

SOCIAL SECURITY SYSTEM (SSS)

	COMPONENT				BASELINE DATA				TARGET		
	OBJECTIVES / MEASURES	FORMULA	WEIGHT	RATING SCALE	2019	2020	2021	2022	2023	2024	
IMPACT	SO 1	Fund Sustainability									
	SM 1	Increase in Total Assets (5-Year Average)	Sum of Percentage Increase <sup>1</sup> from 2020 to 2024 / 5	5.0%	(Actual/Target) x Weight	N/A	N/A	N/A	N/A	7%	10%
	SM 2	Manage Expense Ratio	Administrative and Operational Expenses over the Charter Limit <sup>2</sup>	0.0%	For monitoring purposes only	N/A	N/A	N/A	N/A	N/A	For monitoring purposes only
	SO 2	Benefit Adequacy									
	SM 3	Per Capita Fund	Total Assets <sup>3</sup> / Covered Members (Absolute Amount)	5.0%	(Actual / Target) x Weight	N/A	N/A	₱16,475.99 <sup>4</sup>	₱18,420.06	₱17,700.00	₱19,900.00
	<b>Sub-total</b>			<b>10.0%</b>							

<sup>1</sup> Annual Percentage Increase in Total Assets = [(Total Assets at the end of the current Year – Total Assets at the end of the previous year) / Total Assets at the end of the previous year] x 100. Total Assets based on the audited Statement of Financial Position.

<sup>2</sup> In accordance with section 25 of Republic Act No. 11199 ("Social Security Act of 2018").

<sup>3</sup> Total assets represent the total amount available for the funding of obligations to members.

<sup>4</sup> Numerator pertains to Investment Reserve Fund.

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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	5.0%	(Actual / Target) x Weight	N/A	N/A	N/A	N/A	N/A	58%
	<b>Sub-total</b>			<b>5.0%</b>							
	SO 4	Harmonize collection of efforts within SSS and with other government agencies while improving collection efficiency									
FINANCE	SM 5	Amount of Collections <sup>5</sup>	Contribution collection (Employed + Self-employed + Voluntary + OFWs)	17%	(Actual / Target) x Weight	₱219.62 Billion	₱205.70 Billion	₱235.07 Billion	₱260.44 Billion	₱334.64 Billion	₱382.76 Billion
	SM 6	Collection Efficiency Rate for Members' Contribution <sup>6</sup>	Actual SSS Contributions / Collectible Amount	3.0%	(Actual / Target) x Weight	N/A	N/A	N/A	N/A	N/A	54.41%

<sup>5</sup> Including Worker's Investment Savings Program (WISP).

<sup>6</sup> Includes the following categories of members: Employed, Self-employed, Voluntary, Household Helpers, Non-working spouses, OFWs, No Membership Type.



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INTERNAL PROCESS	SO 5	Introduce new and enhanced products to improve returns while adopting best practices in investment management									
	SM 7	Return of Investments	Annualized Monthly ROI	15.0%	(Actual / Target) x Weight	8.12%	N/A	N/A	6.62%	5.00%	6.00%
	<b>Sub-total</b>			<b>35.0%</b>							
	SO 6	Make all Filipinos 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 Years and Over – Unpaid Family Workers – Government Workers)	10.0%	(Actual / Target) x Weight	N/A	44.11%	35.65%	41.23%	39.60%	40.00%	
SO 7	Improve benefit value proposition to members thru new/enhanced programs, streamlined processes, and rebranding										

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SM 9	Number of Enhanced Benefits (Policies / Guidelines / Processes)	Actual Accomplishment	5.0%	All or Nothing	N/A	N/A	N/A	New Voluntary Provident Program, also known as the Workers' Investment and Savings Program (WISP) Plus, implemented through SSS Circular No. 2022-032 dated 12 December 2022 and launched on 15 December 2022	Three (3) Board-approved Policies	Three (3) Board-approved Policies
<b>SO 8</b>	<b>Enable digital empowerment through an enhanced click service delivery model in collaboration with stakeholders to increase access to SSS services</b>									
SM 10	Percentage of applications with complete documents processed within the applicable processing time <sup>7</sup>									
	Sickness - Employed	Total number of applications with complete documents processed within prescribed time/ Total number of applications with complete documents received	1.0%	(Actual / Target) x Weight	66.76%	70.84%	88.39%	60.13%	100%	100%
	Sickness – SE/VM/Separated/OFW		1.0%					12.99%		
	Maternity – Medical		1.0%		64.79%	57.97%	64.68%	83.17%		
	Maternity – Non-Medical		1.0%					98.21%		
	Funeral – SS and EC		1.0%		74.48%	68.57%	75.86%	99.13%		
	Unemployment		1.0%		N/A	N/A	71.59%	87.42%		
	Death – SS and EC		1.0%		62.91%	60.54%	82.30%	84.88%		
	Disability – SS and EC		1.0%		75.89%	71.77%	88.43%	92.64%		
	Retirement		2.0%		50.60%	61.19%	57.38%	84.31%		

