



**Theme 1:
Performance Improvement in Public Service Delivery**

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What is this theme all about?

- How governments on all levels meet challenges
- Increase demand for efficiency and effectiveness
- Reduce bureaucracy
- Increase quality in deliveries

External challenges are.....

- Demographic changes
- Globalization, Internationalization, Europeanization
- Environmental changes
- Political changes

The new political landscape

- Less resources in public sector
- Pressure from citizens
- New management ideas

Trends!

- From regulating the society
- To Public Administration
- Through New Public Management
- Looking at the Whole-of-government
- Focusing on New Public Leadership
- Landing on Service delivery reforms and quality

Overview of applications (1)

Geographical distribution:

- 22 countries
- Most applications from Romania, Italy, Spain, Poland and Austria

Levels of government:

- **Almost 50% from local level**

Overview of applications (2)

Size of entity:

- *>100 employees* the dominating size

Policy area:

- *Public administration, modernisation, institutional affairs, reform* dominates

The applications – some observations

- ICT – an important instrument
- Projects aimed at improving service delivery to citizens and business
- Project aimed at making public administration works more efficient, effective and citizen oriented
- Project addressing issues generally difficult to effectively address by public administration

We are truly facing....

- Daily-life Performance Improvement
- Innovation
- Dedication