



Second  
Edition

# Managing and Measuring Performance in Public and Nonprofit Organizations

## An Integrated Approach

Theodore H. Poister   Maria P. Aristigueta   Jeremy L. Hall



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# Measuring And Managing Performance In Organizations

**Terence Jackson**



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Poister, Maria P. Aristigueta, Jeremy L. Hall, 2014-08-28 New edition of a classic guide to ensuring effective organizational performance Thoroughly revised and updated the second edition of *Managing and Measuring Performance in Public and Nonprofit Organizations* is a comprehensive resource for designing and implementing effective performance management and measurement systems in public and nonprofit organizations The ideas tools and processes in this vital resource are designed to help organizations develop measurement systems to support such effective management approaches as strategic management results based budgeting performance management process improvement performance contracting and much more The book will help readers identify outcomes and other performance criteria to be measured tie measures to goals and objectives define and evaluate the worth of desired performance measures and analyze process report and utilize data effectively Includes significant updates that offer a more integrated approach to performance management and measurement Offers a detailed framework and instructions for developing and implementing performance management systems Shows how to apply the most effective performance management principles Reveals how to overcome the barriers to effective performance management *Managing and Measuring Performance in Public and Nonprofit Organizations* identifies common methodological and managerial problems that often confront managers in developing performance measurement systems and presents a number of targeted strategies for the successful implementation of such systems in public and nonprofit organizations This must have resource will help leaders reach their organizational goals and objectives

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examples from leading international organizations this text addresses the increasing demand for managers in all sectors to manage and measure staff performance      **Performance Measurement, Management, and Appraisal Sourcebook**

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**The Performance Prism** Andy D. Neely, Chris Adams, Mike Kennerley, 2002 The Performance Prism takes a radically different look at performance measurement and sets out explicitly to identify how managers can use measurement data to improve business performance

**Strategic Performance Management** Bernard Marr, Dina Gray, 2012-08-06 This book is about strategic performance management for the Twenty First Century organization In a practical step by step approach it navigates readers through the identification measurement and management of the strategic value drivers as enablers of superior performance Using many real life case examples this book outlines how organizations can visualize their value creation design relevant and meaningful performance indicators to assess performance and then use them to extract real management insights and improve everyday strategic decision making as well as organizational learning A key focus of the book is the important issue of creating value from intangible assets Much has been written about the importance of intangible assets such as knowledge skills relationships culture practices routines and intellectual property as levers for organisational success However little has been published that tells managers how to do that This book moves beyond just raising awareness and provides practical tools and templates gathered in many extensive case studies with world leading organizations The key issues the book addresses are How do we identify the strategic value drivers especially the intangibles in our organisations How do we understand their strategic value using the powerful mapping tools How do we then measure the business performance How do we use performance indicators to improve decision making and organisational learning How do we align performance reviews and risk management with our strategy Well grounded in theory and packed with case studies from around the world this book will function as a guide for managers as well as a reference work for students and researchers The tools described in this book are not only suitable for leading international corporations but have been designed to be equally appropriate for not for profit organizations central and local government

institutions small and medium sized businesses and even departments and business units The ideas tools and templates provided allow managers to apply them straight away and transform the way they manage strategic performance at all levels of their organization Questioning Performance Measurement: Metrics, Organizations and Power Guy Redden, 2019-03-11 Questioning Performance Measurement Metrics Organizations and Power is the first book to interrogate the organizational turn towards performance metrics critically Performance measurement is used to evaluate a diverse range of activities throughout the private public and non governmental sectors But in an increasingly data driven world what does it really mean to measure performance Taking a sociology of quantification perspective this book traces the rise of performance measurement questions its methods and objectivity and examines the social significance of the flood of numbers through which value is represented and actors are held accountable An illuminating read for students scholars and practitioners across Organization Studies Sociology Business and Management Public Policy and Administration Managing Human Resources Luis R. Gomez-Mejia, David B. Balkin, Robert L. Cardy, 2010 This work prepares future managers with a business understanding of the need for human resource management skills The non functional HR approach used in this text also makes human resources relevant to anyone who has to deal with HR issues even those who do not hold the title of manager

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