

STRATEGIC OBJECTIVE (SO)/ STRATEGIC MEASURE (SM)		COMPONENT			ANNUAL TARGET	1ST QUARTER 2025		
		FORMULA	WEIGHT	RATING SYSTEM		TARGET	ACTUAL	
IMPACT	SO 1: Fund Sustainability and Benefit Adequacy							
	SM 1	Per Capita Fund	Total Assets / Covered Members (Absolute Amount)	10.0%	(Actual /Target) x Weight	₱19,900.00	-	Report not yet available
	Sub-total			10.0%				
STAKEHOLDERS	SO 2: 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 2	Increase in the benefit adequacy of SSS pensioners	Ratio of Average Pension to Average Monthly Salary Credit for New Pensioners	5.0%	(Actual /Target) x Weight	60.53%	-	Report not yet available
	Sub-total			5.0%				
FINANCE	SO 3: Harmonize Collection Efforts within SSS and with other Government Agencies while Improving Collection Efficiency							
	SM 3a	Amount of Collections	Contribution collection (Employed + Self-employed + Voluntary + OFWs)	12.5%	(Actual /Target) x Weight	₱480.21 Billion	₱115.15 Billion	₱113.12 Billion
	SM 3b	Collection Efficiency Rate for Delinquent Employer Accounts	Actual Collection from Delinquent Employer Accounts / Established Collectibles reconciled with the Employer	10.0%	(Actual /Target) x Weight	90.00%	-	Report not yet available
	SO 4: Introduce New and Enhanced Products to Improve Returns while Adopting Best Practices in Investment Management							
	SM 4	Return on Investments	Annualized monthly ROI	12.0%	(Actual/Target) x Weight	5.80%	-	5.38%
	Sub-total			34.5%				
INTERNAL PROCESS	SO 5: 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 5	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)	10.0%	(Actual/Target) x Weight	40.55%	-	29.77%

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INTERNAL PROCESS	SO 6: Improve Benefit Value Proposition to Members through New/Enhanced Programs, Streamlined Processes, and Rebranding											
	SM 6	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	1.0%	(Actual/Target) x Weight	100%	100%	98.90%				
		Sickness - SE/VM/Separated/OFW		1.0%				22.60%				
		Maternity - Medical		1.0%				99.40%				
		Maternity - Non-Medical		1.0%				89.20%				
		Funeral - SS and EC		1.0%				99.97%				
		Unemployment		1.0%				69.90%				
		Death - SS and EC		1.0%				98.40%				
		Disability - SS and EC		1.0%				99.90%				
		Retirement		1.0%				99.90%				
		Pension Loan Granting		1.0%				Report not yet available				
		SO 7: Enable digital empowerment through an enhanced click service delivery model in collaboration with stakeholders to increase access to SSS services										
	SM 7	Resolve referred members' concern/complaint		Percentage of resolved referred members' concerns/complaints / Referred members' concerns/complaints through CSC CCB				3.0%	(Actual/Target) * Weight	≥92%	≥92%	94.64%
SM 8	Percentage of Satisfied Customers	Number of Respondents who gave a rating of at least satisfactory / Total number of respondents	5.0%	(Actual/Target) * Weight If below 80% = 0%	90%	(Actual/Target) * Weight If below 80% = 0%	99.50%					
Sub-total			28.0%									
LEARNING AND GROWTH	SO 8: Upgrade Capability of Support Units to a Globally Benchmarkable Level to Respond to the Strategic Requirement of the Business Process Owners and Operating Units											
	SM 9	Competency level of the Institution	Actual Accomplishment	5.0%	All or nothing	Establish baseline using the Board-approved Revised Competency Framework	-	SSC Resolution No.616-s.2024 states that the implementation of the updated CF will be aligned with the results of the restructuring.				
	SM 10	Budget Utilization Rate	Total Disbursements / DBM - Approved Corporate Operating Budget (both net of PS Cost)	5.0%	(Actual/Target) x Weight 0% = below 70%	90%	-	Report not yet available				

Component						Annual Target	1st Quarter 2025	
Strategic Objective (SO)/ Strategic Measure (SM)			Formula	Weight	Rating System		Target	Actual
LEARNING AND GROWTH	SM 11	Percentage of Accomplishments based on the 2025 Target in the ISSP	Actual Accomplishment	5.0%	(Actual/Target) x Weight	100% Completion of the 2025 deliverables based on the DICT-submitted ISSP	-	Report not yet available
	SM 12	Implement Quality Management System	Actual Accomplishment	2.5%	All or nothing	All core processes done in Luzon, Visayas, Mindanao branches (57 branches) including management and support processes in the central office	-	Report not yet available
				2.5%		Maintenance of agencywide ISO 9001:2015 Certification for the initially certified 54 branches, including the management and support processes in the central office	-	Report not yet available
	SM 13	Formulate the SSS Disaster Risk Reduction Management (DRRM) Plan	Actual Accomplishment	2.5%	All or nothing	Board-approved DRRM plan	-	Report not yet available
	Sub-total				22.5%			
TOTAL				100.0%				