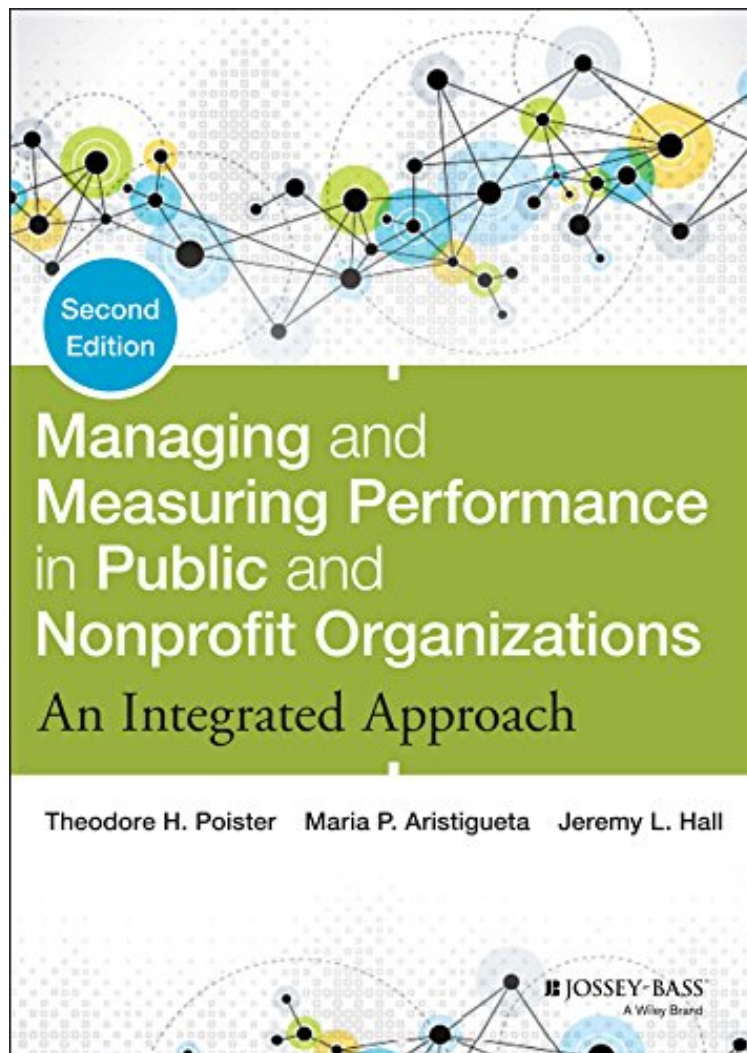


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Managing and Measuring Performance in Public and Nonprofit Organizations: An Integrated Approach

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

From the Back Cover A Revised and Updated Edition of the Classic Guide to Ensuring Effective Organizational Performance The second edition of *Managing and Measuring Performance in Public and Nonprofit Organizations* has been thoroughly revised and updated to reflect the evolution and expansion of the field since publication of the first edition. This important resource offers a comprehensive guide for designing and implementing effective performance management and measurement systems in public and nonprofit organizations. The ideas, tools, and processes presented throughout the text are crafted to help organizations develop measurement systems that will support effective management approaches. The authors put the focus on the methodology of performance measurement in terms of developing performance frameworks, tying measures to goals and objectives, redefining performance measures as operational performance indicators, reporting performance data, and analyzing performances. They also discuss the development and application of performance management principles in a variety of decision-making venues such as strategic planning and management, performance-informed budgeting, the management of programs and organizations, quality and process improvement, and comparative performance measurement and benchmarking. In addition, new information spotlights performance-based contracts and grants management and the stakeholder engagement processes. The revised text also contains significant updates that offer a more integrated approach to performance management and measurement. This accessible resource identifies common problems that often confront managers in developing performance measurement systems and presents targeted strategies for the implementation of effective systems that will help leaders reach their organizational goals. About the Author THEODORE H. POISTER is professor of public administration in the Andrew Young School of Policy Studies at Georgia State University. MARIA P. ARISTIGUETA is the Charles P. Messick Professor and director of the School of Public Policy and Administration at the University of Delaware. JEREMY L. HALL is associate professor at the School of Public Affairs and Administration, Rutgers University-Newark.