

15 November 2024

HON. RALPH G. RECTO

*Secretary, Department of Finance (DOF)
and SSS Chairperson*

HON. VOLTAIRE P. AGAS

Officer-in-Charge (OIC)

SOCIAL SECURITY SYSTEM (SSS)

*SSS Building, East Avenue, Diliman,
Quezon City*

**RE: VALIDATION RESULT OF SSS's 2023
PERFORMANCE SCORECARD**

Dear Secretary Recto and OIC Agas,

This is to formally transmit the validation result of **SOCIAL SECURITY SYSTEM's (SSS) 2023 Performance Scorecard (Annex A)**, where SSS gained an overall score of **97.52%**. The same is to be posted on SSS's website, in accordance with Section 43 of GCG Memorandum Circular (M.C.) No. 2012-07.¹

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

¹ Code of Corporate Governance for GOCCs, dated 28 November 2012.

SOCIAL SECURITY SYSTEM (SSS)
Validation Result of the 2023 Performance Scorecard

Component					SSS Submission		GCG Validation		Supporting Documents	Remarks		
Objective/Measure	Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating				
IMPACT	SO 1											
	SM 1	Increase in Total Assets (5-year average)	Sum of percentage increase from 2017 to 2022 / 5 years Where: Annual percentage increase in total assets = [(Total assets at the end of the CURRENT year – Total assets at the end of the PREVIOUS year) / Total assets at the end of the PREVIOUS year] x 100	5%	(Actual/Target) x Weight	7%	8.87%	5%	8.87%	5%	SSS's computation of the percentage increase in total assets for CY 2017 to 2022; and CY 2017 to 2022 COA Annual Audit Reports	Target exceeded.
	SO 2	Benefit Adequacy										
	SM 2	Per Capita Fund (Basis Actuarial Figure)	Total Assets / Covered Members (Absolute Amount)	10%	(Actual/Target) x Weight	₱17,700	₱17,425.87	9.85%	₱20,662.55	10%	2023 COA Annual Audit Report; Breakdown of the numbers of covered members; Excel database; SSS's computation for Per Capita Fund; and Randomly selected samples	Target exceeded.
	Sub-total		15%				14.85%		15.00%			

Validation Result of the 2023 Performance Scorecard (Annex A)

Component					SSS Submission		GCG Validation		Supporting Documents	Remarks		
Objective/Measure		Formula	Weight	Rating System	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 in the benefit adequacy of SSS pensioners (Basis Actuarial Figures)	Average Pension ¹ / Average Wage ²	5%	(Actual/Target) x Weight	44.10%	40.72%	4.62%	40.72%	4.62%	SSS's computation of the benefit adequacy; and Summary of Daily Minimum Wage Rates per wage order (NCR)	Target not met.
	SM 4	Increase in per capita benefit - DB (average per disbursement)	Total Amount of SSS Benefits Disbursed / Number of SSS Benefits disbursed	5%	(Actual/Target) x Weight	₱6,000.00	₱6,394.63	5%	₱6,397.65	5%	Total number and amount benefits disbursed; 2023 COA-Annual Audit Report; Comparative Benefit Payments Report; Screenshot of amounts disbursed; and Written justification on the discrepancy on the reported amount vis-à-vis Unaudited Financial Statement	Target exceeded.
	Sub-total			10%				9.62%		9.62%		

¹ Refers to New Pensioners 2023.
² Wage refers to NCR Minimum Wage for 22 days.

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Validation Result of the 2023 Performance Scorecard (Annex A)

Component					SSS Submission		GCG Validation		Supporting Documents	Remarks		
Objective/Measure	Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating				
CORE	SO 4	Make all Filipino workers 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 15yrs and over – Unpaid family workers – government workers)	5%	(Actual / Target) x Weight	39.60%	39.50%	4.99%	38.13%	4.81%	SSS's computation; Excel database for paying members; PSA Report on the Net Labor Force; and 10 Samples from Web Inquiry System (WINS)	Target not met. For the Net Labor Force, the GCG used the "as of 31 December 2023" data and not the "Average" data, to be more consistent with the formula in the scorecard.
	SO 5	Ensure timely and accurate collection from members of SSS to attain Universal Coverage										
	SM 6a	Increase the Amount of Contributions Collected	Contribution collection (Employed + Self-employed + Voluntary + OFWs)	12.5%	(Actual / Target) x Weight	₱334.64 Billion	₱353.53 Billion	12.5%	₱343.97 Billion	12.5%	2023 COA Annual Audit Report; Briefer for the WISP and WISP Plus; DBM-Approved Corporate Operating Budget (COB); Schedule of Revenues and Expenditures and Other Comprehensive Income; and Breakdown of Monthly Contributions for WISP	Target exceeded.

