

## WEIDNER'S ACCOUNTABILITY QUESTIONNAIRE

1. Department staff know and can articulate who their customer is: individuals or organizations receiving the services and experiencing the benefit or impact.

1                      2                      3                      4                      5  
*Never                  Seldom                  Sometimes          Often                  Always*

2. Department staff know what measurable results they are trying to help their customer experience. Their focus is not just on their processes – but also on the impact those processes have on their customers.

1                      2                      3                      4                      5

3. The Department regularly collects information on these key customer experiences – that is, on the results it provides to its customers.

1                      2                      3                      4                      5

4. The Department regularly sets numerical targets for its measurable results.

1                      2                      3                      4                      5

5. The Department regularly reviews its performance information and looks at how to maintain/improve performance.

1                      2                      3                      4                      5

6. The Department regularly reports performance information on the key results upwards in the organization.

1                      2                      3                      4                      5

7. Key results are contained in strategic plans or strategic business plans.

1                      2                      3                      4                      5

8. Selected operational key results are aligned to support the long term (2-5 year) Strategic Goals for the entire organization.

1                      2                      3                      4                      5

9. Managers' performance plans and evaluations include these key results.

1                      2                      3                      4                      5

10. There are consequences for performance that meet or exceed pre-set performance targets, as well as for sustained and unimproved poor performance.

1                      2                      3                      4                      5

11. The budget document(s) includes performance information tied to specific services so there is a clear relationship between a level of funding, the delivery of services, and the customer experience.

1                      2                      3                      4                      5

## WEIDNER'S TRANSPARENCY QUESTIONAIRRE

1. Citizens can easily access performance information about all government operations.

1	2	3	4	5
<i>Never</i>	<i>Seldom</i>	<i>Sometimes</i>	<i>Often</i>	<i>Always</i>

2. Performance information can be easily accessed on-line and in person (hard copy).

1	2	3	4	5
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3. Performance information is regularly and frequently updated for all distribution channels.

1	2	3	4	5
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4. Citizens know where and how they can access the performance information.

1	2	3	4	5
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5. Citizens report they understand the performance information and find it valuable.

1	2	3	4	5
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6. Performance information is included in the budget document.

1	2	3	4	5
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### **ASSESSMENT – ACCOUNTABILITY**

41-55 points – Excellent

25-40 points – Decent progress with room for improvement

11-24 points – Lack of systems & infrastructure – a long way to go

### **ASSESSMENT – TRANSPARENCY**

21-30 points – Excellent

12-20 points – Making effort with room for improvement

6-11 points – Lack of transparency – a long way to go