | | | | | | | |
| SM 10 | Percentage of ICT Projects Implemented | Actual Accomplishment | 10 | (Actual/Target) * Weight | 100% implementation of the ISSP projects planned for 2021 | - | Report not yet available | |
| SO 10 Roll out strategic communications to increase awareness of SSS services and products | | | | | | | | |
| SM 11 | Increased in Level of awareness | (Total number of respondents aware of SSS / Total number of respondents)*100 | 5 | (Actual/Target) * Weight | 90% | - | Report not yet available | |
| SO 11 Ensure a delightful customer experience throughout his or her journey with the SSS | | | | | | | | |
| SM 13 | Percentage of Satisfied Customer | Total number of respondents who gave a rating of at least Satisfactory / Total number of respondents | 5 | (Actual/Target) * Weight Below 80% = 0% | 90% | - | Report not yet available | |
| SM 14 | ISO-certified in all core processes | Actual Accomplishment | 5 | All or Nothing | Pension Loan Granting Process of 12 NCR Branches | - | Report not yet available | |
| Sub-total | | | 30.00 | | | | | |
| TOTAL | | | 100.00 | | | | | |