<sup>7</sup> Based on the 2022 2<sup>nd</sup> edition of the SSS Citizen's Charter.



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OBJECTIVES / MEASURES		FORMULA	WEIGHT	RATING SCALE	2019	2020	2021	2022	2023	2024
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) x Weight  If below 80% = 0%	92.50%	91%	98%	99.80% (Individual Customers)	90% (Individual Customers)	90%
								98.20% (Business Clients)	90% (Business Clients)	
<b>Sub-total</b>			<b>30.0%</b>							
<b>SO 9</b>	<b>Upgrade capability of support units to a globally benchmarkable level to respond to the strategic requirements of the BPOs and operating units</b>									
SM 12	Competency Level <sup>8</sup> of the Institution	Actual Accomplishment	2.5%	All or Nothing	Baseline Competency Level of the Organization Established thru SSC-Approved Competency Assessment Report	1.97 % improvement from prior year	8.75 % improvement from prior year	0.72% improvement from prior year	Improvement on the Competency Level of the Organization based on the 2022 year-end assessment	Board-approved Competency Framework
			2.5%	All or Nothing						Improvement on the Competency Level of the Organization based on the 2023 year-end assessment <sup>9</sup>
SM 13	Budget Utilization Rate	Total disbursement / Total DBM Approved Corporate Operating Budget (COB)	5.0%	(Actual / Target) x Weight	N/A	N/A	N/A	96.70%	90%	90%

<sup>8</sup> The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

$$\frac{\sum_{a=1}^A \left[ \frac{\text{Actual Competency Level}}{\text{Required Competency Level}} \right]_a}{A} \times B$$

where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled.

<sup>9</sup> Based on the existing Competency Framework of SSS.

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OBJECTIVES / MEASURES	FORMULA	WEIGHT	RATING SCALE	2019	2020	2021	2022	2023	2024	
SM 14 Percentage of ICT Projects Implemented	Actual Accomplishment	5.0%	(Actual / Target) x Weight	Two (2) Information Systems Fully Implemented in 2019:  1. Contribution Collection System 2. Member Benefits System 3. Member Services Portal	100% of the targeted IT projects implemented	Completed 7 out of 7 ISSP targets	13 systems accomplished in 2022 out of the 21 systems committed based on the revised ISSP	100%	100%	
SM 15 Implement Quality Management System	Actual Accomplishment	5.0%	All or Nothing	ISO Certification for 15 branches	No surveillance audit conducted in 2020	ISO Certified-Pension Loans Granting Process involving all the branches under the Luzon Operation Group and their management	Passed the ISO 9001:2015 QMS Certification Audit for Unemployment Benefit (UB) Process with zero non-conformity.  Passed the relevant	ISO 9001:2015 Certified Short-Term Loan Process  Maintenance of ISO Certification on Pension Loans and	All core processes done in 54 branches including management and support processes in the central office <sup>10</sup>  Maintenance of ISO Certification on Short-Term Loan process and	

<sup>10</sup> (1) Membership and administration; (2) Contributions Collection; (3) Benefits Administration (Sickness, Maternity, Retirement, Disability, Death, Funeral, Unemployment); (4) Loans administration and pensioner loans.



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							and support units.	Surveillance Audit	Unemployment Benefits	Unemployment Benefit process
<b>Sub-total</b>			<b>20.0%</b>							
<b>TOTAL</b>			<b>100.0%</b>							

For GCG:



**HON. MARIUS P. CORPUS**  
 Chairperson

For SSS:



**HON. ROLANDO L. MACASAET**  
 President and CEO


