



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

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OFFICE	DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT (ALL OFFICES)
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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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	Objective	Target	Indicator/Formula (if applicable)			
	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