

Evaluating Public Sector Performance: Metrics and Methods

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Abstract. This article examines the metrics and methods used to evaluate public sector performance, focusing on their effectiveness and limitations. It analyzes various performance measurement frameworks and tools, highlighting best practices and common pitfalls. The study emphasizes the importance of aligning performance metrics with organizational goals and public accountability. By providing case studies, the research offers insights into successful evaluation practices that enhance transparency and efficiency. Recommendations are made for policymakers to adopt comprehensive and adaptable evaluation methods, ensuring continuous improvement in public sector performance.

Keywords: Performance Evaluation, Public Sector, Metrics, Accountability, Efficiency

Introduction

Evaluating public sector performance is a critical component of modern governance, providing insights into efficiency, accountability, and service delivery. This paper examines the metrics and methods used in performance evaluation, analyzing their effectiveness and limitations. By reviewing various frameworks and tools, the study identifies best practices and common pitfalls in performance measurement. The research underscores the necessity of aligning metrics with organizational goals and public accountability, providing case studies to illustrate successful evaluation practices. Recommendations are offered for policymakers to adopt comprehensive and adaptable evaluation methods, ensuring continuous improvement in public sector performance and governance outcomes.

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