



	COMPONENT				ANNUAL TARGET	3RD QUARTER 2020		
	STRATEGIC OBJECTIVE (SO)/ STRATEGIC MEASURE (SM)	FORMULA	WEIGHT	RATING SYSTEM		TARGET	ACTUAL	
Financial	SO 1: Sustain the Viability of the Social Security Institution							
	SM 1	Increase Fund Life	Actual accomplishment	10	(Actual /Target) x Weight If less than 2035 = 0%	Up to year 2042 or beyond	-	2054
	SO 2: Increase Collection							
	SM 2	Increase Amount of Contributions Collected	Contribution collection (Employed + Self-employed + Voluntary + OFWs)	20	(Actual/Target) but not less than end-2019 figure If less than 2019 validated figure = 0%	P246.83 Billion	P180.73 Billion	P153.15 Billion
	SO 3: Ensure Fund Stewardship							
	SM 3	Improve Current Income Return on Investment (ROI)	Annualized Current Income ROI	5	All or nothing	6.94%	-	4.57%
	SM 4	Percentage of Operating Expenses to Charter Limit	Operating Expenses / (12% of Contribution Collections + 3% of Investment and Other Income)	5	All or nothing	≤70%	-	31.57%
		Sub-total	40					
Stakeholder	SO 4: Improve Customer Satisfaction							
	SM 5	Percentage of Satisfied Customers	Total number of respondents who gave a rating of at least Satisfactory / Total number of respondents	10	(Actual/Target) x Weight; Below 80% = 0	90%	-	Report not yet available
			Sub-total	10				
SO 5: Provide a Conducive Member-Centric Environment								
SM 6	Expand e-Centers in the Branches	Actual accomplishment	5	(Actual/Target) x Weight	33 e-Centers	-	100 e-Centers	
SO 6: Improve Compliance of Employers and Members								
SM 7	Percentage of Referred 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 2020	5	(Actual/Target) x Weight; Lower than 90% = 0	95%	-	84.2% <i>(as of June 2020 data)</i>	
SM 8	Increase Percentage of Paying Members	SSS paying members / (Employed persons less Workers in Gov't/Gov't Corp and Unpaid Family Workers)	10	(Actual/Target) x Weight	7% increase from 2019 audited	-	45.68%	

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Internal Process	SO 7: Deliver Innovative, Quality Service							
	SM 9	Number of IT-enabled Service Delivery Channels	Number of IT-enabled service delivery channels implemented	5	(Actual/Target) x Weight	Full Implementation of the following IT Projects: 1. Application for SS number with attachment of supporting documents through the SSS Website; 2. Filing of Employer Data Amendment -contact information through the SSS Website; 3. Application for SS number through SSS Mobile App with attachment of supporting documents; 4. Filing of Employer Data Amendment -contact information through SSS Mobile App; and 5. Submission of retirement claim application thru My.SSS.	Full implementation of the following IT projects: 1. Application for SS number with attachment of supporting documents through the SSS Website; and 2. Filing of Employer Data Amendment - contact information through the SSS Website.	Implemented one (1) IT Project: Submission of retirement claim application thru My.SSS.
	SM 10	Percentage of Applications Processed within the Applicable Time	Total number of applications processed within applicable time / Total number of applications received Retirement Death Disability Sickness Maternity Funeral Loans granting	3 2 2 2 2 2	(Actual/Target) x Weight	100% of applications processed within the processing time	-	Percentage of Applications Processed within the applicable time upon receipt of complete documents: 76.57% 56.55% 67.16% 74.90% 70.95% 93.11% 100.00%
	Sub-total			40				
Learning & Growth	SO 8: Build a Culture of Continual Improvement and Excellence							
	SM 11	Implement Quality Management System	Actual accomplishment	5	All or nothing	ISO Certification of all core processes of 51 branches	-	Report not yet available
	SO 9: Prioritize Competency Build-up of the Organization							
SM 12	Improve Average Competency Level of the Organization	Competenct Baseline 2020 - Competency Baseline 2019	5	All or nothing	Improvement on the Competency Level of the Organization based on the 2019 year-end Assessment	-	Report not yet available	
Sub-total			10					
TOTAL			100					