

Workshop IV: Fostering the availability, quality and access to public services

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A core function of the State is to ensure the provision of better services for all, i.e. services that are affordable, efficient and of high quality. A key element in achieving this objective is to develop new and more efficient institutions for the delivery of services, including performance and monitoring systems, client surveys, and effective outsourcing mechanisms. In this respect, one of the greatest challenges is to identify which services can be more effectively provided by the market and which, instead, should be the sole responsibility of the public sector. To improve the quality of public services, governments can establish performance based agencies, provide incentives for better performance, improve staff skills and motivation, and create a more interactive approach with citizens so as to bring the State closer to the people.

This workshop will discuss how to improve the availability, quality and access to public services through effective government/business partnerships. It will also focus on how the effective and transparent delivery of public services can facilitate a peer-to-peer relationship between the administration and its stakeholders, including citizens and businesses. The participants will offer examples of specific tools to provide greater access to services, to achieve quicker and better results, and to monitor and evaluate performance. It will focus, among other things, on the role of local governments in service delivery in different functional areas (basic services, including sanitation, potable water, electricity; urban and rural services; social services, including health and education). Participants will also consider several e-government tools that can promote innovation and efficiency in the delivery of services, and reduce transactional costs.