

1. Record Nr.	UNINA9910461095103321
Autore	Pidd Michael
Titolo	Measuring the performance of public services : principles and practice / / Michael Pidd [[electronic resource]]
Pubbl/distr/stampa	Cambridge : , : Cambridge University Press, , 2012
ISBN	1-107-22717-8 1-139-20961-2 1-280-56876-3 9786613598363 1-139-22249-X 0-511-79155-0 1-139-21768-2 1-139-21460-8 1-139-22077-2 1-139-22420-4
Descrizione fisica	1 online resource (xv, 316 pages) : digital, PDF file(s)
Disciplina	352.3/75
Soggetti	Public administration - Management Public administration - Management - Evaluation Public administration - Evaluation
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Title from publisher's bibliographic system (viewed on 05 Oct 2015).
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Machine generated contents note: List of figures; List of tables; Part I. Principles of Performance Measurement: 1. Measuring public sector performance; 2. Why measure, what to measure and what can go wrong; Part II. Different Uses for Performance Measurement: 3. Measurement for improvement and planning; 4. Measurement for monitoring and control; 5. Measurement for comparison; 6. Measurement for accountability; Part III. Practical Methods for Performance Measurement: 7. Measuring performance through time; 8. Scorecards and multidimensional indicators; 9. Composite indicators; 10. League tables and ranking; 11. Data envelopment analysis; Index.
Sommario/riassunto	Measuring the performance of public agencies and programmes is

essential to ensure that citizens enjoy quality services and that governments can be sure that taxpayers receive value for money. As such, good performance measurement is a crucial component of improvement and planning, monitoring and control, comparison and benchmarking and also ensures democratic accountability. This book shows how the principles, uses and practice of performance measurement for public services differ from those in for-profit organisations, being based on the need to add public value rather than profit. It describes methods and approaches for measuring performance through time, for constructing and using scorecards, composite indicators, the use of league tables and rankings and argues that data-envelope analysis is a useful tool when thinking about performance. This demonstrates the importance of allowing for the multidimensional nature of performance, as well as the need to base measurement on a sound technical footing.
