



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



10 November 2023

**HON. BENJAMIN E. DIOKNO**

Secretary, Department of Finance (DOF)  
 and SSS Chairperson

**HON. ROLANDO L. MACASAET**

President and Chief Executive Officer (PCEO)

**SOCIAL SECURITY SYSTEM (SSS)**

SSS Building, East Avenue, Diliman,  
 Quezon City

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**RE: VALIDATION RESULT OF THE 2022  
 PERFORMANCE SCORECARD OF  
 SSS**

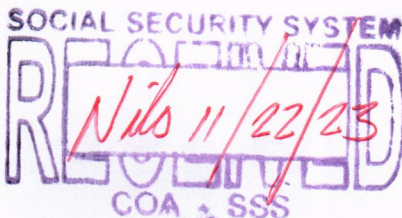
Dear Secretary Diokno and PCEO Macasaet,

We respectfully furnish you with the validation result of SSS's 2022 Performance Scorecard (**Annex A**), where SSS obtained an overall score of **95.85%**.

The Governance Commission reiterates that in accordance with paragraph 3, section 9 of GCG Memorandum Circular No. 2023-01, upon official receipt of its GCG-validated performance score, GOCCs may request for reconsideration within thirty (30) days. After such period, the performance score shall be deemed final.

**FOR SSS'S INFORMATION AND GUIDANCE.**

Very truly yours,



**ATTY. MARIUS P. CORPUS**  
 Chairperson

**ATTY. BRIAN KEITH F. HOSAKA**  
 Commissioner

**ATTY. GERALDINE MARIE B. BERBERABE-MARTINEZ**  
 Commissioner

cc: COA Resident Auditor - SSS



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 System  
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SOCIAL SECURITY SYSTEM (SSS)  
Validation Result of the 2022 Performance Scorecard

Component					SSS Submission <sup>1</sup>		GCG Validation		Supporting Documents	Remarks		
Objective/Measure	Formula	Weight	Rating Scale	Target	Actual	Rating	Actual	Rating				
IMPACT	SO 1	Fund Sustainability										
	SM 1	Per Capita Fund	Total Assets / Total Number of Covered Members	10%	(Actual/Target) x Weight	₱17,100	₱16,359.84	9.57%	₱18,420.06	10.00%	Computation of Per Capita Fund; 2022 COA Annual Audit Report; Walkthrough of SSS Covered Members	Target exceeded.  Total Assets in the Audited Statement of Financial Position was used.
	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	₱13,733	₱14,091.00	10.00%	₱14,091.00	10.00%	Average Monthly Salary Credit (AMSC) Report Distribution of Payments per AMSC and computation Walkthrough of the computation of AMSC for the year	Target exceeded.
			Sub-total	20%				19.57%		20.00%		

<sup>1</sup> Based on the Interim PES Form 3 submitted by SSS through a letter dated 27 April 2023. Officially received by the Governance Commission on 28 April 2023.

Signature



Component					SSS Submission <sup>1</sup>		GCG Validation		Supporting Documents	Remarks		
Objective/Measure	Formula	Weight	Rating Scale	Target	Actual	Rating	Actual	Rating				
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 <sup>2</sup>	5%	(Actual/Target) x Weight	56%	53.81%	4.80%	53.19%	4.75%	SSS's computation of the level of protection and security for Filipino workers;  Daily Minimum Wage Rates per wage order by region from the National Wages and Productivity Commission;  Walkthrough on the computation of average pension for the year	Target not met.
			Sub-total	5%				4.80%		4.75%		
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 <sup>3</sup> – Government Workers – Unpaid Family Workers)	5%	(Actual/Target) x Weight	41%	41.23%	5.00%	41.23%	5.00%	Labor Force Survey by the Philippine Statistics Authority  SSS's computation of the percentage of economically active population  Walkthrough on the computation	Target exceeded.

<sup>2</sup> Wage refers to Minimum Wage.  
<sup>3</sup> Based on the Labor Force Survey as published by the Philippine Statistics Authority.


