

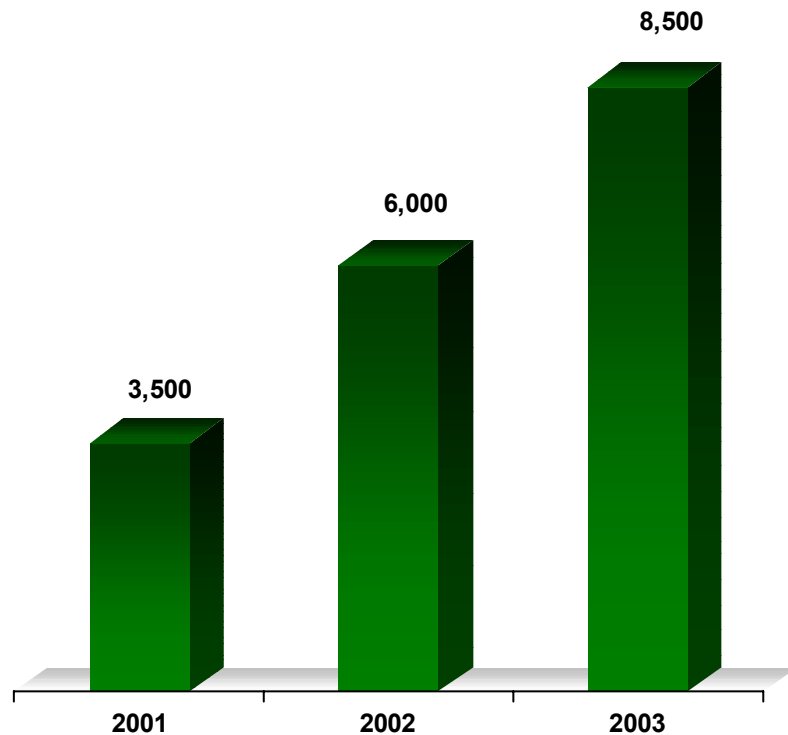
# **FIFTH GLOBAL FORUM ON REINVENTING GOVERNMENT**

## **INNOVATION AND QUALITY IN THE GOVERNMENT OF THE 21st CENTURY**

**Surveys carried out from 3 to 6 November 2003**

**2003**

## Attendance at the National Auditorium

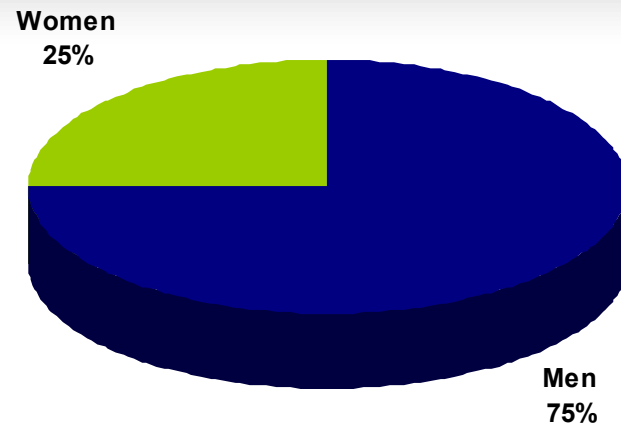


### 2003

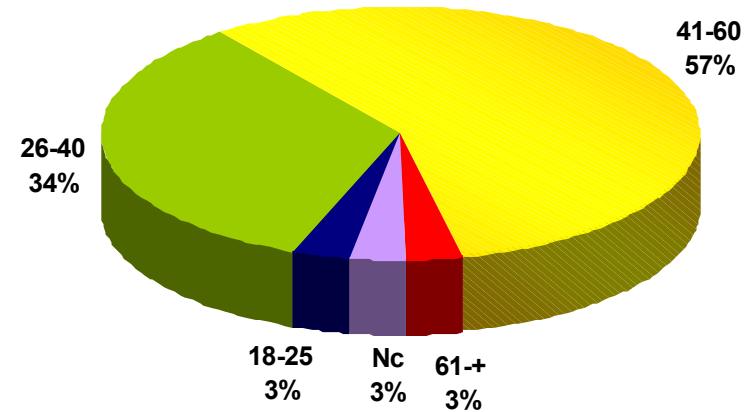
	1st day	2nd day
Attendance in the morning	8,516	6,448
Attendance in the afternoon	3,526	3,126
Questionnaires answered	1,076	930

