

XII. DEPARTMENT OF FOREIGN AFFAIRS

A. OFFICE OF THE SECRETARY

STRATEGIC OBJECTIVES

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)BASELINE2017 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)2017 Targets

MFO 1: FOREIGN POLICY SERVICES

No. of policies developed and issued or updated and disseminated	6,982
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 years	90%

MFO 2: DIPLOMATIC AND CONSULAR SERVICES

No. of consular and legal documents issued	4,290,000
Percentage of clients that rate the services as good or better	90%
Percentage of consular and legal documents issued within the prescribed period	100%
No. of overseas Filipinos assisted	20,000
Percentage of Filipinos assisted who rate the DFA assistance as good or better	90%
Percentage of requests for assistance responded to within the prescribed period	100%