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Validation Result of the 2023 Performance Scorecard (Annex A)

Component						SSS Submission		GCG Validation		Supporting Documents	Remarks
Objective/Measure		Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating		
SM 6b	Reduction of Delinquency Accounts	Actual Accomplishment	2.5%	All or Nothing	Board-Approved Policy on Delinquent Accounts ³	Board-Approved Policies on Delinquent Accounts	2.5%	Board-Approved Policies on Delinquent Accounts	2.5%	System Notice for the Account Management Systems (AMaS); Board-approved policies; and 2023 COA-Annual Audit Report	Target met.
SM 7	Collection Efficiency Rate	Actual Accomplishment	3%	(Actual / Target) x Weight	90% (new loans)	91.00%	3%	91.00%	3%	Rationale and Justification on the coverage years; Guidelines or copy of the SS Circulars on the loans included in the computation; Types of loans covered and its payment terms; SSS's computations of the CER with aging reports; and 2023 COA- Annual Audit Report	Target exceeded.
			2%	(Actual / Target) x Weight	15% (old loans)	17.80%	2%	17.80%	2%		

³ Includes policy on data clean-up and definition of delinquent accounts, processes, system enhancements, among others.

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Validation Result of the 2023 Performance Scorecard (Annex A)

Component						SSS Submission		GCG Validation		Supporting Documents	Remarks	
Objective/Measure		Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating			
	SO 6	Increase of ROI gradually and sustainably while digitally transforming treasury and investment operations										
CORE	SM 8	Return of Investments	Annualized monthly ROI	10%	(Actual / Target) x Weight	5%	5.78%	10%	5.78%	10%	Percentage per Investment Portfolio; 12 Monthly Consolidated Schedules of Investment Level and Income for 2023; Consolidated Schedule of Investment Level and Income for the year 2023; Accounting Schedules generated from the Financial Accounting System (FAS); and 2023 COA-Annual Audit Report	Target exceeded.
	SO 7	Enhance benefit programs for value, cost efficiency and payment integrity										
	SM 9	Number of Enhanced Benefits (Policies/ Guidelines/ Processes)	Actual Accomplishment	5%	All or nothing	Three (3) Board-approved policies ⁴	Five (5) benefit programs with Board-	5%	Five (5) benefit programs with Board-	5%	Copy of the issued Enhanced Circulars with Board Resolutions and	Target exceeded.

⁴ Refers to enhanced policies/ guidelines/ processes in any of the seven (7) benefits and Provident Fund.

Validation Result of the 2023 Performance Scorecard (Annex A)

Component						SSS Submission		GCG Validation		Supporting Documents	Remarks
Objective/Measure		Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating		
						approved enhanced policies		approved enhanced policies		accordingly posted in SSS's website: a. Circular No. 2023-003 (Maternity Benefit); b. Circular No. 2023-006 (Mandatory Provident Fund); c. Circular No. 2023-009 (Funeral Benefit Program); d. Circular No. 2023-013 (Annual Confirmation of Pensioners); and e. Circular No. 2023-014 (Preventive and Punitive Actions against Fraud in Benefit and Loan transactions)	

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Validation Result of the 2023 Performance Scorecard (Annex A)

Component					SSS Submission		GCG Validation		Supporting Documents	Remarks		
Objective/Measure	Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating				
CORE	SO 8	Provide stakeholders with consistent, reliable, and seamless customer experience across all service delivery models										
	SM 10	Percentage of applications with complete documents processed within the applicable processing time ⁵										
		Sickness – Employed	Total Number of Applications with the Complete Documents Processed within the Prescribed Time / Total Number of Application with Complete Documents Received	1%	(Actual / Target) x Weight	100%	324,665	0.96%	325,500	0.96%	Summary of the processing time per type of benefit; Database of all covered claims; and Samples per type of benefit; SSS Citizen's Charter 2022 (1 st Edition); and Randomly selected samples	Target not met. See Appendix 1
		Sickness – SE/VM/Separated		1%			20,546	0.45%	21,781	0.48%		
		Maternity – Medical		1%			26,807	0.98%	26,840	0.98%		
		Maternity - Non-Medical		1%			284,359	0.92%	289,676	0.94%		
		Funeral – SSS		1%			193,574	0.99%	193,600	0.99%		
		Unemployment		1%			54,062	0.86%	55,486	0.88%		
		Death (SS & EC)		1%			124,747	0.90%	124,747	0.90%		
		Disability (SS & EC)		1%			51,858	0.99%	51,863	0.99%		
		Retirement		2%			266,744	1.93%	266,798	1.93%		
	SM 11a	Percentage of Satisfied Customers – Individual Customers		Total number of Respondents who gave a rating of at least satisfactory / Total number of respondents			2.5%	(Actual / Target) x Weight Below 80% = 0%	90%	92.2% (subject to ARTA Validation)		
	SM 11b	Percentage of Satisfied Customers – Business Clients	2.5%		2.5%	2.5%						
		Sub-total		55%				53.97%		53.86%		

