



Republic of the Philippines  
**SOCIAL SECURITY SYSTEM**

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18 September 2015

**HON. CESAR L. VILLANUEVA**

Chairman  
Governance Commission for GOCCs  
3/F Citibank Center  
8741 Paseo de Roxas

Dear Chairman Villanueva:

In connection with our 2015 Performance Scorecard, we are pleased to submit the attached Monitoring Report of Performance Targets covering the period January to June 2015.

Thank you and more power.

Very truly yours,



**EMILIO S. DE QUIROS, JR.**

President and CEO 



SOCIAL SECURITY SYSTEM

2Q2015 MONITORING REPORT OF PERFORMANCE TARGETS

Perspective and Objective	Description	Formula	Baseline	2015									
				1st Quarter		2nd Quarter		Revised Full Year Target	3rd Quarter		4th Quarter		
				Target	Actual	Target	Actual		Target	Actual	Target	Actual	
FINANCIAL	<b>SO 1</b>	<b>Viability of Social Security Institution Sustained</b>											
	SM 1	Amount of Contribution Collections	Contribution collection [Employed + Self-employed + Voluntary paying members + OFWs]	P120.65 Billion	P60.63 Billion	P32.21 Billion	P62.63 Billion	P65.12 Billion	<b>P 128.5 Billion</b>	P94.85 Billion		P128.5 Billion	
	SM 2	Net Revenue	Revenues - Expenditures	P44.47 Billion	P8.10 Billion	P11.58 Billion	P18.78 Billion	P21.60 Billion	<b>P 38 Billion</b>	P27.96 Billion		P38 Billion	
	<b>SO 2</b>	<b>Effectively Manage the Fund</b>											
	SM 3	Return on Investments	$((2 \times \text{Investment Income}) / (\text{Beginning Investment Level} + \text{Ending Investment Level}) - \text{Investment Income}) \times 100\%$	8.7%	-	2.1%	-	3.8%	<b>6.0%</b>	-		6%	
	SM 4	% of Operating Expenses to Charter Limit	$\text{Operating Expenses} / ((12\% \times \text{Contribution Collections}) + (3\% \times \text{Investment and Other Income}))$	52.3%	-	45.8%	-	48.9%	<b>≤ 70%</b>	-		≤70%	
STAKEHOLDERS	<b>SO 3</b>	<b>Improve Customer Satisfaction</b>											
	SM 5	ARTA Rating	Summation of the ARTA Ratings of audited branches / Number of audited branches	87.13%	-	-	-	-	<b>90%</b>	-		90%	
	SM 6	3rd Party Customer Satisfaction Survey Rating	Summation of the Net Satisfaction Ratings of SSS transactions surveyed / Number of transactions surveyed	n.a.	-	-	-	-	<b>Establish Baseline</b>	-		Establish Baseline	
	<b>SO 4</b>	<b>Adopt a Service Quality Framework</b>											
	SM 7	Initial Implementation Date of ISSA Service Quality Framework	Implementation Date	n.a.	-	-	-	-	<b>Nov 2015</b>	-		Nov 2015	
INTERNAL PROCESS	<b>SO 5</b>	<b>Improve Compliance by Employers and Members</b>											
	SM 8	% of the Number of Referred Delinquent Employer Accounts Filed in Court/PO/SSC, Collected or Settled	Number of delinquent ER accounts referred filed, collected or settled during the period / Total number of delinquent ER accounts referred for legal action as of December 2014	n.a.	-	20%	-	57%	<b>90%</b>	-		90%	
	SM 9	% of Paying Members Over Labor Force (Employed Less Workers in Government/Government Corporations)	Number of paying members / (Employed persons - Workers in Gov't./Gov't Corp.)	33.7%	-	25.34%	-	29.98%	<b>35%</b>	-		35%	
	<b>SO 6</b>	<b>Provide a Conducive Member-Centric Environment</b>											
	SM 10	Total Number of PE Centers (Cumulative)	Number of PE Centers established	65	68	68	71	71	<b>75</b>	73		75	
	SM 11	Number of Branches Created/Relocated (Cumulative)	Number of branches created/relocated	45	46	48	50	52	<b>60</b>	54		60	
SM 12	Number of New Service Offices	Number of new service offices created	13	1	2	1	1	<b>5</b>	1		2		
SM 13	Transaction Volumes	Number of transaction volume	37.02 Million	-	9.8 Million	-	19.4 Million	<b>38.04 Million</b>	-		38.04 Million		

