



	COMPONENT				ANNUAL TARGET	4TH QUARTER 2020		
	STRATEGIC OBJECTIVE (SO)/ STRATEGIC MEASURE (SM)	FORMULA	WEIGHT	RATING SYSTEM		TARGET	ACTUAL	
Financial	<b>SO 1: Sustain the Viability of the Social Security Institution</b>							
	SM 1	Increase Fund Life	Actual accomplishment	10	(Actual /Target) x Weight If less than 2035 = 0%	Up to year 2042 or beyond	-	2054
	<b>SO 2: Increase Collection</b>							
	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	P246.83 Billion (cumulative)	P204.75 Billion (tentative)
	<b>SO 3: Ensure Fund Stewardship</b>							
	SM 3	Improve Current Income Return on Investment (ROI)	Annualized Current Income ROI	5	All or nothing	6.94%	-	5.98% (tentative)
	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%	-	31.98% (tentative)
		<b>Sub-total</b>	<b>40</b>					
Stakeholder	<b>SO 4: Improve Customer Satisfaction</b>							
	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
			<b>Sub-total</b>	<b>10</b>				
	<b>SO 5: Provide a Conducive Member-Centric Environment</b>							
SM 6	Expand e-Centers in the Branches	Actual accomplishment	5	(Actual/Target) x Weight	33 e-Centers	-	100 e-Centers	
	<b>SO 6: Improve Compliance of Employers and Members</b>							
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%	-	96.8% (as of September 2020 data)	
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	-	47.38% (tentative)	

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						TARGET	ACTUAL
Internal Process	<b>SO 7: Deliver Innovative, Quality Service</b>						
	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 through SSS Mobile App with attachment of supporting documents; 2. Submission of retirement claim application thru SSS Mobile App; and 3. Filing of Employer Data Amendment - contact information through SSS Mobile App.

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	STRATEGIC OBJECTIVE (SO)/ STRATEGIC MEASURE (SM)	FORMULA	WEIGHT	RATING SYSTEM	ANNUAL TARGET	TARGET	ACTUAL	
	SM 10	Percentage of Applications Processed within the Applicable Time	Total number of applications processed within applicable time / Total number of applications received	(Actual/Target) x Weight	100% of applications processed within the processing time	-	Percentage of Applications Processed within the applicable time:	
		Retirement	3				77.80%	
		Death	2				60.76%	
		Disability	2				69.02%	
		Sickness	2				80.47%	
		Maternity	2				75.16%	
		Funeral	2				92.58%	
		Loans granting	2				100.00%	
		<b>Sub-total</b>	<b>40</b>					
	<b>SO 8: Build a Culture of Continual Improvement and Excellence</b>							
Learning & Growth	SM 11	Implement Quality Management System	Actual accomplishment	5	All or nothing	ISO Certification of all core processes of 51 branches	-	<i>Report not yet available</i>
	<b>SO 9: Prioritize Competency Build-up of the Organization</b>							
	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	-	<i>Report not yet available</i>
		<b>Sub-total</b>	<b>10</b>					
		<b>TOTAL</b>	<b>100</b>					