Glossary of Terms

Capability The skills-based ability for an individual, group or organisation to meet obligations and objectives; also referred to as "know-how".

Capacity The ability to meet obligations and objectives based on existing administrative, financial, human, and infrastructure resources.

Central government All units of government that exercise authority over the entire economic territory of a country. In general the Central Government is responsible for those functions that affect the country as a whole; for example, national defence, conduct of relations with other countries and international organisations, establishment of the legislative, executive and judicial functions that cover the entire country. Non-market, non-profit institutions controlled and mainly financed by the Central Government are included in the Central Government.

Civil servant/service A term used by many OECD countries applied to core central public employment, *i.e.,* the employees in the central executive and legislative administration, in departments directly dependent on the Head of State or the Parliament, together with those in all other ministries and administrative departments of central government, including autonomous agencies paid by central government.

Collaboration Co-operation together with direct peer-to-peer communication among organisations. "Collaboration" implies both joint action and a structured relationship among organisations.

Contracting-out Contracting-out is the practice whereby governments contract with private sector providers for the provision of services to government entities or directly to citizens on behalf of the government. It is also referred to as outsourcing, contracting, and competitive tendering.

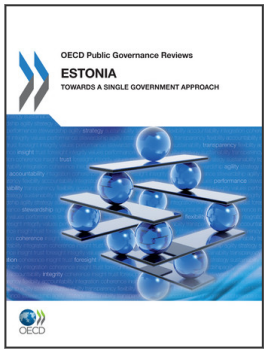
Co-operation Joint intent on the part of individual organisations. "Co-operation" implies joint action, but it does not address the organisations' relationship with one another.

Co-ordination Joint or shared information insured by information flows among organisations. "Co-ordination" implies a particular architecture in the relationship between organisations, but not how the information is used.

Co-production A way of planning, designing delivering and evaluating public services which draws on direct input from citizens, service users and civil society organisations.

Decentralisation The transfer of competences from the central level of government to elected authorities at the sub-national level(s).

Deconcentration	The placement of non-elected central government units in lower-level administrative units of government *(e.g.,* in regions, provinces, counties), in order to provide public services produced by the central government directly at the territorial level.
Effectiveness	The extent to which the activity's stated objectives have been met.
Efficiency	Achieving maximum output from a given level of resources used to carry out an activity.
Outcomes	Refers to what is ultimately achieved by an activity. Outcomes reflect the intended or unintended results of government actions, but other factors outside of government actions are also implicated.
Outputs	In performance assessment in government, outputs are defined as the goods or services produced by government entities *(e.g.,* teaching hours delivered, welfare benefits assessed and paid).
Performance	The ability of an entity to acquire resources economically and use those resources efficiently and effectively in achieving performance targets.
Performance information	Evidence about performance that is collected and used systematically. Performance information may be quantitative (numerical) or qualitative (descriptive). Its usefulness is enhanced through comparison and the ability to identify the extent to which interventions are achieving desired outcomes.
Performance measures	Performance measures are the inputs, processes, outputs and outcomes used to assess the economy, efficiency and effectiveness of an organisation's activities. They are quantitative or qualitative factors or variables that provide a means to measure achievement, to reflect the changes connected to an intervention, or to help assess performance.
Public-private partnership	A contract (institutional relationship) between public and private actors for the co-operative provision of a public good or service. The essential element is some degree of private participation in the delivery of traditionally public-domain goods or services. Private actors may include both for-profit and not-for-profit organisations.
Public servant/service	A term used to identify those who are employed by government-funded organisations. Some countries use both, "public servant" and "civil servant" when describing government-funded employees, with public servant having a broader application *(e.g.,* encompassing doctors, teachers, local government officials, etc.) than civil servant (*i.e.,* employees working in the central government).



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