

Introduction

Performance measurement under Mission Karmayogi is an exercise intended to assess whether competency-based capacity building interventions are leading to measurable improvements in knowledge, behaviour, and workplace performance among civil servants. In this context, the approach paper documents the framework and methodology developed to guide this exercise. It situates performance measurement as a necessary complement to Capacity Building Plans, digital learning, and large-scale training initiatives, enabling a shift from monitoring inputs and participation to assessing outcomes and impact.

Framework

The project establishes an integrated performance measurement approach using three data sources:

- competency assessments to measure knowledge of role-relevant competencies;
- 360-degree feedback to assess how these competencies are demonstrated in the workplace; and
- administrative or workflow data to provide objective performance signals where available.

By triangulating these sources, the framework enables a more complete and comparable view of individual and organisational performance.

The Approach Paper details a structured four-stage implementation process of performance measurement: preparation, operationalisation, assessment implementation, and data analysis and sharing. For each stage, it defines activities, roles, timelines, indicators, and outputs, with primary responsibility resting with Ministries, Departments, and Organisations through their Capacity Building Units. The approach balances adaptability to organisational contexts with standardisation and methodological consistency. It also documents learnings from pilot implementations across selected MDOs and converts these into practical guidance on assessment design, data quality, bias mitigation, and use of results. The framework explains how findings can be used to identify competency gaps, inform targeted capacity building interventions, and establish baselines for future measurement cycles.

Conclusion

Overall, the approach paper functions as an implementation guide for MDO leadership and Capacity Building Units to independently conduct performance measurement under Mission Karmayogi. It provides a practical, evidence-based method to link capacity-building interventions with measurable performance outcomes and to strengthen performance management through the systematic use of data.