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SAS Response: Performance Management in Government: Moving the Dials to Drive Real Results

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ABSTRACT

Public sector organizations at all levels and of all types are facing intense pressure to do more with less. Federal, national, provincial, state, county, municipal, and local governments in almost all the countries in the world are feeling some sort of fiscal squeeze. Pressures on governments around the world are forcing them to adopt “performance management” – a focus on accountability for outputs and outcomes rather than for higher inputs (i.e., more budget funding and employees).

Performance Management is being hailed as the new salvation for aligning an organization’s limited resources with its strategic priorities and objectives to drive individual actions and initiatives. Its purpose is not just better reporting and monitoring dashboard dials but on moving the dials – improving performance.

Although there is a lot of confusion and ambiguity about performance management, rather than debate that in this session, Gary Cokins discusses not what it is, but what it does. He explains the forces that have produced the recent interest in performance management.

No paper was submitted for publication.

CONTACT INFORMATION

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