Office of the President of the Philippines
GOVERNANCE COMMISSION
FOR GOVERNMENT OWNED OR CONTROLLED CORPORATIONS
3/F, BDO Towers Paseo, 8741 Paseo De Roxas, Makati City, Philippines 1226

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21 June 2022

MR. CARLOS G. DOMINGUEZ III
Secretary, Department of Finance (DOF)
and SSS Chairperson
MR. MICHAEL G. REGINO
President and CEO (PCEO)
SOCIAL SECURITY SYSTEM (SSS)
SSS Building, East Avenue, Diliman,
Quezon City

SOCIAL SECURITY SYSTEM
Office of the President & CEO
Date/Time Received : 6/24/22 1:19pm
Received by Julius
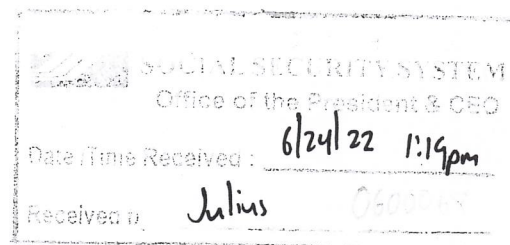
RE : <u>TRANSMITTAL OF **2022** PERFORMANCE SCORECARD</u>

Dear Secretary Dominguez and PCEO Regino,

This is to formally transmit the 2022 Charter Statement and Strategy Map *(Annex A)* and 2022 Performance Scorecard *(Annex B)* of SSS. The same is to be posted on SSS' website in accordance with Section 43 of GCG Memorandum Circular (M.C.) No. 2012-07.[1]

The SSS proposed Charter Statement, Strategy Map, and Performance Scorecard submitted through its letter dated 13 October 2021[2] were **MODIFIED** based on the discussions made during the Technical Panel Meeting (TPM) held last 18 November 2021, and the evaluation of revised documents submitted through its letter dated 14 January 2022.[3]

We take this opportunity to <u>REMIND</u> SSS that Item 5 of GCG Memorandum Circular (M.C.) No. 2017-02[4] mandates GOCCs to submit Quarterly Monitoring Reports and upload the same to the GOCC's website within thirty (30) calendar days from the close of each quarter. SSS is requested to submit its revised Quarterly Targets based on the attached scorecard upon submission of the Quarterly Monitoring Reports for 2022.

Finally, under GCG M.C. No 2017-02, GOCCs can no longer renegotiate the targets set in their Performance Scorecards for the current year. Thus, any request for modification in the 2022 Performance Scorecard will instead be considered during the validation of the reported annual accomplishments.

FOR **SSS'** COMPLIANCE.

Very truly yours,

SOCIAL SECURITY SYSTEM
RECEIVED
2 8 JUN 2022
Corporate Policy & Planning Department
By: ANNIE-CPPD Date:

SAMUEL G. DAGPIN, JR.
Chairman

JAYPEE O. ABESAMIS
*OIC-Commissioner**

MARITES C. DORAL
Commissioner

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[1] Code of Corporate Governance for GOCCs dated 28 November 2012.
[2] Officially received by the Governance Commission on 15 October 2021.
[3] Officially received by the Governance Commission on 17 January 2022.
[4] INTERIM PES FOR THE GOCC SECTOR, dated 30 June 2017.
*By virtue of the Memorandum from the Executive Secretary dated 21 March 2022.

SOCIAL SECURITY SYSTEM (SSS)

SOCIAL SECURITY SYSTEM

VISION A viable social security institution providing universal and equitable social protection through world-class service

STRATEGY MAP 2022
Social Security System

Impact

Fund Sustainability

Benefit Adequacy

Position

Ensure progressively higher levels of Social Security Protection for Filipino workers and their families

Core

Make all Filipino workers here and abroad and foreign workers in the Philippines covered members of SSS to attain Universal Coverage

Ensure timely and accurate collection from members through stricter enforcement and convenient payment systems

Improve Investment Income

Provide more responsive benefit programs

Ensure a delightful customer experience throughout his or her journey with the SSS

Support

Empower a collaborative team that delivers exemplary support services through sound policies and internal control

Institutionalize robust ICT systems and infrastructure to support transformative digitalization

Enhance public service delivery infrastructure

MISSION To manage a sound and viable social security system which shall promote social justice and provide meaningful protection to members and their families against the hazards of disability, sickness, maternity, old age, death and other contingencies resulting in loss of income or financial burden.

CORE VALUES
Trust | Empowerment | Teamwork

SOCIAL SECURITY SYSTEM (SSS)

		Component				Baseline Data			Target
		Objective/Measure	Formula	Weight	Rating System	2019	2020	2021	2022
IMPACT	SO 1	**Fund Sustainability**							
	SM 1	Per Capita Fund	Total Assets / Total Number of Covered Members	10%	(Actual/ Target) x Weight	₱13,344.41[1]	₱14,800[2]	₱14,300[3]	₱17,100
	SO 2	**Benefit Adequacy**							
	SM 2	Increase Amount of Average Monthly Salary Credit	Total Average MSCs of All Paying Members / Total Number of Paying Members	10%	(Actual/ Target) x Weight	₱11,413[4]	₱11,853[5]	₱10,967	₱13,733
			Sub-Total	**20%**					
POSITION	SO 3	**Ensure Progressively Higher Levels of Social Security Protection for Filipino Workers and their Families**							
	SM 3	Increase Level of Protection and Security for Filipino Workers	Average Pension / Average Wage[6]	5%	(Actual/ Target) x Weight	No Data	No Data	38.9%	56%
			Sub-Total	**5%**					

[1] Based on data provided by SSS using formula Investment Reserve Fund / Total Number of Covered Members.
[2] Based on data provided by SSS.
[3] 2021 target using formula Investment Reserve Fund / Total Number of Covered Members
[4] Based on historical data provided by SSS.
[5] Based on historical data provided by SSS.
[6] Wage refers to Minimum Wage.

