



SOCIAL SECURITY SYSTEM

| Performance Measures | | | | Baseline Data (if available) | | | CY2018 Targets | CY2018 Accomplishments | Rating |
|---|---|--------|---------------------------------------|--|---|---|---|--|--------|
| Description | Formula | Weight | Data Provider | 2015 | 2016 | 2017 | | | |
| SO 1: SUSTAIN THE VIABILITY OF THE SOCIAL SECURITY INSTITUTION | | | | | | | | | |
| SM 1: Increase Amount of Contributions Collected | Total contribution collection ÷ contribution collection (Employed + Self-employed + Voluntary active members + OFWs) | 20% | SSS | 132.62 Billion | 144.36 Billion | 159.72 Billion | P187.12 Billion ¹ | P181.92 Billion | 19.44 |
| SM 2: Improve Return on Investments | Annualized monthly ROI | 5% | | 6.9% | 6.6% | 6.3% | 7.85% | 6.11% ² | 3.89 |
| SO 2: EFFECTIVELY MANAGE THE FUND | | | | | | | | | |
| SM 3: Percent of Operating Expenses to Charter Limit | Operating expenses / (12% of contribution collection + 3% of investment and other income) | 5% | SSS | 52.7% | 52.0% | 46.8% | <70% | 43.1% | 5.00 |
| SO 3: IMPROVE CUSTOMER SATISFACTION | | | | | | | | | |
| SM 4: Percentage of Satisfied Customers | Actual rating provided by 3rd party social research institution | 10% | 3rd party social research institution | Failure in procurement | Baseline established (High net satisfaction, 93%) | Failure in procurement | 90% of the total respondents gave an overall satisfactory rating and for each type of service availed | 85.3% | 9.48 |
| SO 4: ADOPT A SERVICE QUALITY FRAMEWORK IN ISO-CERTIFIED PROCESSES | | | | | | | | | |
| SM 5: Implement Quality Management System | Actual accomplishment | 5% | 3rd party certification body | Registration and Coverage System of 6 branches ISO-certified | Death, Disability and Retirement Processes in Diliman and Camiling Branches ISO-certified | Sickness, Maternity and Funeral Benefits and Salary Loans and Contribution Collection Processes in Diliman Branch ISO-certified | ISO-certification of 10 management and support processes in the Main Office ISO-certified | 10 management and support processes in the Main Office ISO-certified | 5.00 |
| 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% | SSS | 94.31% | 92.57% | 95.26% | 95% | 94.22% | 4.96 |
| SM 7: Increase Percentage of Paying Members | SSS paying members / (Employed persons - Workers in gov't/gov't corporations) | 10% | SSS and PSA | 36.5% | 37.6% | 41.4% | 50% | 44.0% | 8.80 |

¹Includes the effect of increase in maximum monthly salary credit (MISC)

²If property revaluation is included, ROI will be 5.47%



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| 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% | SSS | Online Sickness Notification - Online Technical Retirement Claim Application | Online Amendment of Membership Data - Online Benefit Calculator | - Online submission of Retirement Benefit Claim Application - Online Request for Membership Records | Fully functional systems/ applications: - Individual member's (SE/VM/OFW/NWS) inquiry of PRN thru mobile app - Individual member's (SE/VM/OFW/NWS) generation and amendment of PRN thru mobile app - Salary loan application thru mobile app - Employer contribution SOA thru the web - Employer (regular and household) mobile payment - PESO Fund contribution mobile payment | Fully functional systems/ applications implemented: - Individual member's (SE/VM/OFW/NWS) inquiry of PRN thru mobile app - Individual member's (SE/VM/OFW/NWS) generation and amendment of PRN thru mobile app - Salary loan application thru mobile app - Employer contribution SOA thru the web - Employer (regular and household) mobile payment - PESO Fund contribution mobile payment | 5.00 |
| SM 9: Percentage of Applications Processed within the Applicable Time | Total number of applications processed within prescribed time / Total number of applications received with complete documents | Ret: 3% Death: 2% Dis: 2% Sic: 2% Mat: 2% Funeral: 2% Loans: 2% | SSS | Average processing time of: Retirement: 36 days Death: 55 days Disability: 30 days Sickness: 12 days Maternity: 11 days Funeral: 6 days Loans: 5 days | Average processing time of: Retirement: 29 days Death: 47 days Disability: 24 days Sickness: 10 days Maternity: 10 days Funeral: 7 days Loans: 1 day | Average processing time of: Retirement: 21 days Death: 39 days Disability: 21 days Sickness: 11 days Maternity: 11 days Funeral: 6 days Loans: 1 day | 100% of applications processed within the processing time | Retirement: 87.49% Death: 87.43% Disability: 79.02% Sickness: 84.27% Maternity: 82.56% Funeral: 78.71% Loans: 66.77% | 2.62 1.75 1.58 1.68 1.65 1.57 1.34 |

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 Head, MSPD
 Interim PES Form 3



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| SO 7: PROVIDE A CONDUCTIVE MEMBER-CENTRIC ENVIRONMENT | | | | | | | | | |
| SM 10: Increase Total Number of Branches, Service Office (SO) and ME Centers (MEC) | Actual accomplishment | 15% | SSS | Branches: 164 SOs: 72 MECs: 75 | Branches: 167 SOs: 76 MECs: 85 | Branches: 170 SOs: 90 MECs: 90 | Cumulative number by end of the year: Branches: 173 SOs: 100 MECs: 104 | Branches: 173 SOs: 103 MECs: 104 | 15.00 |
| SO 8: CAPACITATE AND ENERGIZE THE ORGANIZATION | | | | | | | | | |
| SM 11: Percentage of Employees Meeting Required Competencies | Actual Accomplishment | 5% | SSS | Competency-based HR Framework approved by the Social Security Commission | Competency tables for Branch Operations Sector and Medical Services Division prepared | Competency Tables for Internal Audit Services, Fund Management and Capital Markets Groups prepared | Preparation of competency tables of the whole organization | Competency tables of the whole organization prepared | 5.00 |
| TOTAL SCORE | | | | | | | | | 83.76 |

Certified Correct:

Eleonora Y. Cinco
 ELEONORA Y. CINCO
 Vice President
 Management Services and Planning Division

7-16-19
 Date

Jean V. Lagrada
 JEAN V. LAGRADA
 Concurrent Acting Senior Vice President
 Controllorship Group

7-16-19
 Date

Approved by:

Aurora C. Ignacio
 AURORA C. IGNACIO
 President and CEO
 Social Security System

Date

CARLOS G. DOMINGUEZ III
 Chair
 Social Security Commission

Date