# SOCIAL SECURITY SYSTEM (SSS)

| | | Component | | | Baseline Data | | | Target |
|---|---|---|---|---|---|---|---|---|
| | | **Objective/Measure** | **Formula** | **Weight** | **Rating System** | **2018** | **2019** | **2020** | **2021** |
| **IMPACT** | **SO 1** | **Fund Sustainability** | | | | | | | |
| | SM 1 | Per Capita Fund | Investment Reserve Fund / Total Number of Covered Members | 10% | (Actual/ Target) x Weight | ₱12,391.36[1] | ₱13,344.41[2] | N/A | ₱14,300 |
| | **SO 2** | **Benefit Adequacy** | | | | | | | |
| | SM 2 | Increase in Total Number of Contributors in the Defined Contributions | Total Number of Members who availed of the Flexi Fund Program, Personal Equity and Savings Option (P.E.S.O.) Fund, and Worker's Investment and Savings Program | 5% | (Actual/ Target) x Weight | 251,527 | 264,023 | N/A | 3,018,476 |
| | SM 3 | Increase in Amount of Average Monthly Salary Credit | Total Average MSCs of All Paying Members / Total Number of Paying Members | 10% | (Actual/ Target) x Weight | ₱9,843[3] | ₱10,810[4] | N/A | ₱10,967 |
| | | | *Sub-Total* | *25%* | | | | | |

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[1] Based on the historical data provided by SSS.
[2] Based on the historical data provided by SSS.
[3] Based on the historical data provided by SSS.
[4] Based on the historical data provided by SSS.

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|---|---|---|---|---|---|---|---|---|
| | | Objective/Measure | Formula | Weight | Rating System | 2018 | 2019 | 2020 | 2021 |

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|---|---|---|---|---|---|---|---|---|---|
| **POSITION** | **SO 3** | **Ensure Progressively Higher Levels of Social Security Protection for Filipino Workers and their Families** | | | | | | | |
| | SM 4 | Increase Level of Protection and Security for Filipino Workers | Average Pension / Average Wage[5] | 5% | Actual/ Target) x Weight | No Data | No Data | N/A | 38.9% |
| | | | *Sub-Total* | **5%** | | | | | |
| **CORE** | **SO 4** | **Make All Filipino Workers Here and Abroad and Foreign Workers in the Philippines Covered Members of SSS to Attain Universal Coverage** | | | | | | | |
| | SM 5 | Percentage of Economically Active Population Contributing to SSS | (No. of SSS Paying Members – Paying OFW) / (Labor Force 15 Yrs. and over – Government Workers) | 5% | (Actual/ Target) x Weight | 43%[6] | 44%[7] | 41% | 42% |
| | **SO 5** | **Ensure Timely and Accurate Collection from Members through Stricter Enforcement and Convenient Payment Systems** | | | | | | | |
| | SM 6 | Increase Amount of Contributions Collected | Contribution Collection (Employed + Self – Employed + Voluntary + OFWS) | 15% | (Actual/ Target) x Weight | ₱181.92 Billion | ₱219.62 Billion | ₱194.29 Billion | ₱254.030 Billion[8] |

[5] Wage refers to Minimum Wage.
[6] Based on the Adjusted Number of SSS Paying members less OFWs.
[7] Based on the Adjusted Number of SSS Paying members less OFWs.
[8] Target is based on the Corporate Operating Budget and pertains to the Members' Contribution.

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|---|---|---|---|---|---|---|---|
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| **SO 6** | **Shift in Investment Focus to Increase the Provision for the Members' and Pensioners' Needs** | | | | | | |
| SM 7 | Amount of Loan Releases | Actual Amount of Pension Loans | 10% | (Actual/ Target) x Weight | No Data | No Data | No Data | ₱3.8 Billion |
| **SO 7** | **Provide A More Responsive Benefit Program to Delight Our Stakeholders** | | | | | | |
| SM 8 | Percentage of Applications with Complete Documents Processes within the Applicable Processing Time | Total Number of Applications with Complete Documents Processed within Prescribed Time / Total Number of Applications with Complete Documents Received | Sick – 1% Maternity – 1% Funeral – 1% Unemployment – 1% Death – 2% Disability – 2% Retirement -2% | (Actual/ Target) x Weight | Retirement: 86.53%[9] Death: 86.84% Disability: 77.50% Sickness: 79.73% Maternity: 76.88% Funeral: 79.73% Loans Granting: 33.08% | Retirement: 32.65%[10] Death: 42.73% Disability: 63.71% Sickness: 66.76% Maternity: 64.79% Funeral: 74.48% Loans Granting: 100% | 90%[11] | 100%[12] |
| | | **Sub-Total** | **40%** | | | | |

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[9] 2018 Processing Time: Retirement – 18 Working Days; Death – 33 Working Days; Disability – 17 Working Days; Sickness – 10 Working Days; Maternity – 10 Working Days; Funeral – 5 Working Days; and Loans Granting – 1 Working Day.

