informatech

LEADERSHIP AND MANAGEMENT | LM-034

Performance Measurement in Public Sector

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Course content

Why Attend

Why Attend Public sector organizations are expected to deliver high-quality services, use public resources efficiently, and demonstrate accountability to citizens and stakeholders. Effective performance measurement helps government entities track results, improve service delivery, support transparency, and guide policy decisions. This course provides participants with practical tools to design performance indicators, monitor outcomes, analyse results, and strengthen performance management systems in the public sector.

Course Methodology This course uses an interactive and practical approach through presentations, case studies, group discussions, KPI workshops, reporting exercises, benchmarking activities, and public sector examples.

Course Objectives

- Understand the role of performance measurement in public organizations
- Design meaningful KPIs and service indicators
- Link strategic goals with measurable outcomes
- Improve data collection and reporting systems
- Analyse performance results for better decisions
- Strengthen accountability and transparency frameworks
- Use benchmarking to improve public services
- Build continuous improvement cultures in government entities

Target Audience

- Government Managers
- Public Sector Executives
- Strategy and Planning Staff
- Performance Management Officers

Course content

Target Audience

- Finance and Budget Professionals
- Policy Makers
- Anyone responsible for monitoring public sector results

Target Competencies

- Performance Measurement
- KPI Development
- Public Sector Management
- Strategic Planning
- Data Analysis
- Accountability
- Reporting Skills
- Continuous Improvement

Course outline

Day 1: Foundations of Public Sector Performance Measurement

- Importance of performance measurement in government organizations
- Public value, accountability, and service excellence
- Differences between private and public sector performance systems
- Types of indicators: input, output, outcome, and impact
- Aligning measures with policy and strategic goals
- Common challenges in public sector measurement

Day 2: Designing KPIs and Service Indicators

Course content

Course outline

• Characteristics of effective public sector KPIs

• Building SMART indicators for services and programs

• Leading and lagging indicators in government settings

• Service quality, timeliness, cost, and citizen satisfaction measures

• Risk indicators and compliance metrics

• Exercise: Design KPIs for a public service department

Day 3: Data Collection, Analysis, and Reporting

• Sources of operational and strategic data

• Improving data quality and consistency

• Trend analysis and performance interpretation

• Dashboards and scorecards for public management

• Writing clear management reports

• Presenting results to leadership and stakeholders

• Exercise: Analyse a departmental performance report

Day 4: Accountability, Benchmarking, and Improvement

• Governance and accountability through measurement

• Internal and external benchmarking methods

• Comparing services across departments or regions

• Using results to identify inefficiencies

• Continuous improvement and corrective action planning

• Building a performance-focused culture

Day 5: Strategy Execution and Future Readiness

Course content

Course outline

- Linking budgets, resources, and performance outcomes
- Performance measurement in policy implementation
- Digital tools and analytics in government performance
- Citizen-focused measurement approaches
- Future trends in public sector performance management
- Final workshop: Build a public sector performance framework
- Course review and action planning

Seminar dates

Available seminar dates

Live dates and pricing for Performance Measurement in Public Sector generated from the course details page.

Date	Location	Format	Fee
5 - 9 October 2026	Amsterdam - Netherlands	Classroom	**€3,360.-**
12 - 16 October 2026	London - U.K	Classroom	**€3,400.-**
9 - 13 November 2026	Kuala lumpur - Malaysia	Classroom	**€1,800.-**
16 - 20 November 2026	Amsterdam - Netherlands	Classroom	**€3,400.-**
7 - 11 December 2026	London - U.K	Classroom	**€3,080.-**
14 - 18 December 2026	Barcelona - Spain	Classroom	**€3,400.-**
21 - 25 December 2026	London - U.K	Classroom	**€3,080.-**
4 - 8 January 2027	Barcelona - Spain	Classroom	**€3,080.-**
1 - 5 February 2027	Istanbul - Turkey	Classroom	**€2,280.-**
1 - 5 March 2027	Frankfurt - Germany	Classroom	**€2,600.-**
5 - 9 April 2027	London - U.K	Classroom	**€3,360.-**
3 - 7 May 2027	Geneva - Switzerland	Classroom	**€4,200.-**
7 - 11 June 2027	Amsterdam - Netherlands	Classroom	**€3,400.-**
5 - 9 July 2027	London - U.K	Classroom	**€3,360.-**
2 - 6 August 2027	Istanbul - Turkey	Classroom	**€2,280.-**
6 - 10 September 2027	Kuala lumpur - Malaysia	Classroom	**€1,800.-**
4 - 8 October 2027	Amsterdam - Netherlands	Classroom	**€3,400.-**

Seminar dates

Available seminar dates

Live dates and pricing for Performance Measurement in Public Sector generated from the course details page.

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6 - 10 December 2027	Kuala lumpur - Malaysia	Classroom	**€1,800.-**

Live online option	Online delivery is available at €1,850.-.