		Component			Baseline Data			Target
	Objective/Measure	Formula	Weight	Rating System	2019	2020	2021	2022
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 4 — Percentage of Economically Active Population Contributing to SSS	(No. of SSS Paying Members – Paying OFW) / (No. of Employed Persons[7] – Government Workers – Unpaid Family Workers)	5%	(Actual/ Target) x Weight	44%[8]	44.11%[9]	41%[10]	41%
	SO 5	**Ensure Timely and Accurate Collection from Members through Stricter Enforcement and Convenient Payment Systems**						
	SM 5 — Increase the Amount of Contributions Collected	Contribution Collection (Employed + Self – Employed + Voluntary + OFWs)	15%	(Actual/ Target) x Weight	₱219.62 Billion	₱205.70 Billion	₱254.030 Billion[11]	₱260.86 Billion[12]
	SM 6 — Improve Collection Efficiency Rate	New Loans: Collection / Collectible Collection: (Beginning Balance + Releases – Ending Balance) Collectible: (Beginning Balance + Releases –	5%	(Actual/ Target) x Weight	91.03%[13]	76.16%[14]	N/A	90%

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[7] Based on the Labor Force Survey as published by the Philippine Statistics Authority.
[8] Includes Unpaid family Workers.
[9] Includes Unpaid family Workers.
[10] 2021 target based on Labor Force 15 years and over less Government Workers
[11] Target is based on the Corporate Operating Budget and pertains to the Members' Contribution.
[12] Target is based on the Corporate Operating Budget and pertains to the Members' Contribution.
[13] Based on historical data provided by SSS.
[14] Based on historical data provided by SSS.

	Objective/Measure	Component Formula	Weight	Rating System	Baseline Data 2019	Baseline Data 2020	Target 2021	Target 2022
		Collectibles due for succeeding years)						
SO 6	**Improve Investment Income**							
SM 7	Improve Return on Investments	Annualized monthly ROI	10%	(Actual/ Target) x Weight	8.12%	No Data	N/A	4.71%
SO 7	**Provide More Responsive Benefit Programs**							
SM 8	New Benefit Programs	Actual Accomplishment	5%	All or Nothing	No Data	No Data	N/A	New Voluntary Provident Program Launched
SM 9	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	Sickness – Employed 1% / Sickness – SE/VM/ Separated 1% / Maternity - Medical 1% / Maternity – Non Medical 1% / Funeral 1% / Unemployment 1% / Death 1% / Disability 1% / Retirement 1%	(Actual/ Target) x Weight	Retirement: 50.60%[15] Death: 62.91% Disability: 75.89% Sickness: 66.76% Maternity: 64.79% Funeral: 74.48% Loans Granting: 100%	Retirement: 61.19%[16] Death: 60.54% Disability: 71.77% Sickness: 70.84% Maternity: 57.97% Funeral: 68.57% Loans Granting: 96.95%	100%[17]	100%[18]

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

[16] 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.

[17] 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.

[18] 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**	**2019**	**2020**	**2021**	**2022**
			Loans Granting 1%					
	SO 8	**Ensure a Delightful Customer Experience throughout His or Her Journey with the SSS**						
	SM 10a	Percentage of Satisfied Customers – Individual Customers	Total number of Respondents who gave a rating of at least Satisfactory / Total number of Respondents	2.50%	(Actual / Target) x Weight	92.5%	91%	90%	90%
	SM 10b	Percentage of Satisfied Customers – Business Clients		2.50%	Below 80% = 0%				90%
			Sub-Total	**55%**					
SUPPORT	**SO 9**	**Empower a Collaborative Team that Delivers Exemplary Support Services through Sound Policies and Internal Control**						
	SM 11	Disbursement Budget Utilization Rate	Total Disbursements / DBM-approved Corporate Operating Budget (both net of PS Cost)	5%	(Actual / Target) x Weight	No Data	No Data	N/A	90%
	SM 12	Competency Level of the Institution	(Competency Baseline 2022 – 2021 Competency Level)[19]	5%	All or Nothing	Baseline Competency level of the Organization Established thru SSC-Approved Competency Assessment Report	1.97% improvement	Improvement on the Competency Level of the Organization Based on the 2020 year-end Assessment	Improvement on the Competency Level of the Organization Based on the 2021 year-end Assessment

[19] 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

	Objective/Measure	Component			Baseline Data		Target	
		Formula	Weight	Rating System	2019	2020	2021	2022
SO 10	**Institutionalize Robust ICT Systems and Infrastructure to Support Transformative Digitalization**							
SM 13	Percentage of ICT Projects Implemented	No. of ICT Projects accomplished / Total No. of ICT projects in the ISSP planned to be accomplished during the year	5%	(Actual / Target) x Weight	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 /Maternity/ECMED Work 3. Member Services Portal: UMID Card Application thru Web	100% of the targeted IT Projects implemented	100% implementation of the ISSP Projects planned for 2021	100%
SO 11	**Enhance Public Service Delivery Infrastructure**							
SM 14	ISO-Certified in all Core Processes	Actual Accomplishment	5%	All or Nothing	ISO 9001:2015 Certificate for 15 branches	No Surveillance audit was conducted in 2020	Pension Loan Granting Process of 12 NCR Branches	New ISO Certification for Unemployment Benefit System and Maintenance of Existing ISO Certification
		Sub-Total	**20%**					
		TOTAL	**100%**					