

1. Record Nr.	UNINA9910822320003321
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Titolo	Performance evaluation : proven approaches for improving program and organizational performance // Ingrid Guerra-Lopez
Pubbl/distr/stampa	San Francisco, : Jossey-Bass, c2008
ISBN	1-119-46120-0 1-283-64514-9 1-118-50489-5
Edizione	[1st ed.]
Descrizione fisica	xiv, 304 p. : ill
Classificazione	336.43 658.3/125
Disciplina	658.3/125
Soggetti	Employees - Rating of Organizational effectiveness Performance standards
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Includes bibliographical references (p. [285]-293) and index
Nota di bibliografia	Includes bibliographical references (p. [285]-293) and index.
Nota di contenuto	Foundations of evaluation -- Principles of performance-based evaluation -- Overview of existing evaluation mode -- Kirkpatrick's four levels of evaluation -- Phillip's return-on-investment methodology -- Brinkerhoff's success case method -- The impact evaluation process -- The CIPP model -- Evaluating evaluations -- Data -- Data collection -- Analysis of evaluation data: tools and techniques -- Communicating the findings -- Common errors in evaluation -- Continual improvement -- Contracting for evaluation services -- Intelligence gathering for decision making: -- The future of evaluation in performance improvement.
Sommario/riassunto	Performance Evaluation is a hands-on text for practitioners, researchers, educators, and students in how to use scientifically-based evaluations that are both rigorous and flexible. Author Ingrid Guerra-López, an internationally-known evaluation expert, introduces the foundations of evaluation and presents the most applicable models for the performance improvement field. Her book offers a wide variety of tools and techniques that have proven successful and is organized to illustrate evaluation in the context of continual performance

improvement.

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