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Objective/Measure	Formula	Weight	Rating Scale	Target	Actual	Rating	Actual	Rating			
SO 5	Ensure Timely and Accurate Collection from Members through Stricter Enforcement and Convenient Payment Systems										
SM 5	Increase Amount of Contributions Collected	Contribution Collection (Employed + Self –Employed + Voluntary + OFWs)	15%	(Actual/Target) x Weight	₱260.86 Billion	₱261.44 Billion	15.00%	₱260.44 Billion	14.98%	2022 COA AAR	Target not met.  The validated accomplishment is based on “Members’ Contributions” in the 2022 Audited Statement of Cash Flows.
SM 6	Improve Collection Efficiency Rate	New Loans: Collection / Collectible  Collection: (Beginning Balance + Releases – Ending Balance)  Collectible: (Beginning Balance + Releases – Collectibles due for succeeding years)	5%	(Actual/Target) x Weight	90%	90.86%	5.00%	90.86%	5.00%	For the principal balances - Enhanced Loan Management System (eLMS) Aging Reports on New Short-Term Loans;  For the releases - Management Information System Reports on New Short-Term Loans;  Walkthrough of the eLMS and MIS	Target exceeded.  “New Loans” refer to loans released within the current year, 2022, and the last three (3) years.

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Objective/Measure	Formula	Weight	Rating Scale	Target	Actual	Rating	Actual	Rating			
SO 6	Improve Investment Income										
SM 7	Improve Return on Investments	Annualized monthly ROI	10%	(Actual/Target) x Weight	4.71%	6.62%	10.00%	6.62%	10.00%	 Actual Consolidated Investment Portfolio Report for 2022; 12 Monthly Consolidated Schedules of Investment Level and Income for 2022; Breakdown of Income and Asset Groups into General Ledger Accounts; Walkthrough computation of annualized ROI; 2022 COA AAR	Target exceeded.  Accomplishment encompasses the Social Security Fund, Employees Compensation Fund, Flexi Fund, Personal Equity and Savings Option Fund, Mortgagor's Insurance Account, Workers' Investment and Savings Program (WISP), WISP Plus, and Externally-Managed Fund  It was noted that related other comprehensive income items are excluded from computation.

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Objective/Measure		Formula	Weight		Rating Scale	Target	Actual	Rating	Actual	Rating			
	SO 7	Provide More Responsive Benefit Programs											
	SM 8	New Benefit Programs	Actual Accomplishment	5%		All or Nothing	New Voluntary Provident Program Launched	New Voluntary Provident Program implemented through Circular No. 2022-032 dated 12 December 2022 and launched on 15 December 2022	5.00%	New Voluntary Provident Program, also known as the Workers' Investment and Savings Program (WISP) Plus, implemented through SSS Circular No. 2022-032 dated 12 December 2022 and launched on 15 December 2022	5.00%	Copy of Circular No. 2022-032: Guidelines for the Implementation of the New Voluntary Provident Fund (NVPF) Program for SSS members	Target met.
	SM 9	Percentage of Applications with Complete Documents Processed	Total Number of Applications with Complete Documents Processed within Prescribed Time / Total Number	Sickness - Employed	1%	(Actual/Target) x Weight	100% <sup>4</sup>	Sickness (Employed): 68.17%	8.54%	Sickness (Employed): 60.31%	8.02%	SSS's computation of the processing time per type of benefit; Database of all covered claims;	Target not met. See <b>Appendix 1</b> .
Sickness - SE/VM/ Separated				1%	Sickness (SE; VM;								

<sup>4</sup> 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.

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Component							SSS Submission <sup>1</sup>		GCG Validation		Supporting Documents	Remarks	
Objective/Measure			Formula	Weight		Rating Scale	Target	Actual	Rating	Actual			Rating
		within the Applicable Processing Time	of Applications with Complete Documents Received	Maternity - Medical	1%			Sickness (SE; VM; Separated): 53.32%		Separated): 12.99%		Proof for sampled transactions	
				Maternity - Non Medical	1%			Maternity (Medical): 85.27%		Maternity (Medical): 83.17%			
				Funeral	1%			Maternity (Non-Medical): 98.21%		Maternity (Non-Medical): 98.21%			
				Unemployment	1%			Funeral: 97.38%		Funeral: 99.13%			
				Death	1%			Unemployment: 87.42%		Unemployment: 87.42%			
				Disability	1%			Death: 86.47%		Death: 84.88%			
				Retirement	1%			Disability: 93.82%		Disability: 92.64%			
				Loans Granting	1%			Retirement: 85.63%		Retirement: 84.31%			
SO 8 Ensure a Delightful Customer Experience throughout His or Her Journey with SSS													
SM 10a	Percentage of Satisfied Customers –	Total number of Respondents who gave a	2.5%			90%	99.80%	2.50%	99.80%	2.50%	Certificate of Fieldwork Completion from	Acceptable.	

