

		COMPONENT				ANNUAL TARGET	1ST QUARTER 2026	
		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	SS Total Assets / Covered Members + Pensioners	10.00%	(Actual /Target) x Weight	₱30,200.00	-	Report not yet available
	Sub-total			10.00%				
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	5.00%	(Actual /Target) x Weight	64.44%	-	59.39%
	SM 3	Customer Satisfaction Survey (CSS)	Number of Respondents who gave a rating of at least satisfactory / Total number of respondents	5.00%	(Actual/Target) * Weight If below 80% = 0%	90.00%	90.00%	85.63%
	Sub-total			10.00%				
FINANCE	SO 3: Harmonize Collection Efforts within SSS and with other Government Agencies while Improving Collection Efficiency							
	SM 4a	Amount of Collections	Contribution collection (Employed + Self-employed + Voluntary + OFWs)	13.00%	(Actual /Target) x Weight	₱494.09 Billion	₱123.48 Billion	₱124.06 Billion
	SM 4b	Collection Efficiency Rate for Delinquent Employer Accounts	Actual Collection from Delinquent Employer Accounts / Established Collectibles reconciled with the Employer	10.00%	(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 5	Return on Investments	Annualized monthly ROI	12.00%	(Actual/Target) x Weight	6.08%	-	4.00%*
	SM 6	Budget Utilization Rate (BUR)	Total Disbursements / DBM - Approved Corporate Operating Budget (both net of PS Cost)	5.00%	(Actual/Target) x Weight 0% = below 70%	90.00%	-	23.58%
Sub-total			40.00%					
						* Initially submitted target ROI for 2026 will be revised to consider the adverse impact of the ongoing Middle East Crisis to the Philippine economy, financial market, and SSS operations.		

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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 7	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)	10.00%	(Actual/Target) x Weight	41.37%	-	26.38%
	SO 6: Improve Benefit Value Proposition to Members through New/Enhanced Programs, Streamlined Processes, and Rebranding							
	SM 8	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	1.00%	(Actual/Target) x Weight	100%	100%	99.97%
		Sickness - SE/VM/Separated/OFW		1.00%				89.10%
		Maternity - Medical		1.00%				99.32%
		Maternity - Non-Medical		1.00%				89.95%
		Funeral - SS and EC		1.00%				99.97%
		Unemployment		1.00%				78.55%
		Death - SS and EC		1.00%				88.47%
Disability - SS and EC		1.00%		96.23%				
Retirement		1.00%		97.04%				
Pension Loan Granting	1.00%	100.00%						
SO 7: Enable digital empowerment through an enhanced click service delivery model in collaboration with stakeholders to increase access to SSS services								
SM 9	Resolution Rate on Referred Members' Concerns/Complaints	Percentage of resolved referred members' concerns/complaints / Referred members' concerns/complaints through CSC CCB	2.50%	(Actual/Target) * Weight	≥95%	≥95%	92.54%	
Sub-total			22.50%					
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 10	Percentage of Employees with Required Competencies Met	Number of Personnel who Met All the Required Competencies over Total Number of Personnel	5.00%	All or nothing	Establish 2026 baseline using the Board-approved Revised Competency Framework	-	Report not yet available
SM 11	Percentage of ICT Projects Implemented	Actual Accomplishment	5.00%	(Actual/Target) x Weight	100% Accomplishment of the 2026 Deliverables on the ISSP submitted to or approved by the DICT/MITHI	-	Report not yet available	

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		FORMULA	WEIGHT	RATING SYSTEM		TARGET	ACTUAL	
LEARNING AND GROWTH	SM 12	Compliance with Quality Standards (ISO QMS)	Actual Accomplishment	2.50%	All or nothing	All core processes certified in 56 branches including management and support processes in the Central Office	-	<i>Report not yet available</i>
				2.50%		Maintenance of agency-wide ISO 9001:2015 Certification for the initially certified 111 branches including the management and support processes in the Central Office	-	<i>Report not yet available</i>
	SM 13	Development and implementation of the Disaster Risk Reduction and Management (DRRM) Plan	Actual Accomplishment	2.50%	All or nothing	100% Completion of 2026 Deliverables based on the Board-approved DRRM plan	-	<i>Report not yet available</i>
Sub-total				17.50%				
TOTAL				100.00%				