

ALEXANDRU V. ROMAN

ASSISTANT PROFESSOR

CALIFORNIA STATE UNIVERSITY SAN BERNARDINO

PRESENTATION OUTLINE

- What makes a good governance performance indicator?
 - Proposed Indicator : *The response time (hours/business days) to an official inquiry made online.*
 - Benefits/advantages.
 - Drawbacks/limitations.
 - Conclusions
-

- Easily measurable.
- Replicable/Applicable.
- Reliable.
- Meaningful from citizens' and businesses' perspectives.
- Actionable/enforceable.
- Implementable
- Reasonable/Feasible.
- Difficult to manipulate.
- Easily monitored.
- Clear/Understandable.
- High degree of comparability.
- Meaningful proxy for a desirable outcome.

**WHAT MAKES A GOOD
GOVERNANCE PERFORMANCE
INDICATOR?**

THE RESPONSE TIME TO AN OFFICIAL INQUIRY MADE ONLINE

- Responsiveness to citizens' needs and concerns.
 - Timeliness of government-citizen interaction.
 - Interactiveness of government-citizen communication.
 - Accessibility of government information and services.
-

- Easy to measure.
- Traceable/can be easily documented.
- Can be easily adopted across agencies.
- Meaningful from citizens' and businesses' perspectives.
- Actionable/enforceable.
- Implementable.
- Reasonable/Feasible.
- Easily monitored.
- Clear/Understandable.
- Lends itself to seamless comparability.
- Low degree of context sensitivity.
- Fundamental to e-governance.

THE DRAWBACKS/LIMITATIONS

- Timeliness is not necessarily a meaningful indicator of quality.
 - Susceptible to manipulation/motivating perverse incentive structures.
-