



MFO ACCOUNTABILITY REPORT CARD (MARC-1)

DEPARTMENT OF TOURISM	OUTPUTS	DEPARTMENT BUDGET FY 2013	OVERALL RESULTS ASSESSMENT I				RATING	
			SERVICE/ PRODUCT RESULTS					
			PERFORMANCE INDICATORS	FY 2012 ACTUAL ACCOMP	FY 2013 TARGET	FY 2013 ACTUAL ACCOMP		
MAJOR FINAL OUTPUTS								
The Department of Tourism (DOT) is mandated to encourage, promote and develop tourism as a major socio-economic activity to generate foreign currency and local employment and to spread the benefits of tourism to a wider segment of the population with the support, assistance and cooperation of both private and the public sectors. The DOT assures the safe, convenient, enjoyable stay and travel of foreign and local tourists in the country.	Tourism Promotion Services	Php798.55	Number of international visitor arrivals	4,300,000 visitors	5,500,000 visitors	4,700,000 visitors	85%	
			Percentage of visitors who will recommend visit to the Philippines	99 percent	99 percent	99 percent	100%	
			Percentage of promotion activities implemented within scheduled time	100%	100%	100% 1,006 promotional activities 356 promotional activities	100%	
	Technical Advisory Services	Php282.52	Number of technical assistance/advisories provided to stakeholders	975 technical assistance	1,201 technical assistance	2,577 technical assistance	215%	
			Percentage of entities assisted who rate the technical services as satisfactory or better	n/a	90 percent	95 percent	106%	
			Percentage of entities requests for assistance responded to within one week	n/a	90% 3,008 requests	95% 2,858 requests	106%	
	Tourism Regulatory Services	Php150.62	Number of accreditation applications and renewals acted upon	2,386 applications	3,210 applications	3,897 applications	121%	
			Percentage of accredited entities with detected violations of accreditation	n/a	5 percent	1 percent	180%	
			Percentage of applications for accreditation acted upon 10 working days of application	n/a	100 percent	100 percent	100%	
	Parks Management Services	Php308.00	Percentage increase in park visitors	5.39 percent	1.82 percent	3.63 percent	199%	
			Percentage of visitors who rate the quality parks as satisfactory or better	92.55 percent	95 percent	99.67 percent	105%	
			Percentage of applications for use of park facilities acted upon 24 hours	100 percent	100 percent	100 percent	100%	
	Intramuros Administration Regulatory Services	Php39.00	Number of permits and clearances issued	1,052 permits and clearances	1,100 permits and clearances	1,129 permits and clearances	103%	
			Percentage of client satisfaction	100 percent	100 percent	100 percent	100%	
			Percentage of completion within prescribed time	100 percent	100 percent	100 percent	100%	
	STO and GASS							
	Support to Operations	Php27.88	Percentage of compliance to standards for review (Legal affairs) and information dissemination (Office of marketing and communication)	100 percent	100 percent	100 percent	100%	
			Percentage of completion within standard time set by law	100 percent	100 percent	100 percent	100%	
	General Administration and Support Services	Php204.27	Budget Utilization Rate	100 percent	100 percent	91 percent	91%	
			Percentage of financial statements and all reports and documents submitted to COA within the mandated time as prescribed by laws	100 percent	100 percent	100 percent	100%	

Note:

The target was not achieved due to the following issues: Taiwan incident, hongkong advisory against travel to the Philippines, Zamboanga incident, Bohol earthquake, Airports not completed as projected (NAIA, Cebu, Clark, Kalibo) and Travel advisories issued by other countries.