## Profile of interviewees

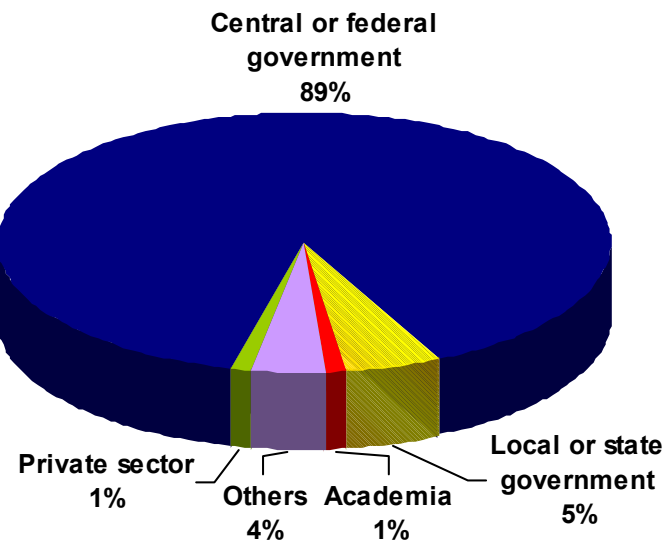
**Sex**



**Age**

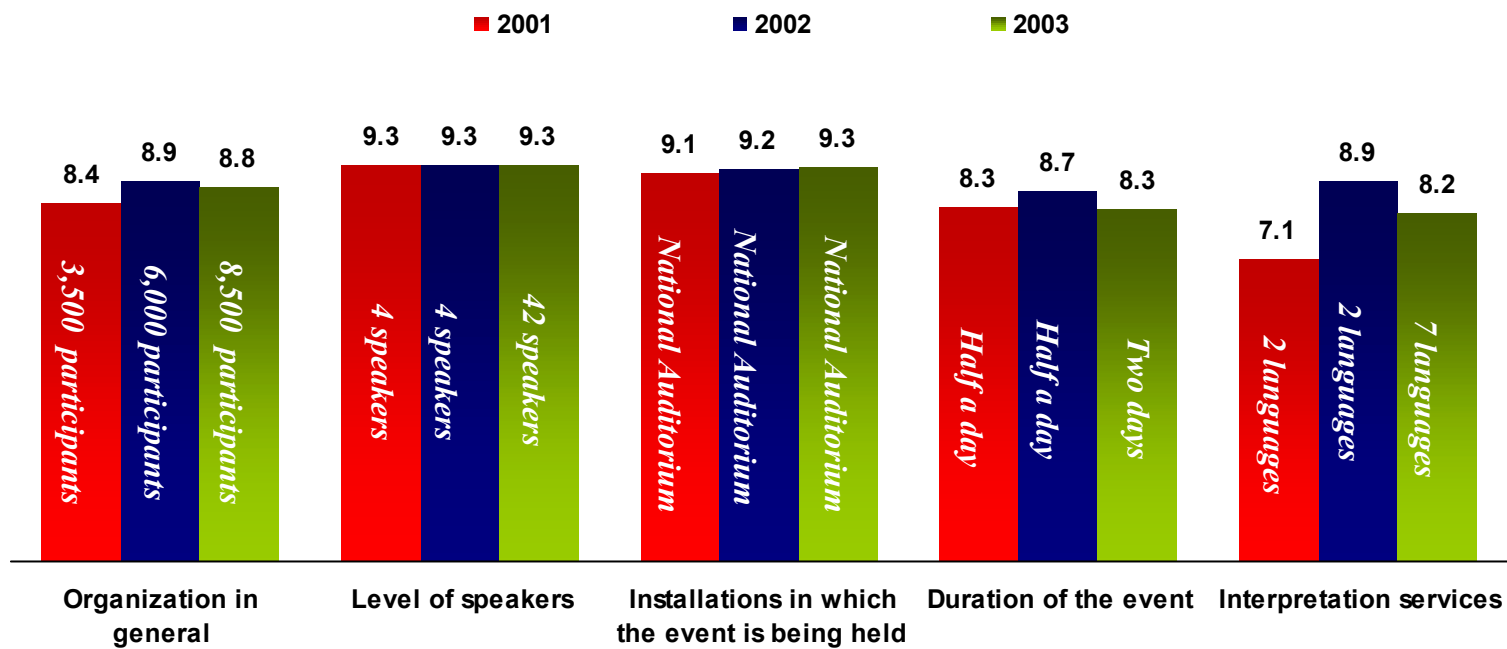


**Sector to which they belong**