⁵ Based on the applicable processing time as stated in the SSS Citizen's Charter.

Validation Result of the 2023 Performance Scorecard (Annex A)

Component						SSS Submission		GCG Validation		Supporting Documents	Remarks	
Objective/Measure		Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating			
SUPPORT	SO 9	Develop a competent, diverse, flexible, and engaged workforce in an environment of meritocracy, service excellence and accountability										
	SM 12	Competency Level of the Institution	(Competency Baseline 2022 – 2021 Competency Level) ⁶	5%	All or Nothing	Improvement on the Competency Level of the Organization Based on the 2022 year-end Assessment	97.16% (6.15% improvement from prior year)	5%	Improved Competency Level of the Organization Based on the 2022 year-end Assessment	5%	Raw Database of the Competency Assessment for CY 2023; and Ten (10) Sample Accomplished Survey Forms	Target met.
	SO 10	Manage operating costs to ensure prudent stewardship of resources to support transformative digitalization										
	SM 13	Budget Rate Utilization	Total disbursement / DBM-Approved COB (both net of PS Cost)	5%	(Actual / Target) x Weight	90%	90.20%	5%	96.52%	5%	SSS's computation; PCEO Approved COB Reallocation; DBM-Approved COB; List of deleted/excluded projects under MOOE and CAPEX; 2023 COA-Annual Audit Report	Target exceeded.

⁶ The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

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

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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Validation Result of the 2023 Performance Scorecard (Annex A)

Component					SSS Submission		GCG Validation		Supporting Documents	Remarks	
Objective/Measure	Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating			
SO 11	Implement a robust and agile information communication technology system										
SM 14	Percentage of accomplishments based on the 2023 targets in the ISSP	Actual Accomplishment	5%	(Actual / Target) x Weight	100% of the targeted IT projects implemented	100%	5%	80.77%	4.04%	Systems' Notices; Certificates of Completion and Acceptance; Sample generated reports in CY 2023; Screenshots of the systems or photos of the hardware acquired in CY 2023; Notices of Award; Notices to Proceed; Minutes of the Board Meeting; Redacted Project Contract; Memorandum Request for deletion of the project; and Project Implementation Plan	Below target. 21 out of 26 projects were accomplished based on the 2023 targets in the 2023-2025 ISSP (See Appendix 2)
SO 12	Integrate SSS systems that conform to local and international standards on governance, risk, compliance										
SM 15	ISO-certified in all Core Processes	Actual Accomplishment	2.5%	All or Nothing	ISO 9001:2015 Certified Short- Term Loan Process	Passed the certification audit conducted by TÜV Rheinland	2.5%	Passed the ISO 9001:2015 for the Short- Term	2.5%	ISO Certification from TÜV Rheinland Philippines, Inc.; and	Target met.

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Validation Result of the 2023 Performance Scorecard (Annex A)

Component						SSS Submission		GCG Validation		Supporting Documents	Remarks
Objective/Measure		Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating		
						Philippines for new certification		Loan Process		Surveillance Report Audit	
			2.5%		Maintenance of ISO Certification on Pension Loans and Unemployment Benefits	Passed the surveillance audit conducted by SOCOTEC Philippines for continued certification	2.5%	Maintained the ISO Certification on Pension Loans and Unemployment Benefits	2.5%	Attestations from SOCOTEC Certification Philippines, Inc. Surveillance Report Audit	Target met.
		Sub-total		20%			20%		19.04%		
			TOTAL		100%		98.56%		97.52%		

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SM 10: PERCENTAGE OF APPLICATIONS WITH COMPLETE DOCUMENTS PROCESSES WITHIN THE APPLICABLE PROCESSING TIME

