

XII. DEPARTMENT OF FOREIGN AFFAIRS

A. OFFICE OF THE SECRETARY

STRATEGIC OBJECTIVES

MANDATE

The Department of Foreign Affairs (DFA) advises and assists the President in planning, organizing, directing, coordinating, integrating and evaluating the total national effort in the field of foreign relations in pursuit of its Constitutional mandate.

VISION

To advance the interests of the Philippines and the Filipino people in the world community

MISSION

The Department of Foreign Affairs is the prime agency of government responsible for the pursuit of the state's foreign policy and the nerve center for a foreign service worthy of the trust and pride of every Filipino. It is an organization of competent, dedicated and highly motivated personnel, who devote their energies to the benefit of the Filipino people. It implements foreign policy with the highest standards of professionalism and commitment. It pursues bilateral, regional and multilateral relations to advance the interests of the Philippines and the Filipinos. It builds partnerships with national security and development agencies, think-tanks and the academe, the private sector, the media and civil society in the interest of the nation and the people. It endeavors to promote regional and global cooperation in order to achieve peace, prosperity and stability. In the global arena, it works for social justice especially for the poor, human rights and fundamental freedoms, and a democratic way of life. It is committed to secure a world free from serious environmental degradation, transnational crime and proliferation of nuclear weapons. Its missions abroad are the partners of Filipinos overseas in the pursuit of the national interest and in the promotion and protection of their rights and well-being. It has highly responsive system, which ensures effective delivery of services. Its personnel are its greatest asset. It is committed to the personal, professional and career development of each employee. In pursuit of its goals, it strives for and live by the principles of excellence, integrity and patriotism.

KEY RESULT AREAS

Just and lasting peace and the rule of law

SECTOR OUTCOME

Advancing Philippine Interests in the International Community

ORGANIZATIONAL OUTCOME

1. Foreign relations strengthened to promote a stable security environment and economic growth
2. Overseas Filipinos protected and engaged
3. Consular services strengthened

PERFORMANCE INFORMATION

KEY STRATEGIES

1. Contribution to the protection of Philippine territorial integrity and national sovereignty
2. Strengthening of economic diplomacy coordination within and outside DFA
3. Strengthening of the delivery of frontline services to overseas Filipinos in terms of assistance to nationals and legal assistance
4. Delivery of fast, accessible, citizen-oriented and efficient consular services for Filipinos at home and abroad

ORGANIZATIONAL OUTCOMES (Oos) / PERFORMANCE INDICATORS (PIs)BASELINE2016 TARGETS

Foreign relations strengthened to promote a stable security
environment and economic growth

Representation of Philippine position(s) in bilateral /
multilateral security and economic negotiations / fora

>Satisfactory

Percentage increase in cultural and public diplomacy activities
organized or participated in

>5 per annum

Overseas Filipinos protected and engaged

Representation of Philippine position(s) in bilateral /
multilateral labor / migration negotiations / fora

>Satisfactory

Overseas Filipino voters registered

>10% increase in the number of
Overseas Filipino voters
registered over the previous
election

Consular services strengthened

Client satisfaction rating increased

>5% increase per year in client
satisfaction rating

MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)2016 Targets

MFO 1: FOREIGN POLICY SERVICES

Number of policies developed and issued or updated and disseminated	4,000
Percentage of stakeholders who rate foreign policies as good or better	90%
Percentage of policies that are reviewed, updated and disseminated in the last three (3) years	100%

MFO 2: DIPLOMATIC AND CONSULAR SERVICES

Number of consular and legal documents issued	3,892,685
Percentage of clients that rate the services as good or better	90%
Percentage of consular and legal documents issued within the prescribed period	100%
Number of overseas Filipinos assisted	20,000
Percentage of Filipinos assisted who rate the DFA assistance as good or better	95%
Percentage of requests for assistance responded to within the prescribed period	100%