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Improving government performance: evaluation strategies for strengthening public agencies and programs Joseph S. Wholey , Kathryn E. Newcomer Jossey-Bass , Jan 10, 1989 - Business & Economics - 216 pages

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Identify intended users and intended uses of the evaluation early on Newcomers to evaluation often move straight to... 2.

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chain – Understand key steps that

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leads to an outcome. Develop data-driven and evidence-based strategies between the input, output and outcomes

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[contributors] Joseph S. Wholey,

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programmes provides useful  
insights about possible strategies  
for improving value for money. In  
that respect, stepping up the use  
of performance information in  
budget processes – “ performance  
budgeting ” – is an important  
dimension of the reforms  
undertaken by OECD countries  
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... - Better Evaluation

Setting expectations for work  
performance and planning ways to  
meet these expectations;  
Monitoring employee performance  
with check-ins and meetings;  
Offering rewards and praise for  
good performance and addressing  
poor performance; Regularly rating  
performance through summaries  
and reviews; Continually  
developing a capacity for optimal  
performance

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The main strategies to improve  
service delivery were found to be  
increasing citizen participation in  
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and partnership with the  
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quality management; this book provides essential guidance for through, effective review and analysis of any government program or agency.

"The GPRAMA Modernization Act of 2010 (GPRAMA) aims to ensure that agencies use performance information in decision making and holds them accountable for achieving results and improving government performance. GPRAMA requires GAO to evaluate the act's implementation; this report is one of a series to assess its initial implementation. GAO examined the extent of agencies' use of program evaluations--a particular form of

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performance information, factors that may hinder their use in program management and policy making, and strategies that may facilitate their use. GAO surveyed a stratified random sample of 4,391 federal civilian managers and supervisors to obtain their perspectives on several results-oriented management topics, including the extent of and barriers to their evaluation use. GAO also interviewed the Office of Management and Budget and evaluators on barriers to evaluation use and strategies to facilitate it at five agencies selected for their evaluation experience in the Departments of Agriculture, Health and Human Services, and Labor. These officials' views cannot be

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technological challenges, public organizations everywhere are seeking means of improving their performance. Their quest is not new, rather, the concern with improving the performance of government organizations has existed since the Scientific Management Movement. Public Sector Performance brings together in a single volume the classic, enduring principles and processes that have defined the field of public sector performance, as written in the words of leading practitioners and scholars. Taken as a whole, this volume provides a performance compass for today's public managers, helping them to reconstruct the public's confidence in, and support of, government. Defined here as

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managing public organizations for outcomes, performance is examined in all its varied dimensions: organizing work, managing workers, measuring performance, and overcoming resistance to performance-enhancing innovations. The selected articles are interesting, thought provoking, and instructive. They are classics in that they have been widely cited in the scholarly literature and have enduring value to public managers who seek to understand the many dimensions of performance. The book is organized into three sections: Performance Foundations, Performance Strategies, and Performance Measurement. Excerpts from additional selected articles feature special topics and

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perspectives including

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law, political science, and public

administration.

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development raises important

challenges to conducting

performance evaluations in

governments because there are

neither generally accepted

methods nor specific standards to

be met at present. Sustainability

Performance Evaluation System in

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Contribution to public sustainability performance evaluation and develops a set of framework indicators with the help of the strategic and comprehensive approach “ Sustainability Balanced Scorecard ” . As a conceptual basis for the further research and application, this volume will be of great interest to researchers and practitioners at many levels of environmental / sustainability, public management and strategic control studies. Evaluators will find methodological approaches and applied tools for their work. Decision-makers and managers will find it valuable to manage the social, economic and environmental issues in a balanced and integrated manner. Governments will also find it



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