



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT  
**QUALITY  
 OBJECTIVE (QO)**

Document Code		
<b>DILG-QO-QMS</b>		
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OFFICE		DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT (ALL OFFICES)				
Function	Key Performance Indicators (KPI)			Frequency of Monitoring Results	Responsible for Monitoring	Applicable Documents (e.g. Tracker, Monitoring Log Sheet, Summary Log Sheet, Report, Memo, etc.)
	Objective	Target	Indicator/Formula (if applicable)			
Local Government Empowerment	% of assisted Local Government Unit (LGUs) are implementing relevant policies, plans, programs/ projects and/or systems on various governance projects	60%	(Total number of assisted PCMs implementing undertakings expected from them/ Total number of PCMs excluding BARMM) x 100	Annual	QMR, concerned Planning Service and Bureau Personnel	DILG Accomplishment Report, DILG-QMS-QME
	% of LGUs provided with capacity-building/TA services on various governance areas	100%	(Total number of PCMs capacitated/ provided with pertinent capacity building or TA Services on various governance areas / Total number of PCMs excluding BARMM) x 100	Annual	QMR, concerned Planning Service and Bureau Personnel	DILG Accomplishment Report, DILG-QMS-QME
Local Government Performance Oversight, and Recognition and Incentives	% of LGUs consistently receive awards/incentives for good local governance	5%	(Total number of PCMs that are consistently SGLG passers from the prior year to the current year / Total number of SGLG Passers from prior year) x 100	Annual	QMR, concerned Planning Service and Bureau Personnel	DILG Accomplishment Report, DILG-QMS-QME
	% of LGUs passed the criteria for good governance	10%	(Total number of PCMs that passed the criteria for good governance / Total number of PCMs) x 100	Annual	QMR, concerned Planning Service and Bureau Personnel	DILG Accomplishment Report, DILG-QMS-QME





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	Objective	Target	Indicator/Formula (if applicable)			
	% of SGLG passers or PCF qualifiers provided with recognition or incentives in accordance to set timelines	100%	(SGLG passers or PCF qualifiers provided with PCF in accordance to set timelines / Total number of SGLG passers or PCF qualifiers) x 100	Annual	QMR, concerned Planning Service and Bureau Personnel	DILG Accomplishment Report, DILG-QMS-QME
	% of LGUs assessed on good local governance	100%	(Total number of PCMs assessed in local governance/ Total number of PCMs) x 100	Annual	QMR, concerned Planning Service and Bureau Personnel	DILG Accomplishment Report, DILG-QMS-QME
Strengthening Internal Organizational Capacity	% of QMS quality objectives are achieved	80% of all QMS objectives	(Total number of Quality Objectives met / Total number of Quality Objectives for the month) x 100	Monthly	QMS Secretariat	DILG-QMS-QME, DILG-SCQME
	% overall Client Satisfaction Score	80%	(Total of responses with rating of "Agree" or "Strongly Agree" in all Service Quality Dimensions (SQDs) / Total number of responses received) x 100	Monthly	QMS Secretariat/ CART Secretariat	DILG-QMS-QME, DILG-SCQME, Consolidated Client Satisfaction Report

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	Consistent eligibility for Performance-Based Bonus (PBB)	Eligible	PBB Eligibility Status	Annual (to be reported on the ensuing month upon receipt of validation report from AO 25 Secretariat)	QMS Secretariat	Letter of Eligibility/ Non-Eligibility from AO 25 Secretariat; DILG-QMS-QME;

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

Secretary