

**Where the Rubber Meets the Road:  
Navigating Performance Measurement for Social Services**

Presenter: Dr Robyn Tan

Date: 19 August 2015

Time: 4pm to 5.30pm

Venue: EVANS room (Level 2), VENTUS, 8 Kent Ridge Drive, National University of Singapore

**Abstract:**

The rise of the accountability movement has led to the proliferation of performance measurement among non-profit organisations. Performance measurement has been commonly adopted as a one-size-fits-all approach for measuring the outcomes of human services, but often without an adequate understanding of its conceptual basis or the interventions to which it is appropriate for. Findings from the study showed that performance measurement has largely lent itself well to measuring outcomes of interventions that reflect high “task programmability” (e.g. job placement and support programme). However, performance measurement when misapplied to interventions with low “task programmability” (e.g. casework and counselling) has led to weak programme logic and ill-defined outcomes. Given the complexity of human services, the client heterogeneity and the diversity of their problems and issues, the key challenge lies in understanding how performance measurement would work, for whom, and under what conditions, in order for it to have a reasonable chance of success.

**Presenter’s profile:**

Robyn is a Research Fellow with the Advocacy and Research Team at the National Council of Social Service. She has adopted a realist evaluation study to examine the performance management of social services, as part of her PhD thesis at the Institute for Development Policy and Management at the University of Manchester, UK. Her research interests include applying theory-driven methodologies for the evaluation of social interventions.

**REGISTRATION IS CLOSED**