

SOCIAL SECURITY SYSTEM (SSS)
Revalidation of 2020 Performance Scorecard

Component						SSS Submission		GCG Validation		Supporting Documents	Remarks	
	Objective/Measure	Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating			
FINANCIAL	SO 1	Sustain the Viability of the Social Security Institution										
	SM 1	Increase Fund Life	Actual Accomplishment ¹	10%	(Actual / Target) x Weight If earlier than 2035 = 0%	Up to year 2042 or beyond	2054	10%	Fund life until 2054	10%	Executive Summary of the 2019 Actuarial Valuation Notarized Certification of the Executive Summary of the 2019 Actuarial Valuation Board Resolution No. 634-s.2020 Endorsement from the Office of the President and CEO	Acceptable
	SO 2	Increase Collection										
	SM 2	Increase Amount of Contributions Collected	Contribution collection (Employed + Self-employed + Voluntary + OFWs)	18%	(Actual / Target) x Weight	₱194.29 Billion	₱206.14 Billion	18%	₱205.70 Billion	18%	2020 COA Audited Financial Statements December 2020 Accounting Schedule	Validated accomplishment computed using COA AAR. Members' contributions net of interests and penalties.

¹ Per SSS, this will be based on the conduct of an Actuarial Valuation, inflows and outflows for the long term (70 years) projection and simulation with the reserve fund of SSS.

Revalidation Result of 2020 Performance Scorecard (**Annex A**)

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	SO 3	Ensure Fund Stewardship										
	SM 3	Increase the Provision for the Members' and Pensioners' Needs	Amount of all Loan Type Releases	2%	(Actual / Target) x Weight	₱50.7 Billion	₱65.75 Billion	2%	₱65.75 Billion	2%	2020 COA Audited Financial Statements Schedule of Benefit Payments Member and Housing Loan Releases & Pension Releases	Acceptable.
	SM 4	Percentage of Operating Expenses to Charter Limit	Operating Expenses / (12% of Contribution Collections + 3% of Investment and Other Income)	10%	All or Nothing	≤70%	34.65%	10%	34.80%	10%	Computation of OPEX Financial Statements prepared by General Accounting Department 2020 COA Audited Annual Report	Validated accomplishment computed using COA AAR. Total Income: ₱234.47 Billion Operational Expenses: ₱8.90 Billion Computed Charter Limit: ₱25.59 Billion
		Sub-total		40%						40%		

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	SO 4	Improve Customer Satisfaction										
STAKEHOLDER	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%	91.0%	10%	91%	10%	2020 3 rd Party with ISO Customer Satisfaction Survey Final Report by Market Relevance Corp. Data Quality Control Report Database of Responses Database of backchecking and spot-checking of responses	Acceptable
		Sub-total		10%						10%		
	SO 5	Provide a Conducive Member Centric Environment										
INTERNAL PROCESS	SM 6	Operationalize e-Centers in the Branches	Actual Accomplishment	5%	(Actual / Target) x Weight	100 e-Centers	100 e-centers	5%	100 e-centers	5%	2020 Plans and Programs: 100 Branches with Installed e-Center Facilities based on Office Order No. 2019-058	Acceptable

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	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	85%	100%	5%	<u>100%</u>	<u>5%</u>	Memorandum on 2020 Referred Delinquent Employer Accounts for Filing of Cases Excel Database of the Delinquent Employer Accounts	Request for reconsideration <u>APPROVED</u> .
	SM 8	Number of Beneficiaries under Small Business Wage Subsidy (SBWS) Program	Actual Accomplishment	5%	(Actual / Target) x Weight	3 million	3.1 million	5%	3.08 million	5%	SBWS Program Report No. 71 Excel Database of SBWS Beneficiaries	Acceptable
	SM 9	Make Filipino workers from private sector covered members of SSS to attain Universal Coverage	(No. of SSS Paying Members – Paying OFW) / (Labor Force 15yrs and over – Government Workers	10%	(Actual / Target) x Weight	41%	38.96%	9.50%	44.11%	10%	Report on Paying Members by Type for January to December 2020	Validated using the Annual Estimates on the Labor Force Survey (LFS) published by Philippine Statistics Authority. Employed persons by the end of 2020 are at 39.379 million, of which 3.741 are employed by the government. Total coverable members of SSS as of the end of 2020 is 35.638 million, of which 15.721 million are paying members.

