



### 3Q2015 MONITORING REPORT OF PERFORMANCE TARGETS

Perspective and Objective	Description	Formula	Baseline	2015									
				1st Quarter		2nd Quarter		Revised Full	3rd Quarter		4th Quarter		
				Target	Actual	Target	Actual	Year Target	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 128.50 Billion</b>	P94.85 Billion	P98.26 Billion	P128.50 Billion	
	SM 2	Net Revenue	Revenues - Expenditures	P44.47 Billion	P8.10 Billion	P11.58 Billion	P18.78 Billion	P21.60 Billion	<b>P 38.00 Billion</b>	P27.96 Billion	P30.67 Billion	P38.00 Billion	
	<b>SO 2</b>	<b>Effectively Manage the Fund</b>											
FINANCIAL	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>	-	6.7%	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>	-	49.0%	≤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>											
STAKEHOLDERS	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% <sup>1</sup>	-	57% <sup>1</sup>	<b>90%</b>	-	107% <sup>1</sup>	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>	-	33.55%	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	73	75	
	SM 11	Number of Branches Created/Relocated (Cumulative)	Number of branches created/relocated	45	46	48	50	52	<b>60</b>	54	56	60	
SM 12	Number of New Service Offices	Number of new service offices created	13	1	2	1	1	<b>5</b>	1	1	2		
SM 13	Transaction Volumes	Number of transaction volume	37.02 Million	-	9.8 Million	-	19.4 Million	<b>38.04 Million</b>	-	30.6 Million	38.04 Million		



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				Target	Actual	Target	Actual		Target	Actual	Target	Actual	
INTERNAL PROCESS	<b>SO 7</b>	<b>Capitalize on IT to Automate Priority Processes</b>											
	SM 14a	Redesigned Registration and Coverage System	Implementation Date	n.a.	-	-	-	-	<b>Pilot Implementation in Sep 2015</b>	Pilot Implementation in Sep 2015	Implemented in Sep 2015		
	SM 14b	Redesigned Accounts Management System	Implementation Date	n.a.	-	-	-	-			Piloted in Sep 2015		
	SM 15	Turnaround Time from Collection (Contribution) List Submission to Posting	Summation of processing time / Total number of transactions	n.a.	-	-	-	-	<b>Establish Baseline</b>	-	-	Establish Baseline	
	SM 16	Additional Functionalities of the Web Services	Implementation Date	n.a.	-	-	-	-	<b>Sep 2015</b>	Sep 2015	Implemented the online submission of Sickness Notification and Technical Retirement Claim Application in Sep 2015		
	<b>SO 8</b>	<b>Achieve Checkless Payments of Benefits</b>											
	SM 17	% of All Initial Pension and Short-Term Benefit Payments Through Banks Instead of Checks	Number of initial pension and short-term benefit payments through banks / Number of initial pension and short-term benefit payments through banks and checks	61.2%	-	63.1%	-	63.3%	<b>65%</b>	-	63.8%	65%	
<b>SO 9</b>	<b>Expand the QMS Scope for ISO Certification</b>												
SM 18	Number of Branches for ISO-Certification (Registration Process)	Number of ISO-certified branches	4	-	-	-	-	<b>4</b>	-	-	4		
SM 19	Manualization of Core Processes in Main Office	Number of core processes manualized	3	-	-	-	-	<b>5</b>	-	-	5		
ORGANIZATION	<b>SO 10</b>	<b>Build a More Strategically Responsive Organization</b>											
	SM 20	Approval Date of the Competency-based HR Framework by the Social Security Commission	Approval date	n.a.	-	-	-	-	<b>Dec 2015</b>	-	-	Dec 2015	

<sup>1</sup> Includes referred delinquent accounts in 2015