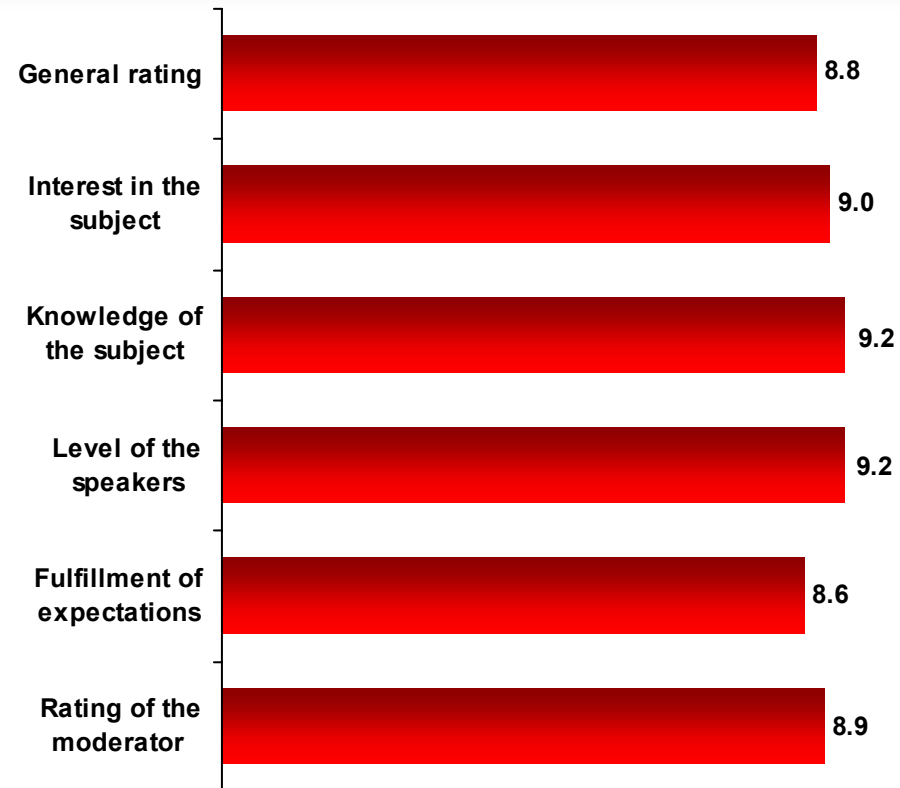
## Rating for organization

Average rating



## Panel sobre “Tendencias mundiales de innovación y calidad”

### Average ratings



