IM-PROve app

***The improvement application*** “IM-PROve”, is an e-learning and knowledge sharing tool developed by IMPEC. The app for smart phones and tablets is based on the assumption that government service delivery can only be achieved by sufficient organizational performance of government entities, which in turn is based on managerial qualities of staff. The IM-PROve app unlocks – anytime anywhere a great reservoir of knowledge and help for government officials, to improve their personal professional performance and consequently improve government performance in its entirety.

***‘i am pro’***

The name of the app IM-PROve contains a semi acronym that can also be read like ‘I AM a PRO’. And that is exactly what de IMPEC concept of GoodXample is all about: helping government officials to become better pro’s by subsequently monitoring and assessing government performance, to be able to establish and point out what is good and what can be improved and based on that know-ledge to help facilitate self development of civil servants to the next higher performance level.

***Intuitive menu choices***

The app which is in the demonstration phase asks users for a personal log-in on their smart phone, after which they can choose in what management area they seek help to improve their performance. In the chosen general management performance area a sub menu offers a range of applicable key performance indicators and subsequent deeper levels of management subjects. After choosing the previously assessed current level of one’s own performance, the app displays connecting

factors, good examples, specific help and instructions to facilitate self development to the next higher performance level. And all of

this at extremely low knowledge dissemination costs.

***Forming a knowledge driven community***

Just like on the GoodXample website, the app includes connectivity with social media such as twitter, facebook and you-tube. This enables users to comment on, enhance, add to, share, like and discuss all presented GoodXamples content. Communicating with each other without obstacles all you need is a smart phone, the app and an access code active government professionals can easily form a highly connected self-helping community to enhance government performance in all government domains and fields of expertise.

Knowledge support and management at this scale by any other traditional means like training courses and wide spread communication efforts and publications for government personnel would need incomparably larger budgets.