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Component						SSS Submission <sup>1</sup>		GCG Validation		Supporting Documents	Remarks	
Objective/Measure			Formula	Weight	Rating Scale	Target	Actual	Rating	Actual			Rating
SUPPORT		Individual Customers	rating of at least Satisfactory / Total number of Respondents		(Actual/Target) x Weight  Below 80% = 0%						Market Relevance Corporation; CSS Final Report; Sample accomplished questionnaires for each customer type	
	SM 10b	Percentage of satisfied Customers – Business Clients		2.5%		90%	98.20%	2.50%	98.20%	2.50%		
			Sub-total	55%				53.54%		53.00%		
	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	90%	96.60%	5.00%	96.70%	5.00%	2022 Commission on Audit Annual Audit Report	Target exceeded.
	SM 12	Competency Level of the Institution	(Competency Baseline 2022 – 2021 Competency Level) <sup>5</sup>	5%	All or Nothing	Improvement on the Competency Level of the Organization Based on the 2021	91.01%	5.00%	0.72% improvement from prior year	5.00%	2022 SSS Competency Assessment Report; 2022 Database of Individual Competency Ratings;	2022 level: 91.01% vs. 2021 level: 90.29%  The request for consideration to revise the 2021

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

$$\frac{\sum_{b=1}^B \left[ \frac{\sum_{a=1}^A \left( \frac{\text{Actual Competency Level}}{\text{Required Competency Level}} \right)_a}{A} \right]_b}{B}$$
 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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Component					SSS Submission <sup>1</sup>		GCG Validation		Supporting Documents	Remarks
Objective/Measure	Formula	Weight	Rating Scale	Target	Actual	Rating	Actual	Rating		
				year-end Assessment					Revised 2021 Database of Individual Competency Ratings; Sample Competency Assessment Forms; SSS's Narrative Report on the 2021 Recomputation	competency rating from 96.67% to 90.29% is ACCEPTED. This is to recognize the corrective measures taken for non-compliance of employees with specified assessment methods and procedures.  SSS is reminded to strictly adhere to its competency framework and assessment guidelines and to avoid overhauling a previously issued competency assessment report.
SO 10	Institutionalize Robust ICT Systems and Infrastructure to Support Transformative Digitalization									

18



Component						SSS Submission <sup>1</sup>		GCG Validation		Supporting Documents	Remarks	
Objective/Measure		Formula	Weight	Rating Scale	Target	Actual	Rating	Actual	Rating			
	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	100%	91.18%	4.56%	13 systems accomplished in 2022 out of the 21 systems committed based on the revised ISSP	3.10%	2022-2024 ISSP; Summary of the 2022 Implemented Information System; System Notices; Procurement Documents; Screenshots of systems	Target not met.  See <b>Appendix 2.</b>
	SO 11	Enhance Public Service Delivery Infrastructure										
	SM 14	ISO-Certified in all Core Processes	Actual Accomplishment	5%	All or Nothing	New ISO Certification for Unemployment Benefit System and Maintenance of Existing ISO Certification	Passed the Surveillance Audit for the ISO certification on all frontline processes of 10 branches (Olongapo, Biñan, Iloilo-Central, San Pablo, Naga, Cebu, Dumaguete, CDO, Davao, and Zamboanga)  Passed the ISO 9001:2015 QMS Surveillance Audit for PLP with zero non-conformity	5.00%	Passed the ISO 9001:2015 QMS Certification Audit for Unemployment Benefit (UB) Process with zero non-conformity  Passed the Relevant Surveillance Audit	5.00%	ISO Certificates and Attestation from SOCOTEC	Target met.  Surveillance audit was passed for Registration and Coverage, Contributions and Loans Repayment Collection, Short-Term Member Loans Granting, Sickness, Maternity and Employee Compensation Benefits, Death, Disability and Retirement Benefits, Funeral Benefit

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Component							SSS Submission <sup>1</sup>		GCG Validation		Supporting Documents	Remarks
Objective/Measure			Formula	Weight	Rating Scale	Target	Actual	Rating	Actual	Rating		
							Passed the ISO 9001:2015 QMS Certification Audit for Unemployment Benefit (UB) Process with zero non-conformity					and ID Capture Processes, and Pension Loans Granting Process involving all the branches under the Luzon Operations Group and their Management and Support Units, respectively.
			Sub-total	20%				19.56%		18.10%		
			TOTAL	100%				97.47%		95.85%		

