Strengthening Public Trust through Accountability & Transparency

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Presentation Objective

Provide an overview of best practices to strengthen public trust by utilizing performance measures to enhance accountability and transparency.
Public Trust/Credibility

- Competency
- Character
Trust Exercise
Accountability

Shared understanding of who ‘we’ are and what ‘we’ are to achieve, and ‘why’ we do what we do.
Accountability

• “When accountability is absent, the inevitable result is a significant gap between an organization’s performance and the performance it is capable of producing”.

• Leadership must intentionally create and demonstrate a culture of accountability.
Common Obstacles to a Culture of Accountability

- Trust issues
- Silos
- Competing priorities
- Conflict avoidance
- Lack of transparency
- Inappropriate performance measurement system
Ways to Achieve Accountability

- Create a climate of trust and accountability
- Coordinate the work
- Establish clear standards
- Build capacity strategically
- Create transparent communication
- Develop appropriate performance measurement system
Qualities of Transparent Information

- Completeness
- Color
- Usability
Types of Transparent Processes

- Decision-Making
- Content
- Outcomes or Effects
Ways to Create/Enhance Transparency

- Be truthful
- Share “agendas”
- Engage staff, customers, and stakeholders
- Create a results or outcome-focus
- Understand the data
- Tell the story with data
All Roads Lead to Performance Measures
Performance Measures

Tools that help us understand, manage, and improve what organizations do.
Performance Measures

- Measure the right things
- Measure What Matters
- Use the right measures
- Keep it Simple
The Right Things to Measure

How Much

How Well

Difference Made

Better Off
Objectives of Performance Measures

Performance measures achieve the following objectives:

• Establish baseline measures and reveal trends
• Determine which processes need to be improved
• Compare goals with actual performance
• Manage by fact and not anecdotes
• Create compelling stories
Crafting a Transparent Performance Story Built on Trust!