[10] Processing time based on compliance with Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

[11] Applicable processing time based on compliance with Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

[12] Applicable processing time based on compliance with Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

| Component | | | | Baseline Data | | Target | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Objective/Measure | Formula | Weight | Rating System | 2018 | 2019 | 2020 | 2021 |
| **SO 8** **Empower a Collaborative Team that Delivers Exemplary Support Services Through Sound Policies and Internal Control** | | | | | | | |
| SM 9 Competency Level of the Institution | (Competency Baseline 2021 – 2020 Competency Level)[13] | 5% | All or Nothing | Competency Tables and Matrices of the Whole Organization | Baseline Competency level of the Organization Established thru SSC-Approved Competency Assessment Report | Improvement on the Competency Level of the Organization Based on the 2019 year-end Assessment | Improvement on the Competency Level of the Organization Based on the 2020 year-end Assessment |
| | *Sub-Total* | *5%* | | | | | |
| **SO 9** **Institutionalize Robust ICT Systems and Infrastructure to Support Transformative Digitalization** | | | | | | | |
| SM 10 Percentage of ICT Projects Implemented | Actual Accomplishment | 10% | (Actual / Target) x Weight | 5 additional IT-enabled service delivery channels: 1. Individual member's (SE/VM/OFW/NWS) inquiry of PRN thru mobile app; 2. Individual member's (SE/VM/OFW/NWS) generation and | Implementation of the Sub-systems for the following: 1. Contribution Collection System: UMID Card as ATM and Payments via SSS Mobile App 2. Member Benefits System: Medical Verification System/Sickness | Full Implementation of the following IT Projects: 1. Application for SSS number with attachment of supporting documents through SSS Website; 2. Application for SSS number with attachment of supporting documents though SSS mobile App; 3. Filing of Employer Data Amendment – Contact | 100% implementation of the ISSP Projects planned for 2021 |

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

$$\frac{\sum_{b=1}^{B}\left[\frac{\sum_{a=1}^{A}\left(\frac{Actual\ Competency\ Level}{Required\ Competency\ Level}\right)_a}{A}\right]_b}{B}$$ where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled

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| | | | | amendment of PRN thru mobile app; 3. Salary loan application thru mobile app; 4. Employer (regular and household) mobile payment; 5. PESO Fund contribution mobile payment | /Maternity/ECMED Work 3. Member Services Portal: UMID Card Application thru Web | Information through the SSS Website; 4. Filing of Employer Data Amendment – Contact Information through SSS Mobile App; and 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-Claimant 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 | |

| | Objective/Measure | Formula | Weight | Rating System | 2018 | 2019 | 2020 | 2021 |
|---|---|---|---|---|---|---|---|---|
| | **Component** | | | | **Baseline Data** | | **Target** | |
| **SO 10** | **Roll Out Strategic Communications to Increase Awareness of SSS Services and Products** | | | | | | | |
| SM 11 | Increase in Level of Awareness | (Total Number of Respondents aware of SSS / Total Number of Respondents) x 100 | 5% | (Actual / Target) x Weight | No Data | No Data | No Data | 90% |
| **SO 11** | **Ensure a Delightful Customer Experience Throughout his or her Journey with the SSS** | | | | | | | |
| SM 12 | Percentage of Satisfied Customer | Total number of Respondents who gave a rating of at least Satisfactory / Total number of Respondents | 5% | (Actual / Target) x Weight<br><br>Below 80% = 0% | 81% | 92.5% | 90% | 90% |
| SM 13 | ISO-Certified in all Core Processes | Actual Accomplishment | 5% | All or Nothing | ID Capture and Identity Management Process including Support and Management Processes | ISO Certification of 15 branches covering all core processes | ISO Certification of All Core Processes of 51 branches | Pension Loan Granting Process of 12 NCR Branches |
| | | *Sub-Total* | **25%** | | | | | |
| | | **TOTAL** | **100%** | | | | | |