



Performance Monitoring: Introduction to Performance Monitoring Module 4, Topic 1

Summary

This presentation serves as an introduction to the wide range of performance monitoring tools that will be covered later in this module. Before delving into the details of specific tools, it aims to give an overview of performance monitoring as a general approach: what it does, the issues examined, who it serves, and expected results and outcomes. Some important success factors are reviewed as well. This presentation sets the stage for discussions of tools, methodologies, and techniques that empower citizens to participate more effectively in demanding accountability from governments and service providers.