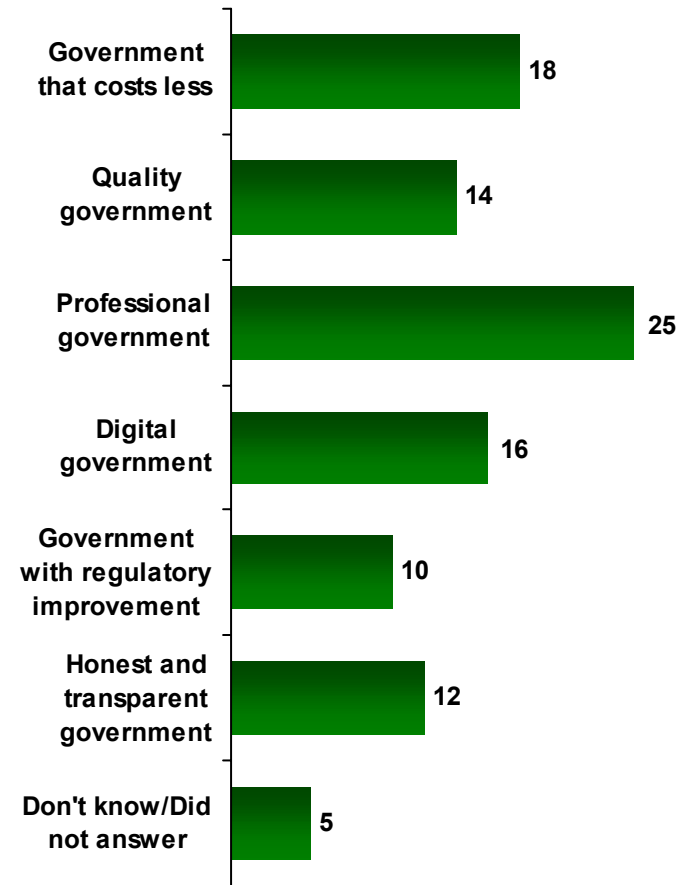
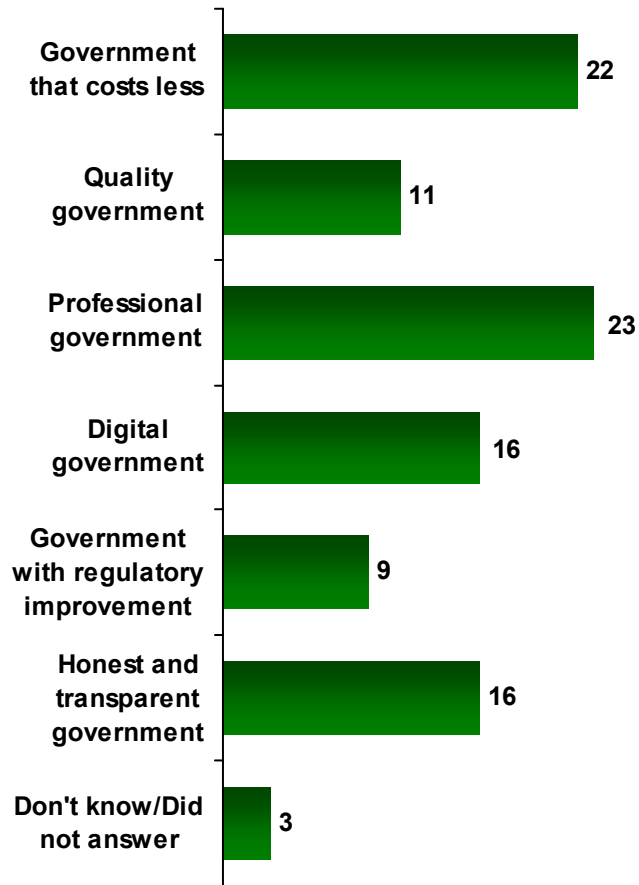
*Panelists: Guido Bertucci, Thomas J. Mosgaller, Gowher Rizvi. Moderator: Leo Zuckerman*

