

AGENCY PERFORMANCE MEASURES


BP FORM B

DEPARTMENT: DEPARTMENT OF SCIENCE AND TECHNOLOGY  
 AGENCY : SCIENCE AND TECHNOLOGY INFORMATION INSTITUTE

MFO/Performance Indicator Description  (1)	Performance					Budget Allocation (P '000)			
	Year 2012		Year 2013	Year 2014 Targets		Year 2012	Year 2013	Year 2014 Targets	
	Target	Actual		Within the Ceiling	Above the Ceiling			Within the Ceiling	Above the Ceiling
	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
<b>MFO 1: Science and Technology Information Services</b>									
<b>PI set 1: Science and Technology Information Reference Services</b>									
Quantity Number of clients served			286,000						
Quality Percentage of clients who rate the service as satisfactory or better			90%						
Timeliness Percentage of inquiries where reference materials were provided within 5 minutes			90%						
<b>PI set 2: Science and Technology Promotion Services</b>									
Quantity Number of promotion services rendered			546						
Quality Percentage of client satisfaction per evaluation			90%						
Timeliness Percentage of services rendered monthly			90%						
<b>TOTAL COST</b>							47,209		

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