

## Step 1: Decide outcome metrics

The first step of outcome evaluation is to decide on the outcome metrics (i.e., measurable information) that will allow us to determine if the programme has achieved the intended effect. It is important that the metrics used reflect the objectives of the programme based on the TOC. Sometimes outcome evaluation suffers from TOCs that do not articulate clear programme objective(s).

The SEF categorises programmes into programme groups and objectives, then identifies suitable outcome metrics to measure the programme's effectiveness. This allows for consistent evaluation across programmes sharing similar objectives.

Some examples of metrics for different programme groups are shown in Table 2 below.

Table 2: Examples of outcome metrics

Programme Group	Programme Objective	Metric	Examples of Included Items
<b>Children and Youth</b> 	Positive youth development	ACT! SG	"I care about how my actions affect other people." "I can cope with the changes in my life."
			
For more information: <b>Children and Youth Factsheet</b> <a href="http://go.gov.sg/childrenandyouth-factsheet">go.gov.sg/childrenandyouth-factsheet</a>			
<b>Caregivers</b> 	Reduce caregiver stress	Zarit Burden Interview	"Do you feel you don't have enough time for yourself?" "Do you feel stressed between caring and meeting other responsibilities?"
			
For more information: <b>Caregivers Factsheet</b> <a href="http://go.gov.sg/caregivers-factsheet">go.gov.sg/caregivers-factsheet</a>			
<b>Social Support</b> 	Improve social support	Social Provisions Scale	"There is someone I could talk to about important decisions in my life." "There are people who I can count on in an emergency."
			
For more information: <b>Social Support Factsheet</b> <a href="http://go.gov.sg/socialsupport-factsheet">go.gov.sg/socialsupport-factsheet</a>			

The SEF repository of metrics are reviewed periodically, please contact us at [research@ncss.gov.sg](mailto:research@ncss.gov.sg) if you are interested to find out more about the latest metrics being used.

For NCSS-funded programmes, the SEF also measures the quality of life (QOL) of service users<sup>3</sup>. QOL findings will be used to track our progress towards the sector-wide goal of improving service users' quality of life.



All metrics in SEF's repository have undergone a stringent selection process using the two main principles listed:

- **Assessed for validity** (i.e., the metric measures exactly what it proposes to measure) **and reliability** (i.e., the metric produces consistent findings) through stringent research processes.
- **Having as few questions as possible** to ensure that service users do not experience survey fatigue, without compromising on the validity or reliability of the metric.

<sup>3</sup> For adults aged 18 and above, the World Health Organisation Quality of Life (WHOQOL) scale will be used, whereas those below 18 years old will be administered KIDSCREEN.

### Checkpoints:

**Are you able to find a metric that can accurately measure your outcomes from the SEF repository?**

- If not, please contact us at [research@ncss.gov.sg](mailto:research@ncss.gov.sg) and we are happy to provide further advice and assistance.
- You may also use other metrics on top of what the SEF proposes. We suggest that you consider the following guidelines when selecting other metrics:

