

XII. DEPARTMENT OF FOREIGN AFFAIRS

A. OFFICE OF THE SECRETARY

STRATEGIC OBJECTIVES

SECTOR OUTCOME

People-centered, innovative, clean, efficient, effective, and inclusive delivery of public goods and services

ORGANIZATIONAL OUTCOME

1. Foreign relations strengthened to promote national development and international cooperation
2. Overseas Filipinos protected and engaged, and consular services improved

PERFORMANCE INFORMATION

ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)	BASELINE	2020 TARGETS
Foreign relations strengthened to promote national development and international cooperation		
DIPLOMACY PROGRAM		
Outcome Indicators		
1. National Security: Percentage of activities/reports that led to expressions of support, commitment, or interest arising from DFA engagements	80%	80%
2. Economic Diplomacy: Percentage of activities / reports that led to expressions of support, commitment, or interest arising from DFA engagements	80%	80%
3. Public and Cultural Diplomacy: Percentage of activities that led to expressions of support, commitment, or interest arising from DFA engagements	90%	90%
Output Indicators		
1. National Security		
Number of activities organized, initiated or attended by the DFA annually	4,989	5,164
Number of reports submitted by the Department in connection with diplomatic activities	5,219	5,740
2. Economic Diplomacy		
Number of activities organized, initiated or attended by the DFA annually	3,177	2,694
Number of reports submitted by the Department in connection with diplomatic activities	4,372	3,863
3. Public and Cultural Diplomacy: Number of activities primarily aimed at enhancing the image of the Philippines in the global community	8,062	7,908
Overseas Filipinos protected and engaged, and consular services improved		
CONSULAR / ATN PROGRAM		
Outcome Indicators		
1. Percentage of passports issued within the prescribed period	90%	90%
2. Higher satisfaction rating by those who avail themselves of other consular documents	Majority of those who accomplished client feedback forms gave satisfactory rating	Majority of those who accomplished client feedback forms gave satisfactory rating

GENERAL APPROPRIATIONS ACT, FY 2020

3. Percentage of cases involving overseas Filipinos resolved as a proportion of total requests and cases handled	90%	90%
Output Indicators		
1. Number of passports issued	3,112,128	4,200,000
2. Number of other consular documents issued	1,476,000	2,128,000
3. Number of Overseas Filipinos assisted using Assistance to Nationals (ATN) Fund and Legal Assistance Fund (LAF) as well as other interventions aside from ATN Fund and LAF	50,000	100,000