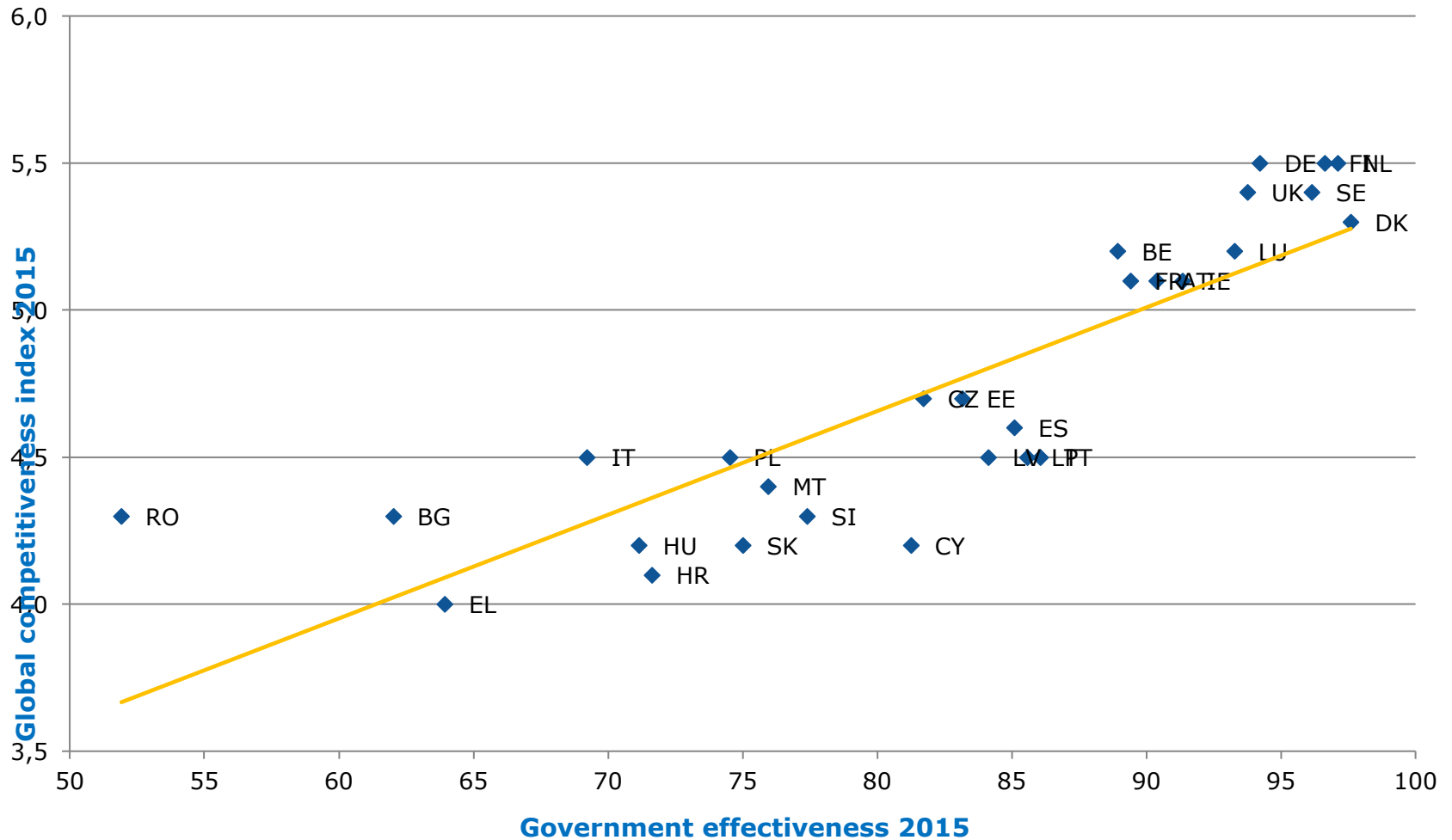# Quality of public administration in Europe

