



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT  
**QUALITY MONITORING  
 AND EVALUATION (QME)**

| Document Code       |           |        |
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| <b>DILG-QME-QMS</b> |           |        |
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| <b>OFFICE</b>              | <b>DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT (ALL OFFICES)</b>   |
| <b>PROCEDURE TITLE</b>     | <b>PROCESS MONITORING AND MEASUREMENT</b>  |
| <b>OBJECTIVE STATEMENT</b> | <ol style="list-style-type: none"> <li>60% of assisted Local Government Unit (LGUs) are implementing relevant policies, plans, programs/ projects and/or systems on various governance projects;</li> <li>100% of LGUs provided with capacity-building/TA services on various governance areas;</li> <li>5% of LGUs consistently receive awards/incentives for good local governance;</li> <li>10% of LGUs passed the criteria for good governance;</li> <li>100% of SGLG passers or PCF qualifiers provided with recognition or incentives in accordance to set timelines;</li> <li>100% of LGUs assessed on good local governance;</li> <li>80% of QMS quality objectives are achieved;</li> <li>80% <i>overall Client Satisfaction Score</i>;</li> <li>Consistent eligibility for Performance-Based Bonus (PBB).</li> </ol> |
| <b>CURRENT PERIOD</b>      | <p>Always refer to the Documented Information Management System for the Controlled Copy</p>  |

| INDICATORS  |   | Year               | Year | Year | TOTAL |
|---|---|--------------------|------|------|-------|
| <b>Objective 1:</b> 60% of assisted Local Government Unit (LGUs) are implementing relevant policies, plans, programs/ projects and/or systems on various governance projects. |   |                    |      |      |       |
| <b>A</b>  | Total number of assisted PCMs implementing undertakings expected from them            |                    |      |      |       |
| <b>B</b>  | Total number of PCMs excluding BARMM  |                    |      |      |       |
| <b>C</b>  | Formula: $\frac{A}{B} \times 100$   | Target Result: 60% |      |      |       |
| <b>D</b>  | Gap Analysis: (In case the objective is not met, put your analysis why it is not met) |                    |      |      |       |



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| INDICATORS   |   | Year                | Year | Year | TOTAL |
|--|---|---------------------|------|------|-------|
| Objective 2: 100% of LGUs provided with capacity-building/TA services on various governance areas. |   |                     |      |      |       |
| A  | Total number of PCMs capacitated provided with pertinent capacity building or TA Services on various governance areas |                     |      |      |       |
| B  | Total number of PCMs excluding BARMM  |                     |      |      |       |
| C  | Formula: $\frac{A}{B} \times 100$   | Target Result: 100% |      |      |       |
| D  | Gap Analysis: (In case the objective is not met, put your analysis why it is not met)                                 |                     |      |      |       |
| Objective 3: 5% of LGUs consistently receive awards/incentives for good local governance.          |   |                     |      |      |       |
| A  | Total number of PCMs that are consistently SGLG passers from the prior year to the current year                       |                     |      |      |       |
| B  | Total number of SGLG Passers from prior year  |                     |      |      |       |
| C  | Formula: $\frac{A}{B} \times 100$   | Target Result: 5%   |      |      |       |
| D  | Gap Analysis: (In case the objective is not met, put your analysis why it is not met)                                 |                     |      |      |       |
| Objective 4: 10% of LGUs passed the criteria for good governance.                                  |   |                     |      |      |       |
| A  | Total number of PCMs that passed the criteria for good governance   |                     |      |      |       |
| B  | Total number of PCMs  |                     |      |      |       |
| C  | Formula: $\frac{A}{B} \times 100$   | Target Result: 10%  |      |      |       |
| D  | Gap Analysis: (In case the objective is not met, put your analysis why it is not met)                                 |                     |      |      |       |



