



		COMPONENT			ANNUAL TARGET	1ST QUARTER 2020		
STRATEGIC OBJECTIVE (SO)/ STRATEGIC MEASURE (SM)		FORMULA	WEIGHT	RATING SYSTEM		TARGET	ACTUAL	
Financial	SO 1: Sustain the Viability of the Social Security Institution							
	SM 1	Increase Fund Life	Actual Accomplishment	10%	(Actual /Target) x Weight If earlier than 2035 = 0%	Up to year 2042 or beyond	-	Report not yet available
	SO 2: Increase Collection							
	SM2	Increase Amount of Contributions Collected	Contribution collection (Employed + Self-employed + Voluntary + OFWs)	20%	(Actual / Target) x Weight If less than 2019 validated figure = 0%	P246.83 Billion	P58.86 Billion	P53.92 Billion <i>(tentative)</i>
	SO 3: Ensure Fund Stewardship							
	SM 3	Improve Current Income Return on Investment (ROI)	Annualized Current Income ROI	5%	All or nothing	6.94%	-	Report not yet available
	SM 4	Percentage of Operating Expenses to Charter Limit	Operating Expenses / (12% of Contribution Collections + 3% of Investment and other income)	5%	All or nothing	≤70%	-	32.02% <i>(tentative)</i>
			Sub-total	40%				
Stakeholder	SO 4: Improve Customer Satisfaction							
	SM 5	Percentage of Satisfied Customers	Total number of respondents who gave a rating of at least Satisfactory / Total number of respondents	10%	(Actual/Target) x Weight Below 80% = 0	90%	-	Report not yet available
			Sub-total	10%				
Internal Process	SO 5: Provide a Conducive Member-Centric Environment							
	SM 6	Expand e-Centers in the Branches	Actual Accomplishment	5%	(Actual/Target) x Weight	33 e-Centers	-	Report not yet available
	SO 6: Improve Compliance of Employers and Members							
	SM 7	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 2020	5%	(Actual/Target) x Weight; Lower than 90% = 0	95%	-	Report not yet available
SM 8	Increase Percentage of Paying Members	SSS paying members / (Employed persons less Workers in Gov't/Gov't Corp and Unpaid Family Workers)	10%	(Actual/Target) x Weight	7% increase from 2019 audited		33.81% <i>(tentative)</i>	

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SO 7: Deliver Innovative, Quality Service								
Internal Process	SM 9	Number of IT-enabled Service Delivery Channels	Number of IT enabled service delivery channels implemented	5%	(Actual/Target) x Weight	Full Implementation of the following IT Projects: 1. Application for SS number with attachment of supporting documents through the SSS Website; 2. Filing of Employer Data Amendment - contact information through the SSS Website; 3. Application for SS number through SSS Mobile App with attachment of supporting documents; 4. Filing of Employer Data Amendment - contact information through SSS Mobile App; and 5. Submission of retirement claim application thru My.SSS.	-	<i>Report not yet available</i>
	SM 10	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 applicable processing time	-	<i>Report not yet available</i>
	Sub-total			40%				

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Organization	SO 8: Build a Culture of Continual Improvement and Excellence						
	SM 11	Implement Quality Management System	Actual Accomplishment	5%	All or nothing	ISO Certification of all core processes of 51 branches	- <i>Report not yet available</i>
	SO 9: Prioritize Competency Build-up of the Organization						
	SM 12	Improve Average Competency Level of the Organization	Competent Baseline 2020 - Competency Baseline 2019	5%	All or nothing	Improvement on the Competency Level of the Organization based on the 2019 year-end Assessment	- <i>Report not yet available</i>
			Sub-total	10%			
			TOTAL	100%			