



COMPONENT					ANNUAL TARGET	3RD QUARTER 2021	
STRATEGIC OBJECTIVE (SO)/STRATEGIC MEASURE (SM)	FORMULA	WEIGHT	RATING SYSTEM	TARGET		ACTUAL	
SO 1	Sustain the Viability of the Social Security Institution						
SM 1	Per capita fund	Investment Reserve Fund / Total Number of Covered Members	10	(Actual/Target) * Weight	₱14,300	-	₱14,706.78
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 Options (PESO)Fund, and Worker's Investment and Savings Program	5	(Actual/Target) * Weight	3,018,476	-	3,317,790
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) * Weight	₱10,967	-	₱13,417 (for the period June 2021)
Sub-total			25				
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	(Actual/Target) * Weight	38.9%	-	38.66%
Sub-total			5				
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 – government workers)	5	(Actual/Target) * Weight	42%	-	30.51%
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) * Weight	₱254.03 B*	-	₱185.58 B
*Awaiting approval for the revised amount submitted to DBM of P246.233 B.							

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	STRATEGIC OBJECTIVE (SO)/STRATEGIC MEASURE (SM)	FORMULA		WEIGHT	RATING SYSTEM	ANNUAL TARGET	TARGET	ACTUAL
SO 6	Shift in Investment focuses to Increase the Provision for the Members' and Pensioners' Needs							
SM 7	Amount of Loan Releases	Actual Amount of Pension Loans		10	(Actual/Target) * Weight	₱3.8 B	₱3.1 B	₱2.1 B (as of September 2021)
SO 7	Provide a more responsive benefit program to delight our stakeholders							
SM 8	Percentage of applications with complete documents processed 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	1	(Actual/Target) * Weight	100%	-	91.76%
			Maternity	1				80.47%
			Funeral	1				88.93%
			Unemployment	1				89.97%
			Death	2				81.21%
			Disability	2				88.12%
			Retirement	2				70.62%
Sub-total				40.00				
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		5	All or Nothing	Improved level from 2020 BL	-	Report not yet available
SO 9	Institutionalize robust ICT systems and infrastructure to support transformative digitalization							
SM 10	Percentage of ICT Projects Implemented	Actual Accomplishment		10	(Actual/Target) * Weight	100% implementation of the ISSP projects planned for 2021	-	Report not yet available
SO 10	Roll out strategic communications to increase awareness of SSS services and products							
SM 11	Increased in Level of awareness	(Total number of respondents aware of SSS / Total number of respondents)*100		5	(Actual/Target) * Weight	90%	-	Report not yet available
SO 11	Ensure a delightful customer experience throughout his or her journey with the SSS							
SM 13	Percentage of Satisfied Customer	Total number of respondents who gave a rating of at least Satisfactory / Total number of respondents		5	(Actual/Target) * Weight Below 80% = 0%	90%	-	Report not yet available
SM 14	ISO-certified in all core processes	Actual Accomplishment		5	All or Nothing	Pension Loan Granting Process of 12 NCR Branches	-	Report not yet available
Sub-total				30.00				
	TOTAL			100.00				

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