

**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
2. Economic Diplomacy: Percentage of activities / reports that led to expressions of support, commitment, or interest arising from DFA engagements
3. Public and Cultural Diplomacy: Percentage of activities that led to expressions of support, commitment, or interest arising from DFA engagements

80%

80%

80%

80%

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
2. Higher satisfaction rating by those who avail themselves of other consular documents

90%

90%

Majority of those who accomplished client feedback forms gave satisfactory rating

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## GENERAL APPROPRIATIONS ACT, FY 2020

3. Percentage of cases involving overseas Filipinos  
resolved as a proportion of total requests  
and cases handled

90%

90%

## Ontpnt 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

50,000

100,000

Assistance to Nationals (ATN) Fund and Legal

Assistance Fund (LAF) as well as other interventions

aside from ATN Fund and LAF