

RBM in Monitoring and Reporting

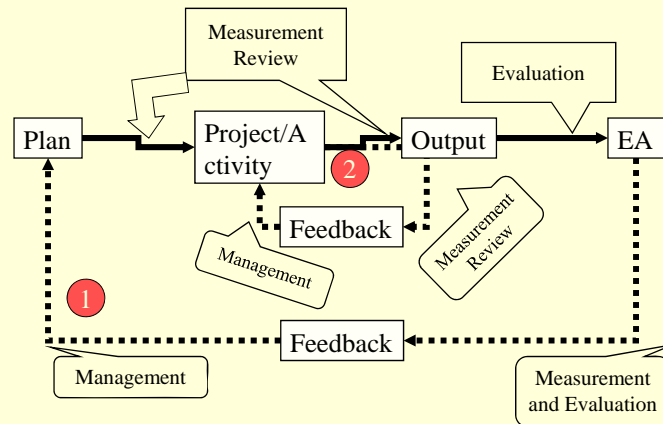
Performance Monitoring

- A continuous process of collecting and analyzing data for performance indicators, to compare how well a developing intervention, partnership or policy reform is being implemented against expected result (achievement of outputs and progress towards outcomes)

(Source: UNDG RBM Handbook, October 2010)

NB: For UN-Habitat, the term “Expected Accomplishments” is used instead of Outcomes

Measure, Monitor, Review and Manage



- 1 • **Operational Feedback Loop**
 - Implementing each part of the plan as agreed
- 2 • **Strategic Feedback Loop**
 - Provides information on the overall direction towards achieving the stated objectives

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Performance Monitoring and Management (PMM)

Knowing whether UN-Habitat is doing well only helps if the information prompts us into taking action

- If nothing different happens as a consequence of all your monitoring and evaluation processes, chances are the processes are not performing very well

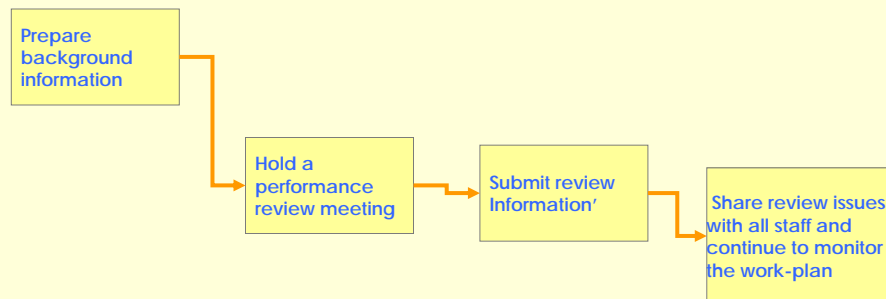
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Performance Reviews (PR)

What will you learn from a review ?

- **Whether your Performance Plan is set up to facilitate your Performance or needs some changes**
- **If HABITAT is progressing at the planned rate towards achievement of its expected results and targets**
- **Why is HABITAT being successful and/or what are the impediments to success**
- **What actions your unit, or other UN-Habitat units or partners, needs to take to help you maximise HABITAT results**

Performance Review Process



RBM Process and Key Steps

Reviewing Performance

You can use the following questions to guide your reviewing the UN-Habitat performance from the six monthly reports

- a) What is not going well as expected ? or improving?
- b) What could work better?
- c) What can be done to assist UN-Habitat do it better?
- d) By when will UN-Habitat do it and who will be responsible?
- e) Does it require UN-Habitat to change our logic model and, if so, to collect different performance data?
- f) Was there a change in the condition and/or attitude of the beneficiaries/clients?
- g) Who are the partners who have a potential role to play in improving results?

Summary:

How Would You Know UN-Habitat is Performing Well or Not?

- Have objectives
- Have indicators
- Have targets
- Have a system to assess performance

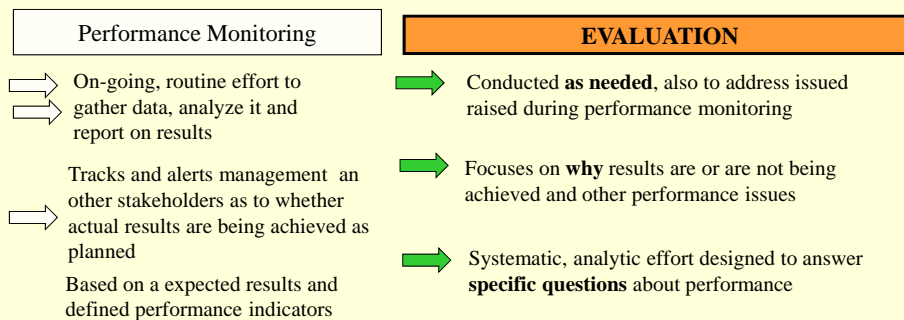


Evaluation- Definition

- An Evaluation is an assessment of an activity, project, programme, strategy, policy, theme, sector, operational area, institutional performance.
- It determines the relevance, impact, efficiency, effectiveness, and sustainability of the interventions.

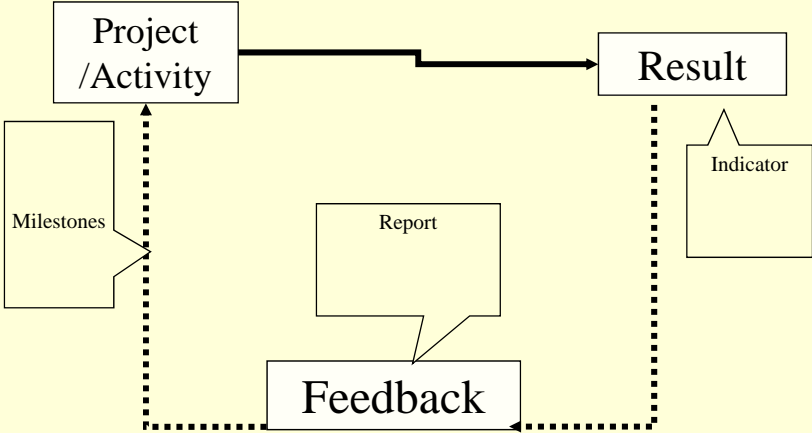
(Source: UNEG Norms for Evaluation in the UN System, 2005:5)

RBM Process and Key Steps Integrate Evaluation



Reporting Performance Results

Performance Reporting for Management

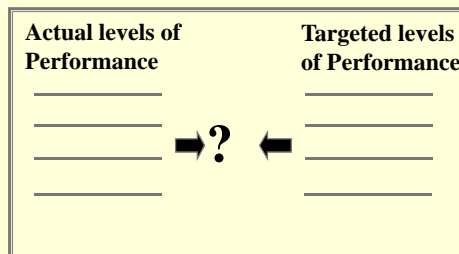


Reporting on Performance

**What are your expectations
?**

- What
- How

Performance Report



- Recommendations
- Action Steps
- Decisions
- Strategy and
- Results Refinement



- Show OFF your results.
- You should be proud and celebrate your office results by sharing with all staff.

Use Performance Information for Decision Making

