

		COMPONENT			ANNUAL TARGET	3RD QUARTER 2025		
STRATEGIC OBJECTIVE (SO)/ STRATEGIC MEASURE (SM)		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	₱25,365.18	-	₱22,131.31
	<i>Sub-total</i>			<i>10.0%</i>				
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%	-	64.24%
	<i>Sub-total</i>			<i>5.0%</i>				
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	₱348.65 Billion	₱337.86 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%	-	5.67%
<i>Sub-total</i>			<i>34.5%</i>					
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%	-	36.94%

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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%	96.48%
		Sickness - SE/VM/Separated/OFW		1.0%				35.77%
		Maternity - Medical		1.0%				98.87%
		Maternity - Non-Medical		1.0%				83.61%
		Funeral - SS and EC		1.0%				99.97%
		Unemployment		1.0%				68.23%
		Death - SS and EC		1.0%				98.10%
		Disability - SS and EC		1.0%				99.82%
		Retirement		1.0%				99.72%
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%	96.30%	
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%	94.63%	
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%	-	63.30%	

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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	-	13.79% (4 out of 29 projects in the ISSP completed)
	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%				