



# MFO ACCOUNTABILITY REPORT CARD (MARC-1)

Department of Tourism	OUTPUTS	DEPARTMENT BUDGET FY 2012 <i>(in Million Php)</i>	OVERALL RESULTS ASSESSMENT			
			SERVICE/ PRODUCT RESULTS			
			PERFORMANCE INDICATORS	FY 2011 ACTUAL ACCOMP	FY 2012 TARGET	FY 2012 ACTUAL ACCOMP
<b>MAJOR FINAL OUTPUTS</b>						
<b>Tourism Promotion Services</b>	PHP 795.09	Percentage increase in international arrivals	11 percent	16 percent	9 percent	<b>56%</b>
		Percentage of visitors who will recommend visit to the Philippines	99.6 percent	99.4 percent	99.0 percent	<b>100%</b>
		Percentage of promotion activities implemented within scheduled time	100 percent	100 percent	156 percent	<b>156%</b>
<b>Tourism Development Services</b>	PHP 232.64	Number of technical assistance to LGUs in developing tourism plans and products	314 technical assistance	333 technical assistance	438 technical assistance	<b>132%</b>
		Percentage of LGUs' compliance with standards for planning and product development	100 percent compliance	100 percent compliance	100 percent compliance	<b>100%</b>
		Percentage of tourism plans and products developed within the scheduled time	100 percent	100 percent	121 percent	<b>121%</b>
<b>Standards for Tourism Facilities and Services</b>	PHP 169.82	Number of tourism establishments/ facilities/ services accredited	6,207 establishments/ facilities/ services	7,510 establishments/ facilities/ services	6,143 establishments/ facilities/ services	<b>82%</b>
		Percentage of satisfied tourists in tourism establishments/ facilities	58 percent	63 percent	75 percent	<b>119%</b>
		Percentage of standards developed within scheduled time	100 percent	100 percent	94 percent	<b>94%</b>
<b>Development and Maintenance of Historical sites and landmarks to promote culture</b>	PHP 236.73	Percentage increase in visitors in national parks	2.52 percent	2.52 percent	5.39 percent	<b>214%</b>
		Percentage of satisfied visitors	100 percent	100 percent	92.55 percent	<b>93%</b>
		Percentage of events undertaken within scheduled time	100 percent	100 percent	143 percent	<b>143%</b>
<b>Regulatory Services</b>	PHP 35.05	Number of permits and clearances issued	954 permits and clearances	1,012 permits and clearances	1,052 permits and clearances	<b>104%</b>
		Percentage of client satisfaction	100 percent	100 percent	100 percent	<b>100%</b>
		Percentage of completion within prescribed time	100 percent	100 percent	100 percent	<b>100%</b>
<b>STO and GASS</b>						
<b>Support to Operations</b>	PHP 26.84	Percentage of compliance to standards for review (legal service), and information dissemination (tourism information)	100 percent	100 percent	100 percent	<b>100%</b>
		Percentage of completion within standard time set by law	100 percent	100 percent	100 percent	<b>100%</b>
<b>General Administration and Support Services</b>	PHP 158.02	Percentage of compliance to regulation and standards (Administration, Financial management, information technology)	100 percent	100 percent	100 percent	<b>100%</b>
		Percentage of completion within standard processing time	100 percent	100 percent	148 percent	<b>148%</b>

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.