



# 1. Introduction



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**Topic: Results Orientation**

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## 2. Importance of Results Orientation for Citizen Centric Governance

- Result-oriented is a term that focuses on outcome rather than methods used to achieve a goal or deliver a service.
- The Hota committee (2004) also observed in the past that most of the civil servants fail to achieve results because they are not given targets of performance or the infrastructural support to achieve them.
- The results-oriented role for officers in the government is intended to be similar that of profit-seeking managers in the private sector.
- Being result-driven is a vital quality that affects the career of a civil servant positively regardless of his profession, department, and career level.
- Governments are required to be Results-Oriented Governments.
- It means cultivating a culture of setting targets and accomplishing them.



# 3. How result-orientation affects efficiency/productivity

- The efficiency can be mathematically represented as:

$$\text{Efficiency} = (\text{Output} \div \text{Input}) \times 100\%$$

- Efficiency measures relationship between inputs and outputs or how successfully the inputs have been converted into outputs.
- A result oriented mindset boosts efficiency. A high level of efficiency implies a minimal amount of wasted time, effort, capacity, materials, and so forth, which can translate into competitiveness & profitability.
- Targets and measures related to result orientation will help in developing employee focus in that direction.
- The result orientation focuses on efficient and effective government.



## 4. Possible ways to improve the competency i.e. result-orientation

- The first and foremost thing one need to follow is **to set clear and specific goals**
- Cultivating and encouraging the **proper mindset**, as it's important that everyone is .on board.
- Collect as much as **feedback or criticism**, and encourage more open communication channels.
- **Tools and technologies**
- Establishing a protocol/ system for **rewards and punishment**
- Experimenting on various processes to complete similar tasks/ **process of continuous improvement.**
- Finding strategies to raise **motivation**
- Program evaluation, **monitoring** and assessment.
- True change begins at the **top level**



## 5. References

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