



INTERNATIONAL MONETARY FUND

Middle East Regional Technical Assistance Center

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IMF's Middle East Regional Technical Assistance Center and Center for Economics and Finance Concluded Workshop on "Performance Management in Tax Administration"

The International Monetary Fund (IMF)'s Middle East Regional Technical Assistance Center (METAC) held a workshop on performance management in tax administration at the Center for Economics and Finance (CEF) in Kuwait City, Kuwait during the period April 1-4, 2019. Twenty-eight senior representatives of tax authorities and finance ministries from 14 countries attended the workshop.

The workshop emphasized central control over field operations to ensure national strategic and operational plans and performance standards are met, and programs and policies are delivered in a uniform way. In particular, the workshop covered the importance of the role of headquarters in ensuring that certain functions, such as strategic and operational planning, managing of reforms and governance, are executed coherently and consistently across the entire organization. Several measures and indicators (both quantitative and qualitative) that could be used in monitoring performance against established operational targets and standards were presented and discussed.

Participants shared extensively their experiences in performance management and challenges they face in improving this function. METAC will continue providing support for strengthening its member countries' capacity in performance management.