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	SO 7	Deliver Innovative, Quality Service										
	SM 10	Number of IT-enabled Service Delivery Channels	Number of IT enabled service delivery channels implemented	5%	(Actual / Target) x Weight	Full Implementation of IT Projects ²	Full Implementation of IT Projects ³	5%	100% of the targeted IT Projects implemented	5%	<ul style="list-style-type: none">• Various Memorandum Circulars stating implementation of each IT Projects• Various Systems Notice and Office Orders for the guidelines and implementation of each IT Projects• Proof of User Acceptance Tests (UAT) such as screenshots of accounts with sample transaction number and online forms	Acceptable

² (1) Application for SSS number with attachment of supporting documents through SSS Website; (2) Application for SSS number with attachment of supporting documents through SSS mobile App; (3) Filing of Employer Data Amendment-Contact Information through the SSS Website; (4) Filing of Employer Data Amendment-Contact Information through SSS Mobile App; (5) Filing of Sickness Claim Reimbursement for Employer through SSS website; (6) Filing of Unemployment benefit with e-disbursement through SSS Website; (7) Filing of Funeral Benefit Claim for Member-Claimants through SSS website; and (8) Filing of Retirement benefit claim with e-disbursement through SSS Website: 65 years old members, Land-based OFWs and Voluntary members who are at least 60 years old, Employed members 60-64 years old with online certification of employer.

³ (1) Application for SSS number with attachment of supporting documents through SSS Website; (2) Application for SSS number with attachment of supporting documents through SSS mobile App; (3) Filing of Employer Data Amendment-Contact Information through the SSS Website; (4) Filing of Employer Data Amendment-Contact Information through SSS Mobile App; (5) Filing of Sickness Claim Reimbursement for Employer through SSS website; (6) Filing of Unemployment benefit with e-disbursement through SSS Website; (7) Filing of Funeral Benefit Claim for Member-Claimants through SSS website; and (8) Filing of Retirement benefit claim with e-disbursement through SSS Website: 65 years old members, Land-based OFWs and Voluntary members who are at least 60 years old, Employed members 60-64 years old with online certification of employer.

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	SM 11	Percentage of Applications Processed within the Applicable Time	Total number of applications processed with complete documents within applicable time / Total number of applications received	Retirement: 2% Death: 2% Disability:2 % Sickness: 1% Maternity: 1% Funeral: 1% Loans Granting: 1%	(Actual / Target) x Weight	90% of applications processed within the applicable processing time ⁴	Percentage of Applications processed within the applicable time upon receipt of complete documents		Excel Data report extracted from the online system's database Copies of claims/loans applications with redacted personal information subject to Data Privacy Act (DPA)	Validated actual based on the database and sample applications provided. Validated actual did not include stop time since the SSS' online system is not capable of monitoring applications returned for lack of documents.		
							Retirement: 39.59%	0.88%			Retirement: 61.19%	1.36%
							Death: 43.98%	0.98%			Death: 60.54%	1.35%
							Disability: 74.07%	1.65%			Disability: 71.77%	1.59%
							Sickness: 79.18%	0.88%			Sickness: 70.84%	0.79%
							Maternity: 73.06%	0.81%			Maternity: 57.97%	0.64%
							Funeral: 86.26%	0.95%			Funeral: 68.57%	0.76%
							Loans Granting: 100%	1.00%			Loans Granting: 96.95%	1.00%
		Sub-total		40%					37.49%			
ORGANIZATION	SO 8	Build a Culture of Continual Improvement and Excellence										
	SM 12	Implement Quality Management System	Actual Accomplishment	5%	All or Nothing	ISO Certification of All Core Processes of 51 Branches	-	0%	No Surveillance audit conducted in 2020	0%	Attestation from certifying body (SOCOTEC Certification Philippines, Inc.) Surveillance Audit Report of ISO 9001:2015 Certificate issued by SOCOTEC Certification Philippines, Inc.	Target not met Surveillance audit conducted from April 6 to 7, 2021.

⁴ Applicable processing time subject to compliance with Republic Act No. 11032 otherwise known as Ease of Doing Business and Efficient Government Service Delivery (EODB) Act of 2018

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	SO 9	Prioritize Competency Build-up of its Human Resources										
	SM 13	Improve Average Competency Level of the Organization	Competency Baseline ⁵ 2020 – Competency Baseline 2019	5%	All or nothing	Improvement on the Competency Level of the Organization based on the 2019 year-end Assessment	87.94%	5%	1.97% improvement	5%	2019 and 2020 Database of Individual Competency Ratings (DICR) Sample Competency Assessment Form (CAF) with redacted personal information subject to Data Privacy Act (DPA)	SSS' competency level in 2020 is 87.94%. This is higher by 1.97% from the previous year's level of 85.97%.
		Sub-total		10%				5%		5%		
		TOTAL		100%				91.65%		92.49%		

⁵ The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

$$\frac{\sum_{b=1}^B \left[\frac{\sum_{a=1}^A (\text{Actual Competency Level})_a}{A} \right]_b}{B}$$

where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled