

**AGENCY PERFORMANCE MEASURES**

DEPARTMENT: DEPARTMENT OF SCIENCE AND TECHNOLOGY

AGENCY : SCIENCE AND TECHNOLOGY INFORMATION INSTITUTE

X	2013 Actual Obligations
X	2014 Current Program
X	2015 President's Proposal

MFO/Performance Indicator Description (1)	Performance				Budget Allocation (P '000)		
	Year 2013		Year 2014 (4)	Year 2015 Targets (5)	Year 2013 (6)	Year 2014 (7)	Year 2015 Targets (8)
	Target (2)	Actual (3)					
<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	649,862	287,808	287,808	10,848	14,265	14,855
Quality Percentage of clients who rate the service as satisfactory or better	90%	90%	90%	90%			
Timeliness Percentage of inquiries where reference materials were provided within 5 minutes	90%	95%	90%	90%			
<b>PI set 2: Science and Technology Promotion Services</b>							
Quantity Number of promotion services rendered	546	957	547	547	12,761	16,066	14,271
Quality Percentage of clients who rate the service as satisfactory or better	90%	90%	90%	90%			
Timeliness Percentage of services rendered monthly	90%	175%	90%	90%			
<b>TOTAL COST</b>					<b>23,609</b>	<b>30,331</b>	<b>29,126</b>