SOCIAL SECURITY SYSTEM

	COMPONENT				ANNUAL TARGET	1ST QUARTER 2018	
	STRATEGIC OBJECTIVE (SO)/ STRATEGIC MEASURE (SM)	**FORMULA**	**WEIGHT**	**RATING SYSTEM**		**TARGET**	**ACTUAL**
Financial	**SO 1: Sustain the Viability of the Social Security Institution**						
	SM1 Increase Amount of Contributions Collection	Contribution collection (Employed + Self-employed + Voluntary + OFWs)	20%	(Actual/Target) but not less than end 2017 figure; If less than 2017 figure = 0	P187.12 Billion[1]	P46.24 Billion	P42.57 Billion (Jan-Mar 2018)
	SM 2 Improve Return on Investments	Annualized monthly ROI	5%	(Actual/Target) x Weight; Below 5% = 0	7.85%	-	5.84% (Jan-Mar 2018)
	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%	-	37.2% (Jan-Mar 2018)
	Sub-total		*30%*				
Stakeholder	**SO 3: Improve Customer Satisfaction**						
	SM 4 Percentage of Satisfied Customers	Actual rating provided by 3rd party social research institution	10%	(Actual/Target) x Weight; Below 80% = 0	90% of the respondents rated at least satisfactory	-	-
	Sub-total		*10%*				

[1] *Includes effect of increase in MSC ceiling*

COMPONENT					ANNUAL TARGET	1ST QUARTER 2018	
STRATEGIC OBJECTIVE (SO)/ STRATEGIC MEASURE (SM)	FORMULA	WEIGHT	RATING SYSTEM			TARGET	ACTUAL
SO 4: Adopt a Service Quality Framework in ISO-Certified Processes							
SM 5 Implement Quality Management System	Actual Accomplishment	5%	All or nothing		All management and support processes in the Main Office (10 processes)	-	-
SO 5: Improve Compliance of Employers and Members							
SM 6 Percentage of Delinquent Employer (ER) Accounts Addressed	Number of delinquent ER accounts filed in court/PO/SSC, collected or settled / Number of delinquent ER accounts referred as of Oct 2018	5%	(Actual/Target) x Weight; Lower than 90% = 0		95% of referred delinquent ER accounts as of October 2018	-	Report not yet available
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		50%	-	31.83%
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		6 additional IT-enabled service delivery channels: 1.Individual member's (SE/VM/OFW/NWS) inquiry of PRN thru mobile app 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 6. PESO Fund contribution mobile payment	-	-

Internal Process

	COMPONENT				ANNUAL TARGET	1ST QUARTER 2018	
	STRATEGIC OBJECTIVE (SO)/ STRATEGIC MEASURE (SM)	FORMULA	WEIGHT	RATING SYSTEM		TARGET	ACTUAL
Internal Process	SM 9 Percentage of Applications Processed within the Applicable Time	Total number of applications processed within prescribed time / Total number of applications received	Ret: 3% Death: 2% Dis: 2% Sic: 2% Mat: 2% Fun: 2% Loans: 2%	(Actual/Target) x Weight	100% of applications processed within the processing time[2]	-	Report not yet available
	SO 7: Provide a Conducive Member-Centric Environment						
	SM 10 Increase Total Number of Branches, Service Offices, and ME Centers	Actual Accomplishment	15%	All or nothing for each	Branches 173[3] Service Offices 100 ME Centers 104	Branches 170 Service Offices 90 ME Centers 93	Branches 170 Service Offices 91 ME Centers 93
	Sub-total		**55%**				
Organization	**SO 8: Capacitate and Energize the Organization**						
	SM 11 Percentage of Employees Meeting Required Competencies	Actual Accomplishment	5%	All or nothing	Preparation of competency tables[4] of the whole organization[5]	-	-
	Sub-total		**5%**				
	TOTAL		**100%**				

[2] *As per SSS' submission to the Cabinet Secretary; Processing time will start upon submission of complete documents*

[3] *Excludes the number of branches renovated*

[4] *A set of tables containing an operational definition for each competency, identifying the behavioral indicators associated with the competency, and classifying the behavioral indicators into different levels, showing a progression of efficiency*

[5] *Target for 2019 shall be "Establish the Competency Level of the Organization"*