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Performance Indicators

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1




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2


2



Indicators

- Indicators are an approximation to reality, they *indicate* the state or situation of phenomena not directly observable
- It is the representation of a concept
- Example: Mortality rate (representation) can be an *indicator* of the level of health of a population (concept)

3



Indicators (cont'd)

- Clear concept (concepts are constructed, concepts vary based on different points of views)
- Example: What is health for some may not be for others; or what is poverty for some may not be poverty for others
- Define well the concept (construct)

4



Indicators (cont'd)

- Once we have well defined and delimited concept, we must determine how to “observe” it
- This means to identify how to measure (observe) that phenomenon (concept)
- For that we have to determine the data that is needed to create that observation (indicator)

5



Performance Indicators

- Performance can be defined as something an “organization does” (processes) or something an “organization achieves” (outcomes)
- Indicator is a measurement tool that is used as a guide to monitor, evaluate and improve program services
- Essentially equivalent to what is also known as performance measures

6



Performance Indicators (cont'd)

- Performance indicators are one tool in a very large evaluation toolkit that includes a variety of methods, techniques, measures and models.
- Performance measurement merely portrays trends and directions. Indicators tell us whether something is increasing, decreasing or staying the same. These indicators alone do not tell why the results are at a certain level.
- Program evaluation and research take us deeper into asking why indicators are moving.

7

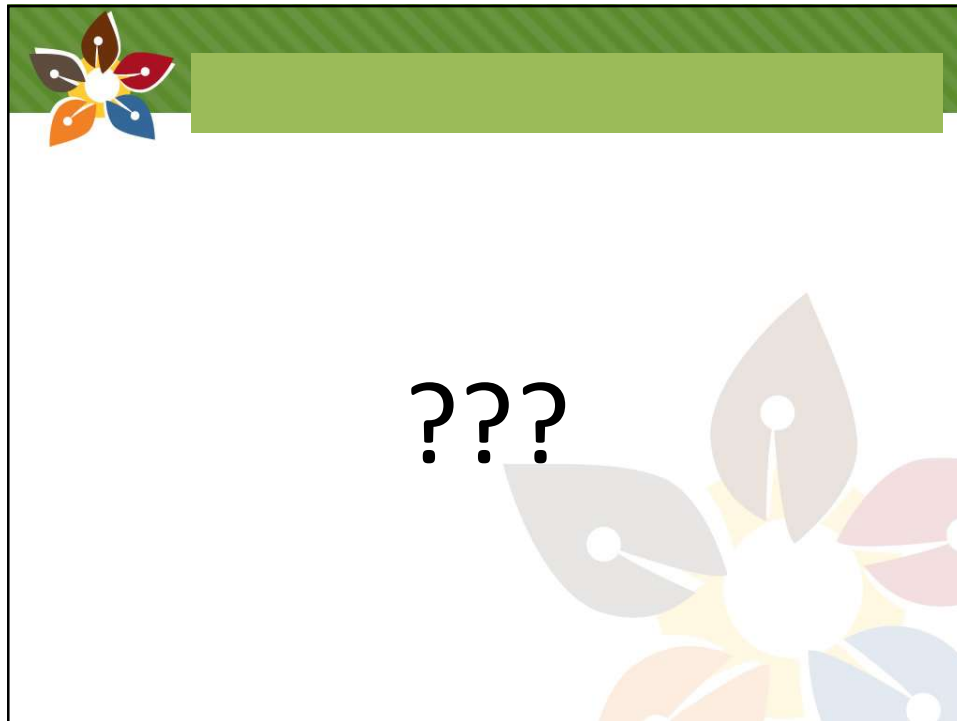


Indicators (cont'd)

Quality of Indicators

- Valid
- Reliable
- Appropriate
- Useful
- Ethical

8



9

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10