TYPE OF BENEFIT CLAIM	WEIGHT	PROCESSING TIME ¹	SSS'S REPORTED ACCOMPLISHMENT				GCG VALIDATION			
			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%	7 WDs	324,665	337,299	96.30%	0.96%	325,500	337,299	96.41%	0.96%
Sickness (Self-employed/Voluntary/ Separated)	1%	5 WDs ²	20,546	45,773	44.9%	0.45%	21,781	45,773	47.58%	0.48%
Maternity (Medical)	1%	20 WDs	26,807	27,438	97.7%	0.98%	26,840	27,438	97.82%	0.98%
Maternity (Non-Medical)	1%	7 WDs ³	284,359	307,659	92.4%	0.92%	289,676	307,659	94.15%	0.94%
Funeral	1%	7 WDs	193,574	194,022	99.8%	0.99%	193,600	194,022	99.78%	0.99%
Unemployment	1%	7 WDs	54,062	63,245	85.5%	0.86%	55,486	63,245	87.73%	0.88%
Death	1%	20 WDs	124,747	139,077	89.7%	0.90%	124,747	139,077	89.70%	0.90%
Disability	1%	15 WDs ⁴	51,858	52,549	98.7%	0.99%	51,863	52,549	98.69%	0.99%
Retirement	2%	15 WDs	266,744	276,551	96.5%	1.93%	266,798	276,551	96.47%	1.93%
Total	10%					8.98%				<u>9.04%</u>

¹ Based on the 2022 Citizen's Charter.

² 20 working days for Special Cases. Based on the submission of SSS, there were a total of 52 transactions received, of which 48 transactions were processed within the turn-around time.

³ 20 working days for Special Cases. There were 52 transactions received, of which 46 applications were processed within the turn-around time.

⁴ 20 working days for Online transactions. Based on the submission of SSS, there were a total of 4,285 transactions received, of which 4,189 transactions were processed within the turn-around time.

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SM 14: PERCENTAGE OF ACCOMPLISHMENTS BASED ON THE 2023 TARGETS IN THE ISSP

PROJECT COUNT	ISSP PROJECT PLAN FOR 2023	GCG VALIDATION
I. INTERNAL ICT PROJECTS		
I.1 Establishment of Mission Critical Infrastructure		
1.	IT Service Management System	Acceptable. Completed on 23 June 2023.
2.	Application Delivery Controller	Acceptable.
3.	File Transfer Protocol Solution	Acceptable. Completed on 24 October 2023.
4.	Windows Server Hyperconverged Infrastructure	Acceptable.
5.	Oracle and Microsoft Software and Server Maintenance and Support	Acceptable.
	a. Maintenance of Oracle T8 Server	
	b. Oracle Server Support	
	c. SQL Server Ent Core 2 SftSA	
6.	System Performance Monitoring Tool	Target not met. The submitted documents were not sufficient to support SSS's request for the deletion of this project due to failed bidding.
7.	Physical Access Control	Acceptable. Completed on 28 April 2023.
8.	Disaster Recovery Collocation Services	Acceptable.
I.2 Establishment of IT Security		
9.	Shared Cyber Defense Solution	Acceptable. Completed on 17 March 2023.
10.	Cyber Security Assessment	Acceptable. Completed on 28 April 2023.
11.	System Vulnerability Scanner	Acceptable. Completed on 17 March 2023.
12.	Secure Socket Layer	Acceptable.
13.	Managed Security Operations Center	Acceptable.
14.	Internal Firewall Maintenance	Acceptable.
I.3 Establishment of Network Services		
15.	Network Monitoring System	Acceptable. Completed on 27 July 2023.
16.	Private Automatic Branch Exchange	Acceptable.

PROJECT COUNT	ISSP PROJECT PLAN FOR 2023	GCG VALIDATION
		The project was completed in the succeeding year, 2024. No substantial proof showing that the delay was beyond the control of SSS.
17.	Link Loader Balancer	Acceptable.
I.4 Implementation of Business-Driven Projects		
18.	Internal Audit Management System	Acceptable.
19.	Text SSS Service Facility	Acceptable.
20.	One Time Pin Services	Acceptable.
21.	Bulk Email Sending Service	Target not met. The documents submitted were not sufficient to support SSS's request for the deletion of this project in CY 2023 accomplishment.
22.	Chatbot Interactive Service	Acceptable.
23.	Document Scanning Software Maintenance/ Support	Target not met.
24.	Scanning and Indexing of Documents Services	
25.	Conversion to Digital Image and Indexing of Microfilmed Documents Services	The documents submitted by SSS were not sufficient to support its request for the deferment and deletion of these projects in CY 2023 accomplishment.
II. INFORMATION SYSTEMS (IS)		
26.	Investment Management System	Acceptable. Completed on 15 May 2023.

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