CY 2018 REVISED PERFORMANCE SCORECARD (ANNEX A)

SOCIAL SECURITY SYSTEM

		Component			Baseline Data			Target
		Objective/Measure	Formula	Weight	Rating System	2015	2016	2017	2018
FINANCIAL	**SO 1**	**Sustain the Viability of the Social Security Institution**							
	SM 1	Increase Amount of Contributions Collection	Contribution collection (Employed + Self-employed + Voluntary + OFWs)	20%	(Actual / Target) but not less than end 2017 figure If less than 2017 validated figure = 0 weight	132.6 Billion	₱144.36 Billion	₱182.82 Billion	₱187.12 Billion
	SM 2	Improve Return on Investments	Annualized monthly ROI	5%	(Actual / Target) x Weight Below 5% = 0	6.89%	6.64%	5%	7.85%
	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%	Less than or equal to 70% = 5% Above 70% = 0%	52.70%	52%	65%	≤70%
			Sub-total	30%					
STAKEHOLDER	**SO 3**	**Improve Customer Satisfaction**							
	SM 4	Percentage of Satisfied Customers	Actual rating provided by 3rd party social research institution	10%	(Actual / Target) x Weight Below 80% = 0%	Failure in Procurement	Overall satisfaction score of 93% (combines employers and individual members)	90% of the total respondents gave an overall satisfactory rating and for each type of service availed	90%
			Sub-total	10%					

		Component			Baseline Data		Target	
		Objective/Measure	Formula	Weight	Rating System	2015	2016	2017	2018

INTERNAL PROCESS									
	SO 5	**Adopt a Service Quality Framework in ISO-Certified Processes**							
	SM 5	Implement Quality Management System	Actual Accomplishment	5%	All or nothing	6	Death, Disability and Retirement Processing Diliman and Camiling Branches ISO Certified MOP on Salary Loans Granting issued in December	ISO Certification of Sickness, Maternity, Funeral Benefits, Salary Loans and Contribution Collection Processes in Diliman Branch	ISO certification of all management and support processes in the Main Office (10 processes)
	SO 6	**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	5%	(Actual / Target) x Weight Lower than 90% = 0%	94.31%	92.57%	90%	95%
	SM 7	Increase Percentage of Paying Members	SSS paying members / (Employed persons less Workers in Gov't/Gov't corporations)	10%	(Actual / Target) x Weight	36.50%	37.59%	38.50%	50%

		Component				Baseline Data		Target
		Objective/Measure	Formula	Weight	Rating System	2015	2016	2017	2018

(Note: the header above spans — Objective/Measure, Formula, Weight, Rating System under "Component"; 2015, 2016 under "Baseline Data"; 2017, 2018 under "Target")

	Objective/Measure	Formula	Weight	Rating System	2015	2016	2017	2018
SO 7	**Improve Processes, Systems and Procedures**							
SM 8	Number of IT-enabled Service Delivery Channels	Number of IT enabled service delivery channels implemented	5%	(Actual / Target) x Weight	Implemented the following online services: sickness and notification and technical retirement claim application in September 2015	Online Updating of Member's Contact Information Online benefit Calculator implemented in September	Implement the following: -Online submission of Retirement Benefit Claim Application -Online request for Membership Record	Fully functional systems/applications: 1. Individual member's (SE/VM/OFW/NWS) inquiry of PRN thru mobile app; 2. Individual member's (SE/VM/OFW/NWS) generation and amendment of PRN thru mobile app; 3. Salary loan application thru mobile app; 4. Employer contribution SOA thru the web; 5. Employer (regular and household) mobile payment; and 6. PESO Fund contribution mobile payment.

	Component				Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2015	2016	2017	2018
SM 9	Percentage of Applications Processed within the Applicable Time	Total number of applications processed within prescribed time / Total number of applications received	Retirement: 3% Death: 2% Disability: 2% Sickness: 2% Maternity: 2% Funeral: 2% Loans Granting: 2%	(Actual / Target) x Weight	No data	Average processing time of: Retirement: 29 days Death: 47 days Disability: 24 days Sickness: 10 days Maternity: 10 days Funeral: 7 days Loans granting: 1 day	Average processing time for all transactions (working days) Retirement: 25 Death: Less than 40 Disability: 23 Sickness: 10 Maternity: 10 Funeral: 5 Loans granting: 1	100% of applications processed within the processing time[2]
SO 8	**Provide a Member-Centric Environment**							
SM 10	Increase Total Number of Branches, Service Office, and Physical/Medical Examination Centers	Actual Accomplishment	15%	All or nothing for each	75 PE Centers	10 PE Centers	90 PE Centers	Cumulative number by end of the year: 173 Branches[3] 100 Service Offices 104 Physical/Medical Examination Centers
	Sub-total		55%					

[2] As per SSS' submission to the Cabinet Secretary. Processing time will start upon submission of complete documents.
[3] Excludes the number of branches renovated.

		Component				Baseline Data		Target	
		Objective/Measure	Formula	Weight	Rating System	2015	2016	2017	2018
ORGANIZATION	SO 9	**Capacitate and Energize the Organization**							
	SM 11	Percentage of Employees Meeting Required Competencies	Actual Accomplishment	5%	All or nothing	Approval in December 2015	Competency tables and matrix for Branch Operations Sector, Central Processing Group and Medical Services Division prepared	Competency Tables for Internal Audit Services, Fund Management and Capital market Groups	Preparation of competency tables[4] of the whole organization[5]
			Sub-total	**5%**					
			TOTAL	**100%**					

[4] A set of tables containing an operational definition for each competency, identifying the behavioral indicators associated with the competency, and classifying the behavioral indicators into different levels, showing a progression of proficiency.
[5] Target for 2019 shall be "Establish Competency Level of the Organization".