18



**SM 9: PERCENTAGE OF APPLICATIONS WITH COMPLETE DOCUMENTS PROCESSES WITHIN THE APPLICABLE PROCESSING TIME**

CLAIMS	WEIGHT	TARGET	SSS' REPORTED ACCOMPLISHMENT					GCG VALIDATION			
			PROCESSING TIME	TOTAL NO. OF APPLICATIONS W/ COMPLETE DOCUMENTS PROCESSED WITHIN PRESCRIBED TIME	TOTAL NO. OF APPLICATIONS W/ COMPLETE DOCUMENTS RECEIVED	WITHIN TAT (%)	SSS INITIAL RATING (%)	TOTAL NO. OF APPLICATIONS W/ COMPLETE DOCUMENTS PROCESSED WITHIN PRESCRIBED TIME	TOTAL NO. OF APPLICATIONS W/ COMPLETE DOCUMENTS RECEIVED	WITHIN TAT (%)	VALIDATED SCORE (%)
Sickness (Employed)	1%	100%	7	349,840	513,218	68.17	0.68	309,502	513,218	60.31	0.60
Sickness (Self-employed/Voluntary/ Separated)	1%	100%	20	23,018	43,168	53.32	0.53	5,606	43,168	12.99	0.13
Maternity (Medical)	1%	100%	20	18,219	21,365	85.27	0.85	17,769	21,365	83.17	0.83
Maternity (Non-Medical)	1%	100%	7	292,183	297,497	98.21	0.98	292,162	297,497	98.21	0.98
Funeral	1%	100%	3	211,905	217,613	97.38	0.97	215,723	217,613	99.13	0.99
Unemployment	1%	100%	7	64,086	73,306	87.42	0.87	64,086	73,306	87.42	0.87
Death	1%	100%	20	119,037	137,663	86.47	0.86	116,844	137,663	84.88	0.85
Disability	1%	100%	15	42,738	45,552	93.82	0.94	42,199	45,552	92.64	0.93
Retirement	1%	100%	7	202,799	236,841	85.63	0.86	199,683	236,841	84.31	0.84
Loans	1%	100%	1	1,678,878	1,678,878	100.00	1.00	1,678,878	1,678,878	100.00	1.00
<b>Total</b>	<b>10%</b>						<b>8.54%</b>				<b>8.02%</b>



SM 13: PERCENTAGE OF ICT PROJECTS IMPLEMENTED

PROJECT COUNT	ISSP PROJECT PLAN FOR 2022	GCG VALIDATION
I. ICT PROJECTS IMPLEMENTATION SCHEDULE		
INTERNAL ICT PROJECTS		
A. Establishment of Mission Critical IT Infrastructures		
1	File Transfer Protocol (FTP) Solution	Not implemented in 2022.
2	Oracle Licenses for Production and Disaster Recovery (DR) Centers	Acceptable.
B. Establishment of IT Security		
3	Network Access Control (NAC) for SSS Main Office	Implemented in 2023.
4	Active Directory	Acceptable.
5	Endpoint Security Solution with Endpoint Detection and Response (EDR)	Acceptable.
C. Establishment of Network Services		
6	Network Equipment for Point-to-Point Connection for Main Office (MO) and Disaster Recovery (DR) Site for Active-Active Data	Acceptable.

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PROJECT COUNT	ISSP PROJECT PLAN FOR 2022	GCG VALIDATION
7	Replacement of Existing Domain Name Server (DNS) Servers for MO and DR (2 Units Internal and 2 Units External)	Acceptable.
8	Network Access Switch	Acceptable.
9	Network Equipment for Wireless Connectivity Infrastructure	Completed in 2023.
10	Virtual Private Network (VPN) Concentrator	Implemented in 2023.
11	Network Monitoring System	Acceptable.
12	ICT Helpdesk & Asset Management System	Started in 2023.
13	System Performance Monitoring Tool (SPMT)	Procured in 2023.
<b>D. Establishment of Business-Driven Projects</b>		
14	Audio Visual Equipment System	Insufficient proof given to show that SSS received the Audio-Visual Equipment System within 2022.
<b>II. INFORMATION SYSTEMS IMPLEMENTATION SCHEDULE</b>		
<b>A. Service Delivery System</b>		
15	eCollection System (eCS)	Acceptable.
<b>B. Business Generation Systems</b>		
16	Registration and Coverage System	Acceptable.
17	Member Benefits System	Acceptable.
18	Contributions Collection System	Acceptable.

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PROJECT COUNT	ISSP PROJECT PLAN FOR 2022	GCG VALIDATION
19	Loans Management System	Acceptable.
20	Investment Management System	Implementation delayed to 2023.
<b>C. Cross-Agency Project</b>		
21	Enhanced Online Filing of SSS Unemployment Benefit Claim	Acceptable.

18