Measuring and Evaluating Determinants of Public Administration Productivity

Bureaucracy Lab
Development Impact Evaluation | Global Governance Practice
October 22-25, 2019, Brussels, Belgium
Monitoring and Evaluating Outcomes: Austria’s Experience

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From Inputs to Outcomes

Department / Service Provider

1. Outcome
2. Polit. Mandate
   Outcome Targets
3. Output
4. External Effects
5. Input
6. Processes
7. Effectiveness
8. Efficiency

Focus of the Austrian Federal Public Administration
Joint elements of both instruments:

- Description of initial situation (problem/policy field)
- Objective(s) with outcome focus
- Indicators measuring outcome
- Activities/outputs of public administration
- Monitoring/evaluation of outcomes
- Consideration of Gender Equality
Lesson 1: Bridge Gap between Budget & Organizational Structure
Lesson 2: Consider Outputs & Focus Outcomes
Lesson 3: Provide Assistance & Userfriendly Tools
Lesson 4: Create Coherence & Accountability

QA cluster 1: Vertical Consistency

QA cluster 2: Composition of Indicators

QA cluster 3: Management relevance

QA cluster 4: Horizontal consistency
Lesson 5: Improve Reporting & Support Learning
Thank you for your Attention!

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