

COMPONENT						4TH QUARTER 2021	
STRATEGIC OBJECTIVE (SO)/STRATEGIC MEASURE (SM)	FORMULA	WEIGHT	RATING SYSTEM	ANNUAL TARGET	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	-	₱15,071.57
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	-	3,695,407
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	-	₱13,939 (for the period October 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%	-	56.01%
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%	-	32.56%
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	₱246.23 B ¹	₱246.23 B	₱249.98 B
¹ Based on the DBM-approved Corporate Operating Budget (COB) of SSS for the Fiscal Year (FY) 2021.							
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	₱3.8 B	₱3.09 B (as of December 2021)



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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%	-	92.63%
		Maternity	1			84.24%	
		Funeral	1			90.85%	
		Unemployment	1			88.89%	
		Death	2			82.30%	
		Disability	2			88.43%	
		Retirement	2			73.42%	
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	-	100% (23 out of 23) of the ISSP projects planned for 2021 implemented	
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%	-	99.00%	
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) * Weight Below 80% = 0%	90%	-	Report not yet available	
SM 13 ISO-certified in all core processes	Actual Accomplishment	5	All or Nothing	Pension Loan Granting Process of 12 NCR Branches	-	ISO-Certified Pension Loans Granting Process involving all the branches under the Luzon Operations Group and their management and support units	
Sub-total		30.00					
TOTAL		100.00					

