

**ADMINISTRATIVE CAPACITY****Document Information:**Title: **Administrative Capacity**Author(s): **B. A. Ellis**

Keywords:

Article Type: Research Paper

Publisher: **The Jethro Project**

Abstract: Building robust administrative capacity is important in the delivery of services to constituents. However, administrative capacity requires political will and vision, as well as, shared goals and measurable metrics that optimize performance. It also requires an activist role in investment and training, and industrial and trade policies. The balanced scorecard is a mechanism that could be used to facilitate citizens and government goal setting and to assess accountability and performance.

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