ITAPA, 22 May 2018

florian.hauser@ec.europa.eu

Structural Reform Support Service, EC

PA as a factor for growth
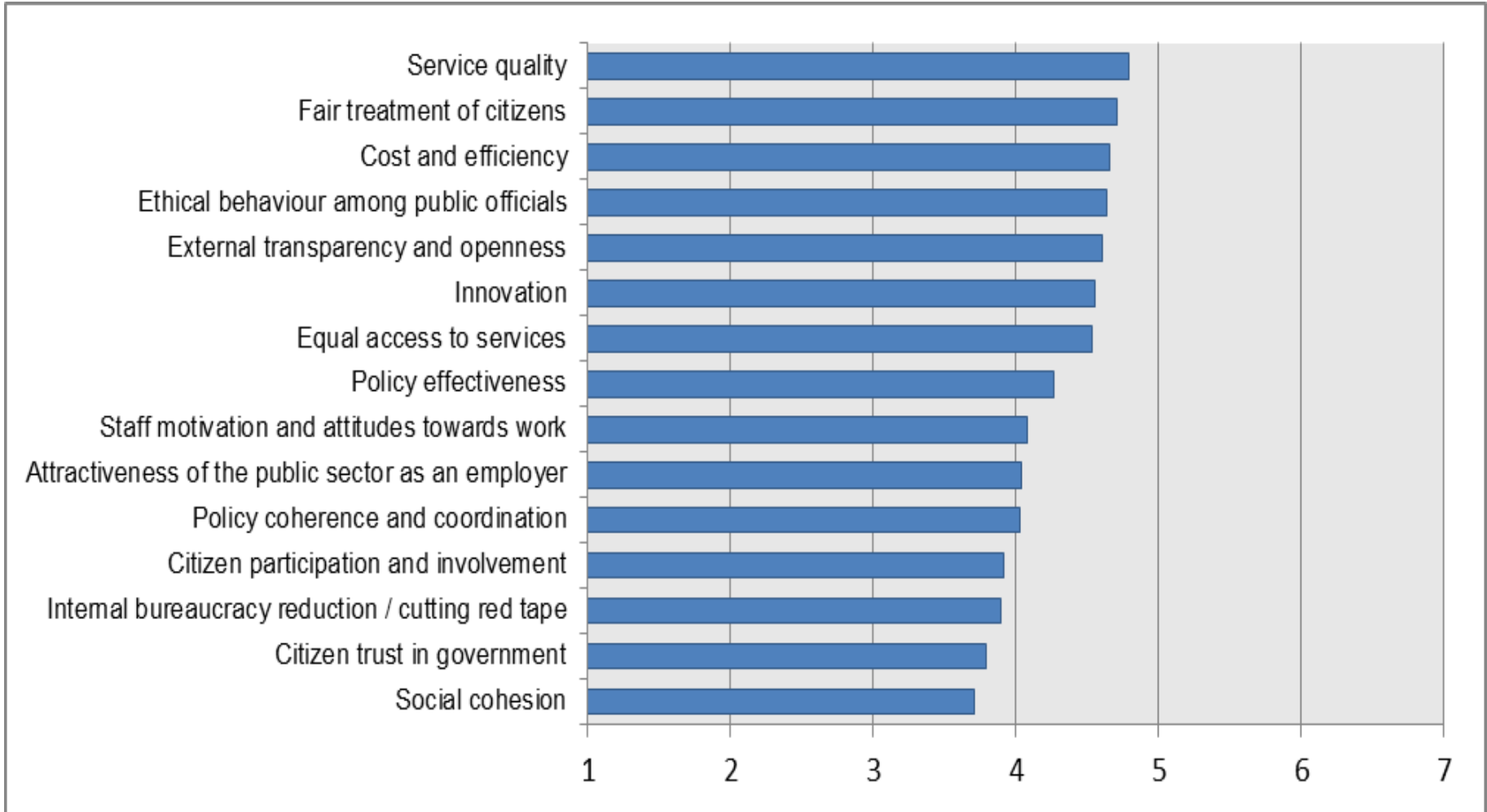

Source: World Bank, Worldwide Governance Indicators.

