



		COMPONENT			ANNUAL TARGET	4TH QUARTER 2019	
STRATEGIC OBJECTIVE (SO)/ STRATEGIC MEASURE (SM)	FORMULA	WEIGHT	RATING SYSTEM	TARGET		ACTUAL	
SO 1: Sustain the Viability of the Social Security Institution							
Financial	SM1	Increase Amount of Contributions Collected	Contribution collection (Employed + Self-employed + Voluntary + OFWs)	20%	(Actual/Target) but not less than prior year's audited figure If less than 2018 validated figure = 0%	P233.36 Billion (includes effects of increases in contribution rate and max. and min. MSC effective January 2019)	P40.09 Billion P38.51 Billion (Based on Jan-Nov 2019 financial statements)
	SM 2	Improve Return on Investments	Annualized monthly ROI	5%	All or nothing	5.97%	5.68% (Based on Jan-Nov 2019 financial statements)
	SM 3	Percent of Operating Expenses to Charter Limit	Operating Expenses / (12% of Contribution Collections + 3% of Investment and other income)	5%	(1-((Actual-Target)/Target)) x Weight; Above 70% = 0	≤70%	<70% 32.5% (Based on Jan-Nov 2019 financial statements)
Sub-total				30%			
SO 3: Improve Customer Satisfaction							
Stakeholder	SM 4	Percentage of Satisfied Customers	Total respondents who gave a rating of at least Satisfactory / Total number of respondents	10%	(Actual/Target) x Weight; Below 80% = 0	90%	90% 1st round: 92.5% 2nd round: Failure of bidding
	Sub-total				10%		
SO 4: Adopt a Service Quality Framework in ISO-Certified Processes							
Internal Process	SM 5	Implement Quality Management System	Actual Accomplishment	5%	All or nothing	ISO Certification of 10 branches covering all core processes	ISO certification of all core processes in 5 branches 3rd party audit completed; Attestation issued in December 2019

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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	10%	(Actual/Target) x Weight; Lower than 90% = 0	95%	95%	96.4% (Based on tentative January to December 2019 Report)
SM 7	Increase Percentage of Paying Members	SSS paying members / (Employed persons less Workers in Gov't/Gov't corp)	10%	(Actual/Target) x Weight; If less than 7% increase = 0%	9% increase from 2018 audited	9% increase from 2018 audited	45.2% (Based on tentative January to December 2019 Report)
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%	All or nothing	Implementation og 100% of deliverables for 2019 as provided in the ISSP 2019-2021	1. Application for UMID Card Enrollment thru the Web 2. UMID Card as ATM for Loans and Benefits 3. Payments via SSS Mobile Application	<u>UMID Card application thru the web:</u> Implemented in December 2019 <u>UMID Card as ATM:</u> Piloted in SSS Diliman Branch in August 2019 <u>Payments via SSS Mobile App:</u> Payments via PayMaya launched in December 2019
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; If less than 95% = 0%	100% of applications processed within the processing time	100% of applications with complete documents processed within the processing time	<i>Report not yet available</i>
SO 7: Provide a Conducive Member-Centric Environment							
SM 10	Increase Total Number of Branches, Service Offices, and ME Centers	Actual Accomplishment	10%	All or nothing for each	Branches 176 Service Offices 114 ME Centers 117	Branches 176 Service Offices 114 ME Centers 117	Branches 176 Service Offices 114 ME Centers 118
			Sub-total	55%			

Internal Process

STRATEGIC OBJECTIVE (SO)/ STRATEGIC MEASURE (SM)		COMPONENT			ANNUAL TARGET	4TH QUARTER 2019		
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Organization	SO 8: Capacitate and Energize the Organization							
	SM 11	Percentage of Employees Meeting Required Competencies	Actual Accomplishment	5%	All or nothing	Conduct competency assessment to 100% of employees to establish Baseline Competency Level of the Organization	Conduct competency assessment to 100% of employees to establish Baseline Competency Level of the Organization	Baseline Competency Level of the Organization established thru the SSC-approved Competency Baseline Assessment Report
	Sub-total			5%				
TOTAL			100%					