

GOODXAMPLE PLATFORM

The GoodXample platform, realized by IMPEC, is a web based knowledge environment originally developed for the South African government. Government officials can find, add and share information and insights on improving their personal professional performance and consequently improve government performance in its entirety.

International cooperation

The concept of GoodXample is the result of an international cooperation between governments, universities and companies from South Africa and Europe. To fill the knowledge system, the South African DPME, Dutch IMPEC and German GIZ developed the GoodXample method as a new and innovative approach to help civil servants bridge the gap between government policy and citizen service delivery.

A three steps method

The method consists of three steps:

- Self reflection,
- Independent reviews and
- Sharing of GoodXamples.

First, self-reflection is key for awareness and changing people's mind-set. Therefore the method starts with a self-assessment tool, measuring performance using key performance indicators. The output is a quality ranking of managerial performance of government entities on a four-point scale, focusing on crucial management performance areas. Evidence to substantiate the self-assessment ranking is required.

Second, Independent review, a team of independent professionals from European and South African universities review and interview the best performing departments based on an academic methodology developed by IMPEC partner Nyenrode University, in order to capture good examples.

Last, GoodXamples, the good examples are then ready for sharing with other government officials so that they can learn from it. Responsible people from excellent performing departments are now good news messengers and act as change agents in their own environment.

Knowledge dissemination

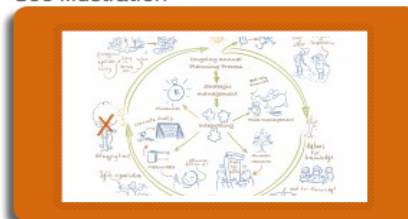
All participants and users of the platform share the information on the website offered in videos, illustrations and narrative case studies. They can deepen their insights by learning from GoodXamples through facilitated learning and off line master classes. The platform includes social media such as twitter, Facebook and you-tube. This enables users to comment on, enhance, add to, share, like and discuss all GoodXamples content.

See video



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