Datastat Research
Building Capacity in Training and Research

DATASTAT TRAINING IN

OFFICIAL COURSE PROSPECTUS

Center for Advanced Research & Professional Development

Nairobi Training Center • Global Virtual Academy • Corporate On-Site

TAXATION AND REVENUE

Performance Measurement of Tax Authorities Training Course

Comprehensive Course Syllabus, Practical Modules & Upcoming Schedules

PROGRAM SPECIFICATIONS & HIGHLIGHTS

- **DURATION**
  5 Days Practical Hands-on
- **DELIVERY MODES**
  In-Person Class & Live Virtual
- **CERTIFICATION**
  Accredited Certificate of Completion
- **INTAKES / DATES**
  Multiple Cohort Schedules Included

PREPARED FOR:

Valued Participant

Email: training@datastatresearch.org | Issued: November 21, 2026

Academic & Professional Training Year: 2026

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Performance Measurement of Tax Authorities Training Course

Taxation and Revenue • 5 Days Intensive • Accredited Certification

Course Overview

Performance Measurement of Tax Authorities Training Course provides participants with a comprehensive understanding of how to assess, monitor, and enhance the performance of revenue administration systems.

Upcoming Training Schedules

Confirmed cohort intakes and venues. Both physical in-person classroom and live virtual online seats are available.

TRAINING DATES	LOCATION / VENUE	FORMAT / DURATION	INVESTMENT (FEE)
29 Dec 2025 – 2 Jan 2026	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
29 Dec 2025 – 2 Jan 2026	Kigali	Classroom / 5d	**$3,000 USD / KES 90,000**
29 Dec 2025 – 2 Jan 2026	Dubai	Classroom / 5d	**$5,000 USD / KES 90,000**
29 Dec 2025 – 2 Jan 2026	Cape Town	Classroom / 5d	**$4,500 USD / KES 90,000**
29 Dec 2025 – 2 Jan 2026	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 90,000**
29 Dec 2025 – 2 Jan 2026	Singapore	Classroom / 5d	**$5,000 USD / KES 90,000**
29 Dec 2025 – 2 Jan 2026	Istanbul	Classroom / 5d	**$5,000 USD / KES 90,000**
29 Dec 2025 – 2 Jan 2026	Bangkok	Classroom / 5d	**$5,000 USD / KES 90,000**
29 Dec 2025 – 2 Jan 2026	Accra	Classroom / 5d	**$4,000 USD / KES 90,000**
5 Jan 2026 – 9 Jan 2026	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
5 Jan 2026 – 9 Jan 2026	Kigali	Classroom / 5d	**$3,000 USD / KES 90,000**
5 Jan 2026 – 9 Jan 2026	Dubai	Classroom / 5d	**$5,000 USD / KES 90,000**

* Corporate discounts and customized cohort scheduling are available for teams of 3 or more participants.

Course Curriculum & Modules

Performance Measurement of Tax Authorities Training Course

Introduction

Performance Measurement of Tax Authorities Training Course provides participants with a comprehensive understanding of how to assess, monitor, and enhance the performance of revenue administration systems. It focuses on developing and applying key performance indicators (KPIs), benchmarking tools, and analytical frameworks that enable tax authorities to evaluate efficiency, compliance levels, and service quality. Participants will gain insights into measuring operational productivity, financial performance, taxpayer satisfaction, and organizational effectiveness using data-driven approaches.

The course emphasizes the importance of linking performance measurement to strategic planning, accountability, and transparency to promote continuous improvement in tax administration. It also explores international best practices in performance management, including peer comparisons and diagnostic assessments used by leading revenue bodies. Through case studies, group exercises, and real-world simulations, participants will develop practical skills to design and implement performance management systems that drive informed decision-making, enhance public trust, and improve overall tax administration outcomes.

Course Objectives

By the end of this course, participants will be able to:

- Understand principles of performance measurement in tax administration.
- Identify key performance indicators (KPIs) for tax authorities.
- Design performance measurement frameworks aligned with organizational goals.

