

Why Manage for Results?

The advantages of MFR are straightforward: MFR allows governments to organize around an evaluation of what they are trying to accomplish, and what is working and what is not based on program performance and cost information. Is the government efficiently and effectively achieving its goals and objectives?

Reasons that individual governments may consider pursuing MFR include:

- To focus government more clearly on citizens (including citizens as “customers” or “clients”) and the services they need or want, and less on organization and process
- To establish goals and objectives and to track whether those goals and objectives are being achieved
- To answer such questions as: How efficient and effective are the government’s services? What are the services’ quality levels and how can they be improved?
- To allocate resources, set policies, and organize government in as close accord as possible with desired outcomes
- To determine the degree to which programs and services are aligned with the results the government is trying to achieve
- To modify policies, programs, services, or budgets in midstream based on performance data and results as they flow in
- To compare the government’s performance to itself over time, or with that of other governments (or in certain circumstances, the private sector if such a comparison is appropriate)
- To better communicate to the public and legislative bodies what government is accomplishing, the extent to which goals and objectives are being achieved, and how efficiently and effectively government is functioning.