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 |
|---|---|---|---|
| 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.-** |
| 1 - 5 November 2027 | Geneva - Switzerland | Classroom | **€4,200.-** |
| 6 - 10 December 2027 | Kuala lumpur - Malaysia | Classroom | **€1,800.-** |