PA quality gaps across Europe remain

Sustainable Governance Indicators:

14 EU Member States show a downward trend Only three countries show a more substantial improvement in their executive capacity over the last 4 years

Better management vs. quality of results

European Commission

Managing a VUCA World

Technological change

Demographics

(International) Politics

Climate change

Social divide

Lack of trust

Digitalisation

News

UK | World | Politics | Science | Education | Health | Brexit | Royals | Investigatio

⌂ › News

AI will soon replace hundreds of thousands of public sector workers – and that's a good thing

ANDREW HALDENBY

5 FEBRUARY 2017 • 10:00PM

CEBIT NEWS

Artificial intelligence is changing the way public administration

The major trends in digitization are increasingly finding their way into local government. For the first time the new presentation "Digital Administration"at CEBIT 2018 gives businesses a showcase for their solutions that allow local authorities to manage their finances with the aid of artificial intelligence.

21 Nov. 2017

Hannover, Germany. Nevertheless, the fact remains that many public administrations in Germany are still operating in an analogue world, and what we find in our town halls and local government offices is a series of stand-alone solutions. Many towns and municipalities have only the rudiments of a comprehensive digital strategy. All this costs businesses and private citizens time and resources. This is why the digital industry association Bitkom is calling for a program known as "Digital Administration 2025".
The aim is to offer all government services at the

Are we in Danger of Confusing Digital Transformation With Digitization?

Carol Brock · March 23, 2017

Public-sector digitization: The trillion-dollar challenge

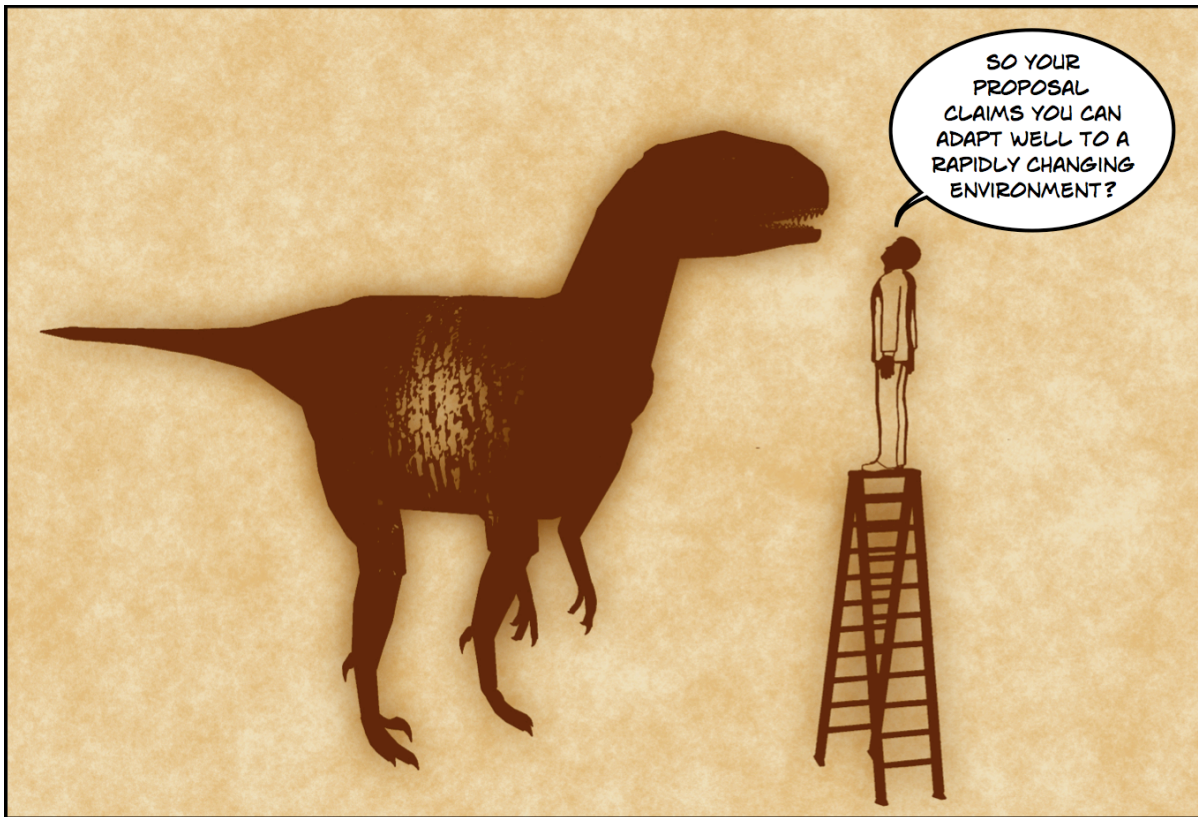By Cem Dilmegani, Bengi Korkmaz, and Martin Lundqvist

