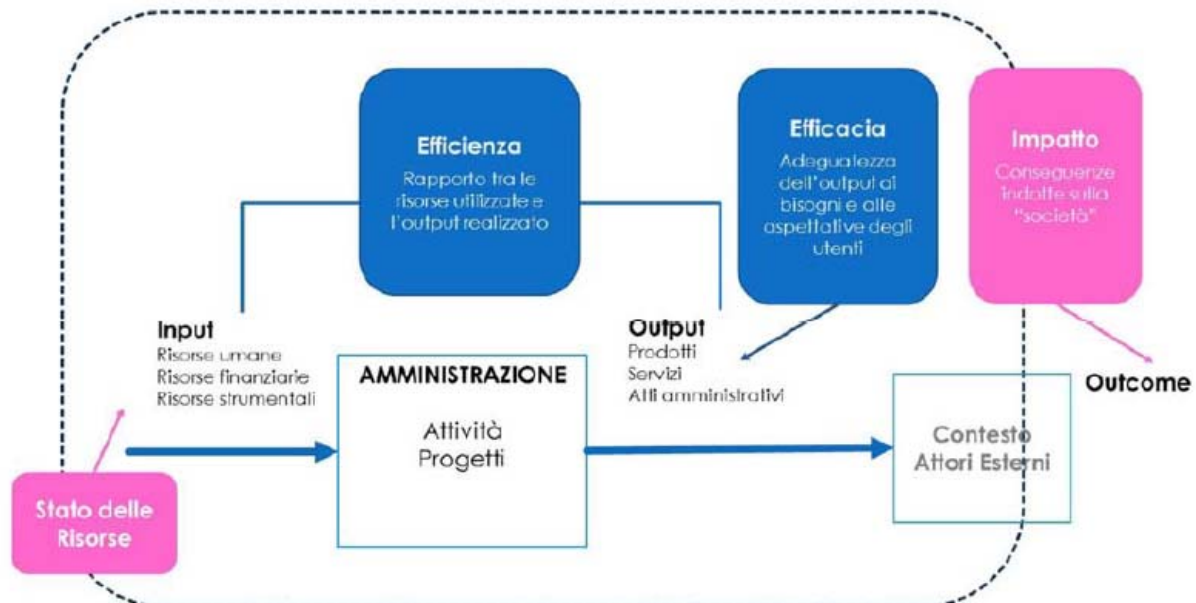


# Performance Management in Modena, Italy

From Stefano Tripi, Strategic Planning Office



Resources/inputs, efficiencies, and efficacies/impacts are universal in their importance to performance management, no matter what the language. Source: City of Modena, Italy, "Quali risultati? L'avvio del percorso di revisione del sistema di valutazione delle prestazioni del Comune di Modena", 2019.

To sum up what we're doing, in Italy in the last decades the central government adopted different laws concerning different aspects of performance:

- strategic control (concerning the most strategic level and documents, in the duties of our "Consiglio Comunale", the City Council, a sort of legislative body, with the use of outcome indicators)
- performance measurement and evaluation (both for the organisational and individual performance levels, in the duties of our "Giunta Comunale", a sort of executive body supporting the elected mayor, with the use of effectiveness and activity indicators)
- management control (with a particular focus on financial resources and on per, and verifying the work of departments, as well as department managers)
- quality control (concerning customer satisfaction and service charters, with the use of quality indicators)

As you can imagine, all these aspects are not coordinated in a single law, and having our local governments an "organizational autonomy", every municipality developed a specific way for some or all of them. So, the level of compliance varies with the size and location of the municipalities.

In 2015, a new national reform was started ("Riforma Madia", taking the name from the Minister), trying to simplify and to integrate all these measures, also through the use of "soft laws" (guidelines, etc.), instead of new complex "hard laws".

In our municipality, we tried to address these integration issues through the development of new indicators addressing what we call "external effectiveness", that is effectiveness perceived by the citizens/customers of public services; these new indicators are able to address all the different performance aspects. We are also developing an online platform to show infographics with time trends about these indicators.

## Azioni per la parità

AZIONI REALIZZATE  
2014 - 2019

### Spazi e strumenti per le pari opportunità

La Casa delle donne realizzata a Villa Ombrosa si propone come un nuovo punto di incontro, e confronto, per tutte le donne: un centro di approfondimento storico-archivistico, uno spazio per la consultazione e l'organizzazione di eventi, un centro di servizio e accoglienza. La nuova sede riunisce al suo interno il Centro documentazione donna, la sua biblioteca e le 5 associazioni femminili cittadine. Proprio a Villa Ombrosa è stata installata la prima delle 12 panchine rosse simbolo delle iniziative e del percorso culturale per combattere la violenza sulle donne e sensibilizzare al tema. Le panchine, inoltre,



Inaugurazione della prima panchina rossa

Fino a **5.000** euro per singola impresa femminile selezionata con bando nel 2019

**12** panchine rosse contro la violenza sulle donne al 2019



Reporting in Modena also includes a combination of summary statistics, related narrative (here, concerning a project to build benches and Little Free Libraries focused around combatting violence against women), and sharing year-to-year results on the share of women-owned businesses.