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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.
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.