The full benefits of digitization could be huge, but to realize them, governments need to tackle the factors that make many e-government efforts fall short of their promise.

MOST POPU

...for some time now.
...fied with their
...under-achievement

1. An exec...
   AI

European Commission
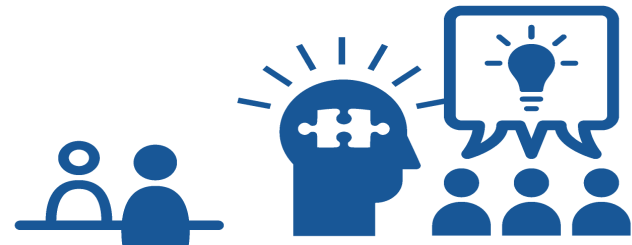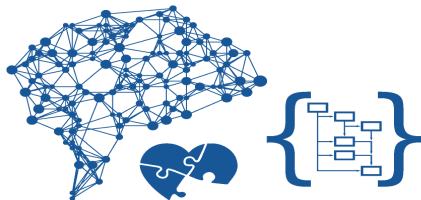
Optimisation and agility

Top 10 skills

in 2020

1. Complex Problem Solving
2. Critical Thinking
3. Creativity
4. People Management
5. Coordinating with Others
6. Emotional Intelligence
7. Judgment and Decision Making
8. Service Orientation
9. Negotiation
10. Cognitive Flexibility

in 2015

1. Complex Problem Solving
2. Coordinating with Others
3. People Management
4. Critical Thinking
5. Negotiation
6. Quality Control
7. Service Orientation
8. Judgment and Decision Making
9. Active Listening
10. Creativity

Source: Future of Jobs Report, World Economic Forum

A house with strong foundations?

Innovation Technology

Transparent? Public value focussed? Collaborative? Reflective?

PA and EC engagement

- *European Semester*
- *Investment: e.g. ESIF, CEF, ISA +*
- *Technical support: SRSP, TAIEX P2P*
- *Funded research: COCOPS, LIPSE, ANTICORRP, FUTURGOV*
- *Funded initiatives: OPSI (OECD), EPSA (EIPA)*
- *Studies & Analysis: e.g., Justice Scoreboard*
- *Thematic guidance: Quality Public Administration Toolbox*
- *Networks of practitioners: e.g., EUPAN, ESF TNC, PES*
- *Soft standards: e.g. e-government action plan (once only)*
- *Directives: e.g. e-procurement*

European Commission

EUROPEAN SEMESTER THEMATIC FACTSHEET

QUALITY OF PUBLIC ADMINISTRATION

https://ec.europa.eu/info/sites/info/files/file_import/european-semester_thematic-factsheet_quality-public-administration_en.pdf

http://ec.europa.eu/esf/toolbox

Quality of Public Administration

A Toolbox for Practitioners

2017 edition

ABRIDGED VERSION