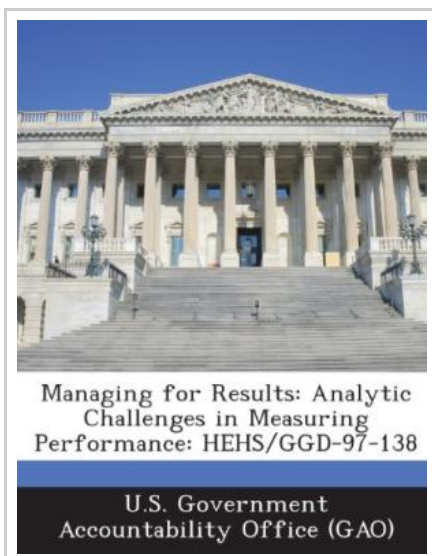




Managing for Results: Analytic Challenges in Measuring Performance: HehsGgd-97-138

By -

Bibliogov. Paperback. Book Condition: New. This item is printed on demand. Paperback. 52 pages. Dimensions: 9.7in. x 7.4in. x 0.1in. Pursuant to a legislative requirement, GAO reviewed the implementation of the Government Performance and Results Acts (GPRA) requirements in the pilot phase, focusing on: (1) the analytic and technical challenges agencies are experiencing as they try to measure program performance; (2) the approaches they have taken to address these challenges; and (3) how the agencies have made use of program evaluations or evaluation expertise in implementing performance measurement. GAO noted that: (1) the programs included in GAO's review encountered a wide range of serious challenges; (2) 93 percent of the officials GAO surveyed reported at least one as a great or very great challenge, and some were not very far along in implementing the steps required by the Results Act; (3) eight of the 10 tasks rated most challenging emerged in the two relatively early stages of the performance measurement process, identifying goals and developing performance measures; (4) in developing both goals and performance measures, respondents found it difficult to move beyond a summary of their programs activities, such as the number of clients served, to distinguish the desired outcome or...



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