



Session 1

Dr Wouter Van DOOREN, Public Management Institute – University of Leuven (Belgium)
wouter.vandooren@soc.kuleuven.be

The use of indicators on output in management and policy applications

Output measurement is an integral part of public sector operations.

Policy instruments and management tools function based on output indicators.

The recent trend towards direct output measurement in the national accounts has to build on the data from these systems. Yet, these systems are not neutral devices. They function in interaction with the policy and management context. We need to understand these dynamics when we are using output data from these systems for calculating national accounts.

Therefore, we will discuss the design parameters of output indicators, the users and the way of using them, and gaming issues and the impact on the quality of data. We will discuss how use and design influence each other, and how gaming issues may be mitigated.

An important point is whether these policy and management uses are compatible with use for calculating national accounts. These issues should be taken into account for international comparison too, since design, use and gaming of output information differs between countries.