QUARTERLY PHYSICAL REPORT OF OPERATION As of 2017 December 31

Department: Department of Tourism (DOT) **Appropriations: Current Year Appropriations**

Agency: Office of the Secretary Operating Unit: Central Office

Organization Code (UACS): 210010100000
Report Status: SUBMITTED

شيوب. ئى ھ		Physical Targets						Phy	sical Acc	nts	_ Variance		
Particulars	UACS CODE	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total	as of December 31 2017	Remarks
1	2	3	4	5	6	7=(3+4+5+6)	8	9	10	11	12=(8+9+10+11)	13	14
Part A													
I. Operations													
MFO 1: TOURISM ADVISORY SERVICES	3010000000												
Tourism Advisory													
Quantity										maple	<u> </u>		
No. of technical assistance/advisories provided to stakeholders		798	1311	1672	1039	4,820	1443	1118	768	1512	4841	21	
No. of persons trained in the tourism industry and LGUs		3502	5331	5342	4359	18,534	4440	8529	9293	14005	36267	17733	It exceeded the target due to the implementation of the Tourism _industry Skills Program (TISP)
No. of training days delivered	-	324	331	288	336	1,279	144	347	513	1020	2024	~ 745	It exceeded the target due to the implementation of the Tourism Industry Skills Program (TISP)
Quality						٠,	<u> </u>	<u> </u>					
% of entities assisted who rated the technical service as satisfactory or better		92%	92%	92%	92%	92%	95%	96%	97%	94%	96%	4%	Entities were satisfied with the technical services by the DOT

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1	2	3	4	5	6	7=(3+4+5+6)	8	9	10	11	12=(8+9+10+11)	13	14
% of entities' requests for assistance responded within one (1) week		92%	92%	92%	92%	92%	94%	97%	99%	95%	96%	4%	Technical officers were efficient
MFO 2: TOURISM REGULATORY SERVICES	000003020000000			,						1.00.00			
Accreditation													
Quantity	Ì												
No. of accreditation applications and renewals acted upon		1145	1217	1263	1963	5,588	935	2008	1142	1175	5266	(322)	Target was not achieved because the Online Accreditation System is under maintenance
Quality													
% of accredited enterprises with detected violations of accreditation		5%	5%	5%	5%	5%	0.68%	0.34%	0	0	0.51%	4.49%	There was low % of accreditation violation because accredited enterprises were compliant to the accreditation standards of the DOT
% of applications for accreditation acted upon within 15 days of application		92%	92%	92%	92%	92%	99%	97%	95%	94%	96%	4%	The accreditation officers were efficient in the processing of accreditation applications
Monitoring					VI.								
Quantity													
No. of accredited tourism enterprises monitored or surveyed with reports issued		112	80	79	79	350	90	161	135	51	437	87	Increase was attributed to the review and finalization of Star Rating System for Accommodation Establishments

		Physical Targets						Phys	ical Acco	Variance			
Particulars	UACS CODE	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total	as of December 31 2017	Remarks
1	2	3	4	5	6	7=(3+4+5+6)	8	9	.10	11	12=(8+9+10+11)	13	14
% of submitted reports that resulted in the issuance of notice of violations and penalties imposed		5%	5%	5%	5%	5%	0%	0%	0%	0%	0%	5%	There was no notice of violation issued because accredited enterprises were compliant to the accreditation standards of the DOT
% of accredited tourism enterprises inspected twice over the past two years		80%	80%	80%	80%	80%	N/A	N/A	N/A	N/A	N/A		
Enforcement													
Quantity												.,	
No, of enforcement actions undertaken		5	6	7	5	23	20	25	15	10	70	47	Enforcement actions undertaken were dependent on the number of complaints received
No, of accredited tourism enterprise operators with two or more recorded violations over the last two years as a % of total number of accredited operators with recorded violations over the last two years		5	6	7	5	23	o	0	0	0	0	(23)	No recorded violation in the past 2 years
Quality				i									
% of submitted reports that resulted in the issuance of notice of violations or cancellation of accreditation		5%	5%	5%	5%	5%	0%	0%	0%	0%	0%	5%	No notice of violation/canceflation of accreditation issued
% of notification issued within 72 hours from the receipt of monitoring report		90%	90%	90%	90%	90%	75%	90%	90%	90%	86%	(4%)	The under target accomplishment was due to the high volume of complaints received and acted upon
Tourism Standards and Accreditation	101003030000000				f					<u> </u>	<u></u>	<u> </u>	<u></u>

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Date: 01/Feb/2018

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Agency Head Department Secretary

Date: 01/Feb/2018/

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