

## Evaluating the performance of the official document

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### Abstract

The rapidity and quality of official documents process in a government unit is one of the most important characteristics relating to its quality and efficiency of administrative management and performance. We always use the speed and quality of document-process to assess a government unit if it is capable and efficient. In this paper, the document-process means the whole procedure: receiving, dealing, transmitting, and filing a document. We propose an efficiency index to evaluate the efficiency assessment of the document-process. We study the characteristics of the proposed efficiency index and derive the uniformly minimum variance unbiased estimator (UMVUE) of the efficiency index. We show that the UMVUE of the efficiency index is distributed as a non-central  $t$ -distribution random variable multiplied by a constant when sampling from the normal distribution. In addition, based on the theory of statistical testing hypothesis we develop a step-by-step procedure using the UMVUE of the efficiency index for practitioners to use in judging whether a document-process meets the efficiency requirement.

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