

STRATEGIC OBJECTIVE (SO)/ STRATEGIC MEASURE (SM)		COMPONENT			ANNUAL TARGET	3RD QUARTER 2019		
		FORMULA	WEIGHT	RATING SYSTEM		TARGET	ACTUAL	
Financial	SO 1: Sustain the Viability of the Social Security Institution							
	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)	P58.86 Billion	P61.83 Billion
	SM 2	Improve Return on Investments	Annualized monthly ROI	5%	All or nothing	5.97%	-	5.99%
	SO 2: Effectively Manage the Fund							
	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%	-	33.1%
Sub-total				30%				
Stakeholder	SO 3: Improve Customer Satisfaction							
	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%	-	Field work for the 1st round of survey completed in Sep 2019; Ongoing procurement process for the 2nd round of survey
	Sub-total				10%			
Internal Process	SO 4: Adopt a Service Quality Framework in ISO-Certified Processes							
	SM 5	Implement Quality Management System	Actual Accomplishment	5%	All or nothing	ISO Certification of 10 branches covering all core processes	-	QMS installed to 10 branches; IQA conducted to 10 branches
	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%	-	98.2%
	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	-	Report not available due to system downtime for the upgrading of servers for mission-critical applications

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Internal Process	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	-	UMID Card application thru the web: Ongoing preparation and development of service proposal UMID Card as ATM: Piloted in SSS Diliman Branch in Aug Payments via SSS Mobile App: User Acceptance Test being conducted by participating bank and mobile app developer
	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	-	Report not yet available due to system downtime (hardware failure)
	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 111 ME Centers 117	Branches 174 SOs 106 ME Centers 114	Branches 174 Service Offices 111 ME Centers 110
			Sub-total	55%				
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	-	Baseline competency level of all employees covered in the NCR, Luzon, Visayas, Mindanao Operations, and Central Processing Groups established
				Sub-total	5%			
			TOTAL	100%				

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