



STRATEGIC OBJECTIVE (SO)/ STRATEGIC MEASURE (SM)		COMPONENT			ANNUAL TARGET	1ST QUARTER 2024		
		FORMULA	WEIGHT	RATING SYSTEM		TARGET	ACTUAL	
IMPACT	SO 1: Fund Sustainability							
	SM 1	Increase in Total Assets (5-Year average)	Sum of Percentage Increase from 2020 to 2024 / 5	5%	(Actual /Target) x Weight	10%	-	9.3% (as of March 2024)
	SM 2	Manage Expense Ratio	Administrative and Operational Expenses over the Charter Limit	0%	For monitoring purposes only	For monitoring purposes only	For monitoring purposes only	26.30% (For the period January to March 2024)
	SO 2: Benefit Adequacy							
	SM 3	Per Capita Fund	Total Assets / Covered Members (Absolute Amount)	5%	(Actual /Target) x Weight	₱19,900.00	-	Report not yet available
	Sub-total			10%				
STAKEHOLDERS	SO 3: Ensure Progressively Higher Levels of Social Security Protection for Filipino Workers and their Families that puts the Philippines at par with its ASEAN peers							
	SM 4	Increase in the benefit adequacy of SSS pensioners	Ratio of Average Pension to Average Monthly Salary Credit for New Pensioners	5%	(Actual /Target) x Weight	58.00%	-	58.34% (for the period January to March 2024)
	Sub-total			5%				
FINANCE	SO 4: Harmonize collection efforts within SSS and with other government agencies while improving collection efficiency							
	SM 5	Amount of Collections	Contribution collection (Employed + Self-employed + Voluntary + OFWs)	17%	(Actual /Target) x Weight	₱382.76 Billion	92.81 Billion	₱95.57 Billion
	SM 6	Collection Efficiency Rate for Members' Contribution	Actual SSS Contributions / Collectible Amount	3%	(Actual /Target) x Weight	54.41%	-	42.7% (for the period January to March 2024)



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FINANCE	SO 5: Introduce new and enhanced products to improve returns while adopting best practices in investment management							
	SM 7	Return on Investments	Annualized monthly ROI	15%	(Actual/Target) x Weight	8.12%	-	7.28%
	Sub-total			35%				
INTERNAL PROCESS	SO 6: Make all Filipino workers (including informal sectors, last mile communities, and Gen Z) here and abroad covered members of SSS to attain Universal Coverage							
	SM 8	Percentage of Economically Active Population Contributing to SSS	(No. of SSS Paying Members - Paying OFW) / (Labor Force 15 Yrs and Over - Unpaid family workers - government workers)	10%	(Actual/Target) x Weight	40.00%	-	30.61% (as of January 2024)
	SO 7: Improve benefit value proposition to members thru new/enhanced programs, streamlined processes, and rebranding							
	SM 9	Number of Enhanced Benefits (Policies/Guidelines/Processes)	Actual Accomplishment	5%	All or nothing	Three (3) Board-approved policies	-	Report not yet available
	SO 7: Enhance Benefit Programs for Value, Cost Efficiency, and Payment Integrity							
	SM 10	Percentage of applications with complete documents processed within the applicable processing time						
		Sickness - Employed	Total number of applications with the complete documents processed within the prescribed time / Total number of applications with complete documents received	1%	(Actual/Target) x Weight	100%	-	83.0%
		Sickness - SE/VM/Separated/OFW		1%			-	5.3%
		Maternity - Medical		1%			-	97.5%
		Maternity - Non-Medical		1%			-	91.7%
		Funeral - SS and EC		1%			-	99.9%
Unemployment		1%		-			59.5%	
Death - SS and EC		1%		-			86.9%	
Disability - SS and EC		1%		-			92.0%	
Retirement	2%	-		97.1%				
SM 11	Percentage of Satisfied Customers	Number of Respondents who gave a rating of at least Satisfactory / Total number of respondents	5.0%	(Actual/Target) * Weight  Below 80% = 0	90%	-	Report not yet available	
Sub-total			30%					



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LEARNING AND GROWTH	SO 9: Upgrade capability of support units to a globally benchmarkable level to respond to the strategic requirement of the BPOs and operating units							
	SM 12	Competency level of the Institution	Actual Accomplishment	2.50%	All or nothing	Board-approved Competency Framework	-	Report not yet available
				2.50%		Improvement on the Competency Level of the Organization Based on the 2023 year-end Assessment	-	Report not yet available
	SM 13	Budget Utilization Rate	Total Disbursements / DBM - approved Corporate Operating Budget (both net of PS Cost)	5%	(Actual/Target) x Weight	90%	-	9.6% (as of March 2024)
	SM 14	Percentage of ICT Projects Implemented	Actual Accomplishment	5%	(Actual/Target) x Weight	100%	-	Report not yet available
	SM 15	Implement Quality Management System	Actual Accomplishment	2.50%	All or nothing	All core processes done in 54 branches including management and support processes in the central office	-	Report not yet available
				2.50%		Maintenance of ISO Certification on Short-Term Loan process and Unemployment Benefit process	-	Report not yet available
	Sub-total			20%				
TOTAL			100%					