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| INDICATORS  |   |                     |     | Year | Year | Year | TOTAL |     |     |     |     |     |     |     |       |
|---|---|---------------------|-----|------|------|------|-------|-----|-----|-----|-----|-----|-----|-----|-------|
| Objective 5: 100% of SGLG passers or PCF qualifiers provided with recognition or incentives in accordance to set timelines. |   |                     |     |      |      |      |       |     |     |     |     |     |     |     |       |
| A   | SGLG passers or PCF qualifiers provided with PCF in accordance to set timelines       |                     |     |      |      |      |       |     |     |     |     |     |     |     |       |
| B   | Total number of SGLG passers or PCF qualifiers  |                     |     |      |      |      |       |     |     |     |     |     |     |     |       |
| C   | Formula: $\frac{A}{B} \times 100$   | Target Result: 100% |     |      |      |      |       |     |     |     |     |     |     |     |       |
| D   | Gap Analysis: (In case the objective is not met, put your analysis why it is not met) |                     |     |      |      |      |       |     |     |     |     |     |     |     |       |
| Objective 6: 100% of LGUs assessed on good local governance   |   |                     |     |      |      |      |       |     |     |     |     |     |     |     |       |
| A   | Total number of PCMs assessed in local governance                                     |                     |     |      |      |      |       |     |     |     |     |     |     |     |       |
| B   | Total number of PCMs  |                     |     |      |      |      |       |     |     |     |     |     |     |     |       |
| C   | Formula: $\frac{A}{B} \times 100$   | Target Result: 100% |     |      |      |      |       |     |     |     |     |     |     |     |       |
| D   | Gap Analysis: (In case the objective is not met, put your analysis why it is not met) |                     |     |      |      |      |       |     |     |     |     |     |     |     |       |
| INDICATORS  |   |                     | Jan | Feb  | Mar  | Apr  | May   | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
| Objective 7: 80% of QMS quality objectives are achieved.  |   |                     |     |      |      |      |       |     |     |     |     |     |     |     |       |
| A   | Total number of Quality Objectives met  |                     |     |      |      |      |       |     |     |     |     |     |     |     |       |
| B   | Total number of Quality Objectives for the month                                      |                     |     |      |      |      |       |     |     |     |     |     |     |     |       |
| C   | Formula: $\frac{A}{B} \times 100$   | Target Result: 80%  |     |      |      |      |       |     |     |     |     |     |     |     |       |
| D   | Gap Analysis: (In case the objective is not met, put your analysis why it is not met) |                     |     |      |      |      |       |     |     |     |     |     |     |     |       |



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| INDICATORS   |  | Jan                | Feb | Mar | Apr | May  | Jun | Jul | Aug | Sep  | Oct | Nov | Dec | Total |
|--|--|--------------------|-----|-----|-----|------|-----|-----|-----|------|-----|-----|-----|-------|
| Objective 8: 80% overall Client Satisfaction Score.                    |  |                    |     |     |     |      |     |     |     |      |     |     |     |       |
| A  | Total of responses with rating of “Agree” or “Strongly Agree” in all Service Quality Dimensions (SQDs) |                    |     |     |     |      |     |     |     |      |     |     |     |       |
| B  | Total number of responses received   |                    |     |     |     |      |     |     |     |      |     |     |     |       |
| C  | Formula: $\frac{A}{B} \times 100$  | Target Result: 80% |     |     |     |      |     |     |     |      |     |     |     |       |
| D  | Gap Analysis: (In case the objective is not met, put your analysis why it is not met)                  |                    |     |     |     |      |     |     |     |      |     |     |     |       |
| INDICATORS   |  | Year               |     |     |     | Year |     |     |     | Year |     |     |     |       |
| Objective 9: Consistent eligibility for Performance-Based Bonus (PBB). |  |                    |     |     |     |      |     |     |     |      |     |     |     |       |
| A  | PBB Eligible Status  | Target: Eligible   |     |     |     |      |     |     |     |      |     |     |     |       |
| B  | Gap Analysis: (In case the objective is not met, put your analysis why it is not met)                  |                    |     |     |     |      |     |     |     |      |     |     |     |       |

(sgd.)

**ATTY. BENJAMIN C. ABALOS, JR.**

Secretary