

Tools for Managing Performance: Using Logic Models to Create Measures

GFOA Internet-Based Seminar
Wednesday, December 6, 2006
2:30-4:30pm EST

Questions and Answers

Where there is a correct answer, that answer is highlighted.

- 1) Which of the following describes your experience with performance measurement:
 - a) I am a battle-scarred PM veteran
 - b) We are improving an established system
 - c) We have just started using PM's
 - d) Performance what?

- 2) What do you think, to what degree is your organization "results orientated"?
 - a) My organization focuses on results
 - b) My organization has begun focusing on results
 - c) My organization is planning to focus more on results
 - d) My organization does not focus on results

- 3) Which of the following is NOT included in a typical logic model:
 - a) Inputs
 - b) Activities/Strategies
 - c) Outputs
 - d) Outcomes
 - e) Outliers**

- 4) Marathon County used school bus driver satisfaction to help improve their measurement of snow removal operations. What area do you find most difficult to measure:
 - a) Support services (HR, Finance, etc.)
 - b) Public safety (Police, Fire)
 - c) Public health
 - d) Public works
 - f) Other (please submit the area using the question function)

- 5) Which of the following is NOT a typical use of a logic model:
 - a) Stimulate discussion of the program's purpose
 - b) Communicate the program's intent to stakeholders
 - c) Negotiate "fair" accountability with funders and others

d) Use as a tool to punish under-performing departments

6) Based on the information provided today, how useful do you think logic models would be for your organization?

- a) Very useful
- b) Useful
- c) Somewhat useful
- d) Not useful