

Managing government performance through Key Performance Indicators (KPIs)

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Purpose of Performance Measurement

Government

- Evaluate: How well is my program performing?
- Control: How can I ensure that my agent is doing the right thing?

Service delivery organisations

- Learn: Why is x working or not working?
- Improve: What exactly do we need to do differently to improve performance?

Characteristics of performance measures (1)

If the purpose of performance measurement is evaluation:

- then outcome measures are used

If the purpose of performance measurement is control:

- then inputs that can be regulated are used

Characteristics of performance measures (2)

If the purpose of performance measurement is learning:

- use disaggregated data that can reveal deviancies from the expected

If the purpose of performance measurement is improving:

- you need information about what is going on inside the organisation that explains how changes in inputs, environment and operations leads to changes in outputs and outcomes