

# Government and Public Administration



## Current Climate

Public organizations are currently facing a number of challenges that require them to adapt rapidly and stretch their resources, among them:

- Shrinking public budgets
- Financial viability challenges
- Increasing citizen requests for better services and more transparency
- The need to renew staff commitment
- Technological advances that create new ways of working

These factors make it clear that public organisations need tools to help them adapt successfully to change.

## The WorkMeter Solution

### Demonstrate Efficiency and Sustainability

Organisations in the public sector must be able to modernize their services, maximise efficiency and cut costs. WorkMeter helps them to measure efficiency with objective data so they can better understand what is impeding progress, and be able to make better decisions, reduce costs, optimise resources and improve the quality of service they deliver to citizens.

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It is essential that public organisations be able to transmit continual improvement to citizens, and to be able to analyse performance and the economic viability of programmes.

Governments are required to be ever more transparent and to make information about the effectiveness of their services available to citizens. By generating data on performance across the organisation, WorkMeter allows public entities to demonstrate that they are continually improving and functioning efficiently.

### Evaluate Organisational Performance

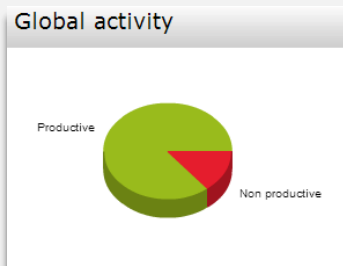
One of the greatest challenges facing organisations is the ability to main a workforce that is highly committed, engaged, motivated and performing at optimal levels. Achieving it requires objective measurement and continual evaluation.

WorkMeter allows organisations to gradually integrate performance evaluation protocol based on well-defined and measurable objectives, with continuous follow-up in place. The result is high levels of involvement, lower absenteeism and better distribution of workloads.

WorkMeter is a software solution that collects, processes and presents objective data on activity, productivity and application usage as employees work on company PCs, mobile phones and other devices.

*"WorkMeter allows us to deliver a high level of commitment to citizens. We are able to demonstrate our productivity, diligence, adherence to best practices and to give citizens full transparency of everything that's going on at City Hall."*

**Joaquim Balsera, Mayor**  
City of Gavà, Spain



### Implement Teleworking and Promote Work-Life Balance

Innovative technologies have introduced more flexible work models that enable companies to offer a better work environment and encourage employees to achieve work-life balance.

Organisations that are able to implement models like teleworking will be able to better attract and retain talent and ultimately sustain a more satisfied workforce. But it is essential that they be able to maintain visibility and control over employee performance as employees are given more geographic and temporal freedom.

WorkMeter allows teams to establish clear protocol, define objectives and measure level of individual compliance with established guidelines.

## Supporting Features

### Productivity Map

WorkMeter collects, processes and instantly presents objective data on employee performance.

Data is presented according to tasks and processes defined for each role. Easy analysis of data allows organisations to quickly identify of areas of improvement per specific projects, implement best practices and measure the results.



### Optimal Profiles

This feature defines expectations for every team member. It gives individuals a consolidated view of their actual time logged per task versus the time dedication expected for their particular role, which helps teams to maintain high levels of productivity and stay focused on activities that bring value to projects.

Team members themselves are able to identify deviations and determine the best ways to improve.

### Management by Objectives

The WorkMeter productivity platform is based on automatically generated, objective data on employee performance.

Key indicators are defined to communicate levels of input each role is expected to fulfil. Employees get clear information about their assigned objectives and are able to easily monitor their ability to meet objectives.

This data can be integrated with other data sources to provide a more complete picture and enable more extensive performance evaluation.



## Benefits

Save money by streamlining processes and optimising resources

Keep employees focused on productive activities

Boost morale by being able to recognize individual and team performance

Enable greater flexibility while measuring effort by objective and by projects

Improve levels of employee commitment and engagement

Promote work-life balance

Implement teleworking

Transmit professionalism and dedication to citizens



[www.workmeter.com](http://www.workmeter.com)  
[info@workmeter.com](mailto:info@workmeter.com)

[www.workmeter.com](http://www.workmeter.com)