

Digital Media Public Assistance Office Success Indicators

Program and Project Based / Major Final Output	Success Indicator (Targets & Measures)	Rating Scales	Quality Effectiveness	Efficiency	Timeliness	Operational Definitions	Office Accountable
Request Speeches, Press Release and Infographics for Social Media Account	100% request speeches, press release and infographics for social media account are prepared according to standards (well organized, accurate, concise, easy to understand, based on facts and grammatically correct) based on planned schedules and set deadlines as instructed	5	Always according to standards	100% meeting the success indicators	1-2 days before the deadline		Digital Media Public Assistance Office
		4	1-2 errors	90% to 99.99% meeting the success indicators	within the set deadline		
		3	3-4 errors	80% to 89.99% meeting the success indicators	1-2 days delay		
		2	5-6 errors	70% to 79.99% meeting the success indicators	3-4 days delay		
		1	beyond 6 errors	below 70% of the success indicators	5 days beyond delayed		
Action on emails received from Contact Center ng Bayan, 8888 and other digital channels	100% emails received from Contact Center ng Bayan, 8888 and other digital channels are acted according to standards within 15 days Completed Staff Work (CSW)	5	Always according to standards	100% meeting the success indicators	1-2 days before the deadline		Digital Media Public Assistance Office
		4	1-2 errors	90% to 99.99% meeting the success indicators	within the set deadline		
		3	3-4 errors	80% to 89.99% meeting the success indicators	1-2 days delay		
		2	5-6 errors	70% to 79.99% meeting the success indicators	3-4 days delay		
		1	beyond 6 errors	below 70% of the success indicators	5 days beyond delayed		
Monitoring of Cases	All received, resolved and pending cases lodged through various digital communications channels are monitored according to standards	5	Always according to standards	100% meeting the success indicators	Daily		Digital Media Public Assistance Office
		4	1-2 errors	90% to 99.99% meeting the success indicators	N/A		
		3	3-4 errors	80% to 89.99% meeting the success indicators	N/A		

	(completeness, accuracy and/or timeliness) daily	2	5-6 errors	70% to 79.99% meeting the success indicators	N/A	
		1	beyond 6 errors	below 70% of the success indicators	1 day beyond delayed	