



SOCIAL SECURITY SYSTEM

Interim PES Form 3

Performance Measures				Baseline Data (if available)			CY2017 Targets	CY2017 Accomplishments	Rating
Description	Formula	Weight	Data Provider	2014	2015	2016			
SO 1: VIABILITY OF SOCIAL SECURITY INSTITUTION SUSTAINED									
SM 1: Amount of Contributions	Total contribution collection = contribution collection (Employed + Self-employed + Voluntary paying members + OFWs)	10%	SSS	120.65 Billion	132.62 Billion	144.36 Billion	182.82 Billion ¹ 159.09 Billion ²	159.72 Billion ²	10.00
SM 2: Net Revenue	Net Revenue = Revenues - Expenditures	10%		44.47 Billion	40.69 Billion	32.00 Billion	32.77 Billion ³ 9.04 Billion ⁴	20.27 Billion ⁴	10.00
SO 2: EFFECTIVELY MANAGE THE FUND									
SM 3: Return on investments	$\left[1 + \frac{A_0 + A_1}{2} + \frac{A_1 + A_2}{2} + \dots + \frac{A_{m-1} + A_m}{2} \right]^{12-1}$	10%	SSS	8.7%	6.9%	6.6%	5.0%	6.3%	10.00
SM 4: % of Operating Expenses to Charter Limit	Operating expenses / (12% of contribution collection + 3% of investment and other income)	5%		52.3%	52.7%	52.0%	≤65%	46.8%	10.00
SO 3: IMPROVE CUSTOMER SATISFACTION									
SM 5: Improve Net Satisfaction Rating	Number of respondents who gave a satisfactory rating / Total number of respondents	5%	3rd party social research institution	n/a	Failure in procurement	Baseline established (High net satisfaction, 93%)	90% of the total respondents gave an overall satisfactory rating and for each type of service availed	Failure in procurement	-
SM 6: Branch Visit Satisfaction System	Sum of percentage to total of "Extremely happy" and "Happy" less percentage of "Sad" and "Extremely sad" for all branches / Total number of branches surveyed	5%	SSS	n/a	n/a	Piloted in Diliman, Tarlac, Infanta and Batangas Branches with an average of "Happy" rating	Implement to 165 branches with an average of "Happy" rating	Implemented to 166 branches with an average of "Happy" rating	10.00

¹Includes the effects of implementation of contribution rate and monthly salary credit (MSC) ceiling increases

²Does not include the effects of implementation of contribution rate and MSC ceiling increases

³Includes the effects of implementation of contribution rate and MSC ceiling increases, 1985-1989 pension adjustments and benefit increases

⁴Does not include the effects of implementation of contribution rate and MSC ceiling increases; Includes the effect of implementation of 1985-1989 pension adjustments and benefit increases



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SO 4: DEVELOP EFFECTIVE COMMUNICATION WITH STAKEHOLDERS									
SM 7: Awareness Level on the Value of SSS Membership	Actual accomplishment	5%	Philippine Information Agency	n/a	n/a	84%	85%	71%	-
SO 5: IMPROVE COMPLIANCE BY EMPLOYERS AND MEMBERS									
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 / Total number of delinquent ER accounts referred to Legal as of December 2017	5%	SSS	n/a	94.31%	92.57%	90%	95.26%	5.00
SM 9: Filing of referred delinquent cases within processing time	Total number of days to process from receipt of complete documents from the Branch Operations Sector and Large Accounts Division to date of filing to Court/PO/SSC / Total number of cases filed	5%		n/a			Average processing time of 30 working days for all cases filed	27.2 days	5.00
SM 10: % of Paying Members over Labor Force (Employed less Workers in Government / Government Corporations)	SSS paying members / (Employed persons - Workers in government/government corporations)	5%	SSS and Philippine Statistics Authority	33.7%	36.5%	37.6%	38.5%	41.4%	10.00
SO 6: ACHIEVE ARTA-COMPLIANT PROCESSING TIME FOR BENEFIT CLAIMS									
SM 11: Reduce Processing Time	Processing Time: From receipt of complete documents to benefit/loan approval (or denial)	10%	SSS	- Retirement: 39 - Death: 62 - Disability: 31 - Sickness: 12 - Maternity: 12 - Funeral: 4 - Loans granting: 5	- Retirement: 36 - Death: 55 - Disability: 30 - Sickness: 12 - Maternity: 11 - Funeral: 6 - Loans granting: 5	- Retirement: 29 - Death: 47 - Disability: 24 - Sickness: 10 - Maternity: 10 - Funeral: 7 - Loans granting: 1	- Retirement: 25 - Death: 39 - Disability: 23 - Sickness: 10 - Maternity: 10 - Funeral: 5 - Loans granting: 1	Retirement: 21 days Death: 39 days Disability: 21 days Sickness: 11 days Maternity: 11 days Funeral: 6 days Loans granting: 1 day	9.44



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SO 7: ACHIEVE ONLINE/PAPERLESS TRANSACTIONS									
SM 12: By 2020, all processes and filing shall be paperless	Actual accomplishment	5%	SSS	n/a		Implemented the following in September: - Online Amendment of Membership Data - Online Benefit Calculator	Implement the following: - Online submission of Retirement Benefit Claim Application - Online Request for Membership Records	Implemented the following in December 2017: - Online submission of Retirement Benefit Claim Application - Online Request for Membership Records	5.00
SO 8: ADOPT A SERVICE QUALITY FRAMEWORK IN ISO-CERTIFIED PROCESSES									
SM 13: ISO Certification of SSS Processes	Number of ISO-certified processes	5%	SSS	Registration and Coverage System of 4 branches ISO-certified	Registration and Coverage System of 6 branches ISO-certified	Death, Disability abd Retirement (DDR) System in Diliman and Camiling Branches ISO-certified	ISO Certification of Sickness, Maternity and Funeral Benefits and Salary Loans and Contriibuon Collection Processes in Diliman Branch	Sickness, Maternity and Funeral Benefits and Salary Loans and Contriitbuion Collection Processes in Diliman Branch ISO-certified in December 2017	5.00



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SO 9: PROVIDE A CONDUCTIVE MEMBER-CENTRIC ENVIRONMENT									
SM 14: Establishment of Physical Examination (PE) Centers	Number of PE Centers established (cumulative)	5%	SSS	65	75	85	90	90	5.00
SM 15: Number of Branches Created/Relocated (cumulative starting 2013)	Absolute number	5%	SSS	44	62	77	94	94 (3 created; 14 relocated)	5.00
SO 10: BUILD A MORE STRATEGICALLY RESPONSIVE ORGANIZATION									
SM 16: Improve Competency Level of the Organization	Actual Accomplishment	5%	SSS	n/a	Competency-based HR Framework approved by the Social Security Commission in December 2015	Competency tables for Branch Operations Sector and Medical Services Division prepared	Competency Tables for Internal Audit Services, Fund Management and Capital Markets Groups	Competency Tables for Internal Audit Services, Fund Management and Capital Markets Groups prepared in December 2017	5.00
								TOTAL SCORE	104.44
								TOTAL WEIGHT BASED ON RATING SYSTEM	115.00
								FINAL SCORE	90.82

Certified Correct:

Certified Correct:



ELEONORA Y. CINCO
 Vice President
 Management Services and Planning Division

4-26-18
 Date


ELVIRA G. ALCANTARA-RESEARE
 Senior Vice President
 Controllershship Group

4-26-18
 Date

Approved by:


EMMANUEL F. DOOC
 President and CEO/Vice Chairman
 Social Security Commission

 Date