- Monitor and evaluate tax collection efficiency and compliance outcomes.
- Assess taxpayer service quality and satisfaction.
- Apply benchmarking techniques to compare with global best practices.
- Implement data analytics for performance monitoring.
- Report performance findings to stakeholders effectively.
- Integrate performance measurement into governance and decision-making.
- Identify operational inefficiencies and implement corrective actions.
- Align performance measurement with risk management and compliance objectives.
- Promote transparency and accountability within tax authorities.
- Apply lessons from case studies to real-world performance improvement initiatives.

Target Audience

- Revenue Authority Executives and Managers
- Tax Compliance and Audit Officers
- Finance Directors and CFOs
- Policy Makers and Regulators
- Internal Auditors and Risk Management Officers
- Tax Advisors and Consultants
- IT and Data Analytics Professionals supporting tax authorities
- Professionals involved in organizational performance and governance

Course Duration: 5 days

Course Modules

Module 1: Introduction to Performance Measurement

- Importance of performance measurement in tax administration
- Goals and objectives of tax authorities
- Principles of efficiency, effectiveness, and accountability
- Global best practices in performance evaluation
- Case Study: Benchmarking high-performing revenue authorities

Module 2: Key Performance Indicators (KPIs)

- Financial KPIs (revenue collection, cost recovery)
- Compliance KPIs (audit outcomes, filing rates, error rates)
- Service KPIs (taxpayer satisfaction, query resolution, responsiveness)
- Operational KPIs (process efficiency, workflow effectiveness)
- Case Study: Developing a KPI framework for a national tax authority

Module 3: Performance Measurement Frameworks

- Designing a structured performance management system
- Aligning KPIs with strategic objectives
- Monitoring and reporting mechanisms
- Data collection, analysis, and validation
- Case Study: Implementing a performance measurement framework

Module 4: Data Analytics & Reporting

- Using data analytics for real-time monitoring
- Dashboards and visualization tools
- Reporting performance to internal and external stakeholders
- Identifying trends, anomalies, and areas for improvement
- Case Study: Data-driven performance evaluation in tax administration

Module 5: Benchmarking & Comparative Analysis

- Internal benchmarking across departments
- External benchmarking against international authorities

- Lessons from top-performing tax administrations
- Continuous improvement and adaptation
- Case Study: Cross-country performance benchmarking

Module 6: Taxpayer Service & Compliance Performance

- Measuring taxpayer satisfaction and service quality
- Assessing voluntary compliance and enforcement effectiveness
- Integrating service and compliance performance metrics
- Managing feedback and corrective action plans
- Case Study: Enhancing compliance through improved service delivery

Module 7: Governance & Accountability

- Linking performance measurement to governance frameworks
- Reporting to boards, government, and stakeholders
- Transparency, ethics, and accountability in performance reporting
- Corrective actions and strategic planning based on findings
- Case Study: Governance-driven performance improvement

Module 8: Emerging Trends & Best Practices

- Innovations in digital performance monitoring
- AI and machine learning for predictive performance analytics
- Lessons from high-performing international revenue authorities
- Future-proofing performance measurement systems
- Case Study: Implementing modern performance management in tax authorities

Training Methodology

- Instructor-led interactive sessions
- Case studies and scenario-based exercises
- Group discussions and peer learning
- Hands-on exercises in KPI development and dashboard design
- Role-playing simulations in reporting and governance
- Access to templates, dashboards, and measurement tools

Register as a group from 3 participants for a Discount

Send us an email: info@datastatresearch.org or call +254724527104

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to DATASTAT CONSULTANCY LTD account, as indicated in the invoice so as to enable us prepare better for you.

Certification & Learning Methodology

- Hands-on practical delivery with real-world datasets, case studies, and lab exercises.
- Post-training mentorship, access to class resources, and customized follow-up support.
- Participants who successfully complete the course receive an accredited Datastat Certificate of Completion.

How to Enroll & Reserve Your Seat

1. Online Registration: Visit https://datastatresearch.org/courses/performance-measurement-of-tax-authorities-training-course to register online.
2. Email Booking: Send participant details to training@datastatresearch.org for official invoice & reservation.
3. Support & Assistance: Inquire via phone +254 724 527 104 | +254 734 969 612.