


PERFORMANCE MEASURE					BASELINE DATA			CY2024 TARGETS	CY2024 ACCOMPLISHMENTS	RATING	
STRATEGIC OBJECTIVE (SO)/ STRATEGIC MEASURE (SM)		FORMULA	WEIGHT	DATA PROVIDER	2021	2022	2023				
IMPACT	SO 1: Fund Sustainability										
	SM 1	Increase in Total Assets (5-Year average)	Sum of Percentage Increase from 2020 to 2024 / 5	5%	SSS	-	-	8.87%	10%	11.49%	5.00%
	SM 2	Manage Expense Ratio	Administrative and Operational Expenses over the Charter Limit	0%	SSS	-	-	-	For monitoring purposes only	27.90%	For monitoring purposes only
	SO 2: Benefit Adequacy										
	SM 3	Per Capita Fund	Total Assets / Covered Members (Absolute Amount)	5%	SSS	₱16,475.99	₱18,420.06	₱20,662.55	₱19,900.00	₱19,471.25	4.89%
STAKEHOLDERS	Sub-total			10%							9.89%
	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%	SSS	-	-	40.72%	58.00%	61.96%	5.00%
	Sub-total			5%							5.00%
	SO 4: Harmonize collection efforts within SSS and with other government agencies while improving collection efficiency										
FINANCE	SM 5	Amount of Collections	Contribution collection (Employed + Self-employed + Voluntary + OFWs)	17%	SSS	₱235.07 Billion	₱260.44 Billion	₱343.97 Billion	₱382.76 Billion	₱378.80 Billion	16.82%
	SM 6	Collection Efficiency Rate for Members' Contribution	Actual SSS Contributions / Collectible Amount	3%	SSS	-	-	-	54.41%	63.00%	3.00%
	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%	SSS		6.62%	5.78%	6.00%	5.99%	14.98%
	Sub-total			35%							


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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%	SSS	35.65%	41.23%	38.13%	40.00%	39.24%	9.81%
	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%	SSS	-	-	Five (5) Board-approved policies	Three (3) Board-approved policies	Four (4) Board-approved policies	5.00%
	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%	SSS	88.39%	60.31%	96.41%	100%	95.52%	0.96%
		Sickness - SE/VM/Separated/OFW		1%			12.99%	47.58%		11.95%	0.12%
		Maternity - Medical		1%		64.68%	83.17%	97.82%		97.95%	0.98%
		Maternity - Non-Medical		1%			98.21%	94.15%		89.61%	0.90%
		Funeral - SS and EC		1%		75.86%	99.13%	99.78%		99.93%	1.00%
		Unemployment		1%		71.59%	87.42%	87.73%		76.02%	0.76%
		Death - SS and EC		1%		82.30%	84.88%	89.70%		96.02%	0.96%
		Disability - SS and EC		1%		88.43%	92.64%	98.69%		97.68%	0.98%
		Retirement		2%		57.38%	84.31%	96.47%		99.26%	1.99%
	SM 11	Percentage of Satisfied Customers		Number of Respondents who gave a rating of at least Satisfactory / Total number of respondents		5.0%	SSS	98.00%		99.80% (Individual Customers) 98.20% (Business Clients)	92.23%
	Sub-total			30%						28.44%	
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%	SSS	-	-	-	Board-approved Competency Framework	Enhanced/updated SSS Competency Framework approved thru SSC Resolution No. 616-s.2024	2.50%
				2.50%		8.75% improvement from prior year	0.72% improvement from prior year	Improved Competency Level of the Organization Based on the 2022 year-end assessment	Improvement on the Competency Level of the Organization Based on the 2023 year-end Assessment	1.88% improvement from prior year	2.50%
	SM 13	Budget Utilization Rate	Total Disbursements / DBM - approved Corporate Operating Budget (both net of PS Cost)	5%	SSS	-	96.70%	96.52%	90%	97.36%	5.00%
	SM 14	Percentage of ICT Projects Implemented	Actual Accomplishment	5%	SSS	100% of ISSP targets completed	61.90% of ISSP targets completed	80.77% of ISSP targets completed	100%	71.43% of ISSP targets completed	3.57%

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LEARNING AND GROWTH	SM 15	Implement Quality Management System	Actual Accomplishment	2.50%	3rd Party Certifying Body	ISO Certified - Pension Loans Granting Process involving all the branche sunder the Luzon Operations Group and their management and support units	Passed the ISO 9001:2015 QMS Certification Audit for Unemployment Benefit (UB) process with zero non-conformity	Passed the ISO 9001:2015 for the Short-Term Loan Process	All core processes done in 54 branches including management and support processes in the central office	Passed the ISO 9001:2015 for 54 branches including management and support processes in the central office	2.50%
				2.50%		-	Passed the relevant surveillance audit	Maintained the ISO Certification on Pension Loans and Unemployment Benefits	Maintenance of ISO Certification on Short-Term Loan process and Unemployment Benefit process	Maintained the ISO Certification on Short-Term Loan process and Unemployment Benefit process	2.50%
			Sub-total			20%					
	TOTAL			100%						TOTAL SCORE	96.70%

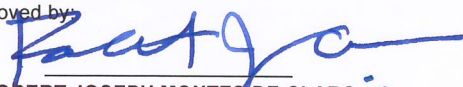
Certified Correct:


COLETTE H. CORDIAL
Vice President
Management Services and Planning Division

11 April 2025
Date


JEAN V. LAGRADA
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Financial and Budget Division

11 April 2025
Date

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Date

SEC. RALPH G. RECTO
Chairman
Social Security Commission

Date