# Estrategias de buen gobierno

Interest in the subject

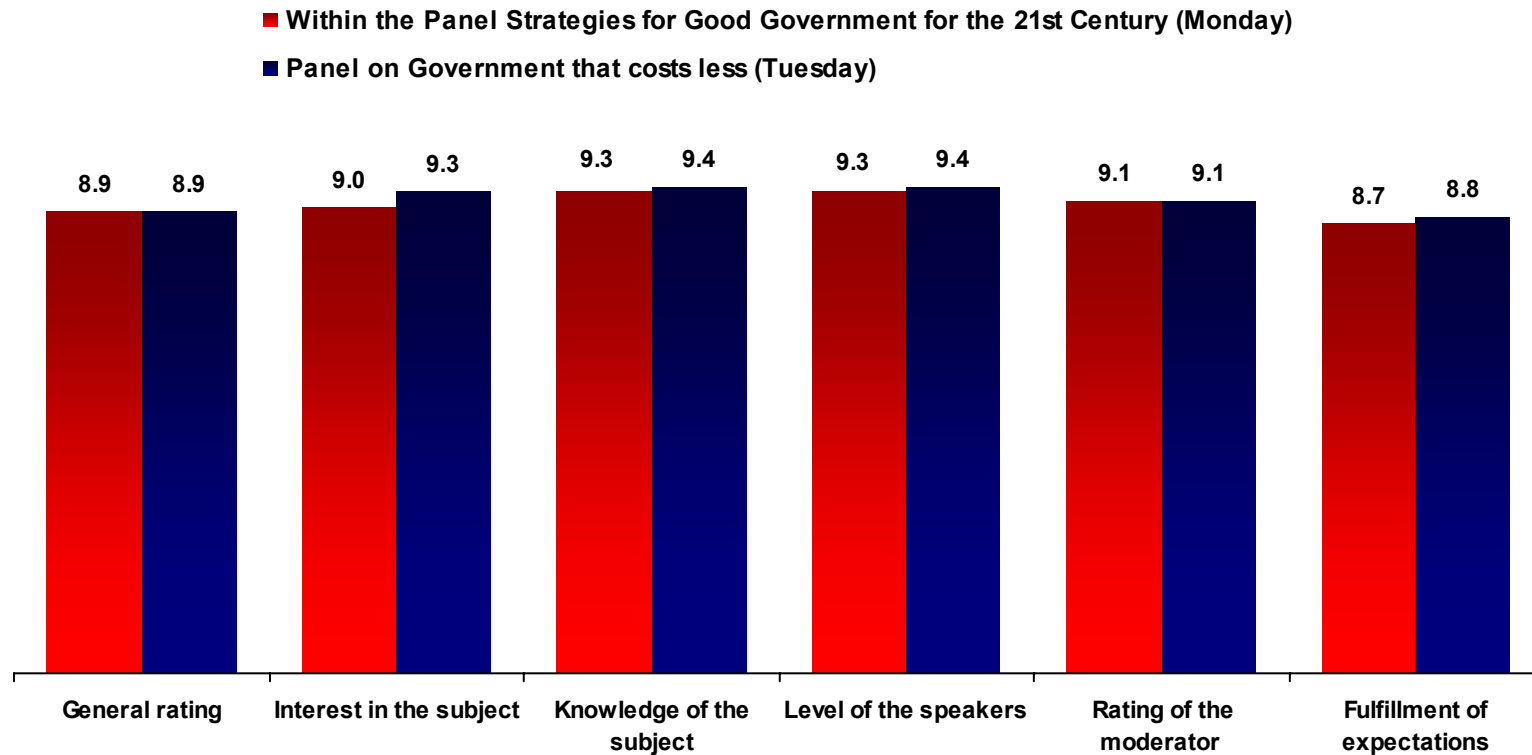
Applicability to work

Percentage



# Government that costs less

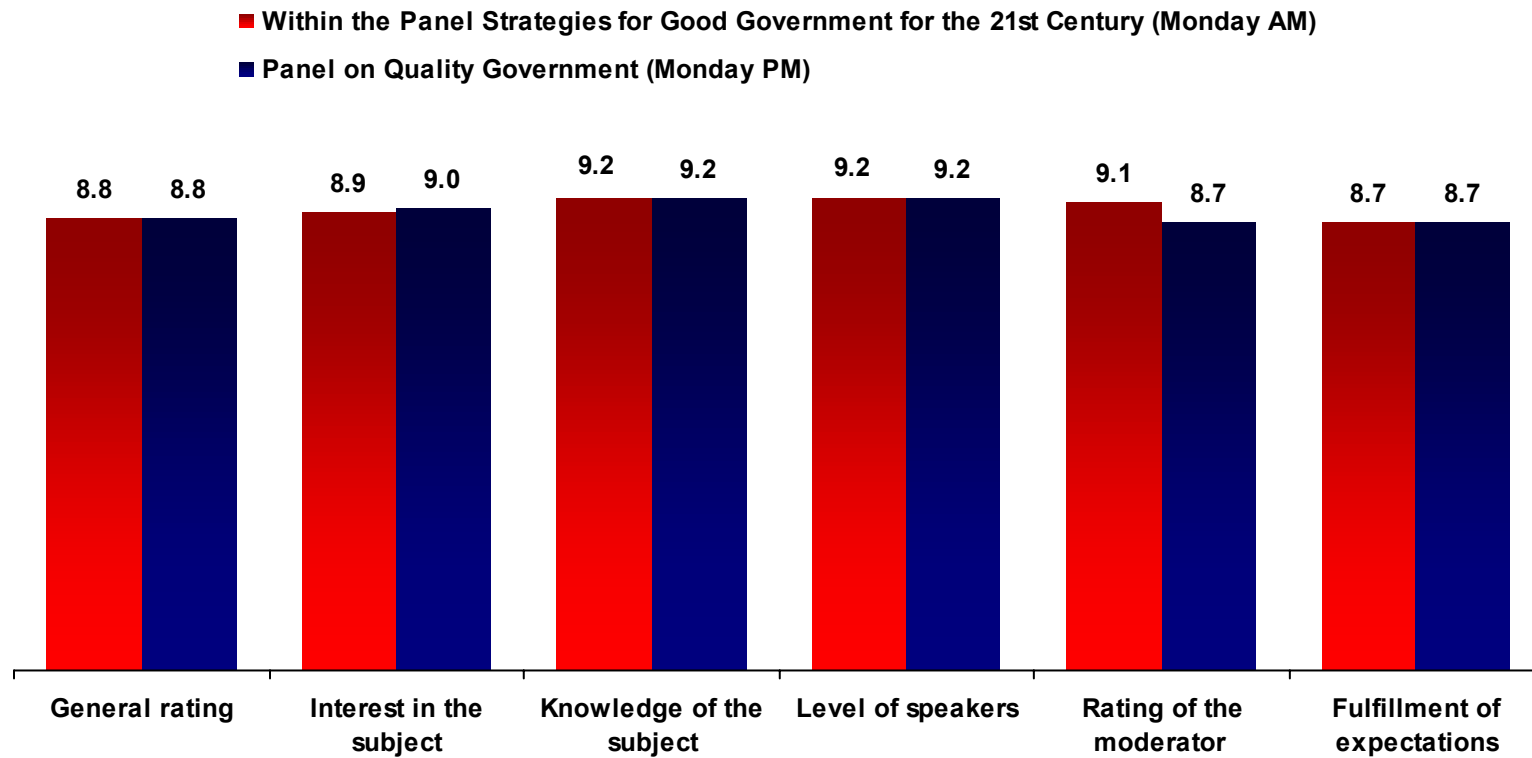
## Average ratings



Strategies for Good Government. Speaker: Lim Sion Guan. Moderator: Elaine Kamarck  
Panelists: Jocelyne Bourgon, Paulo Paiva, Graham Scott. Moderator: Luis Pazos

# Quality government

## Average ratings

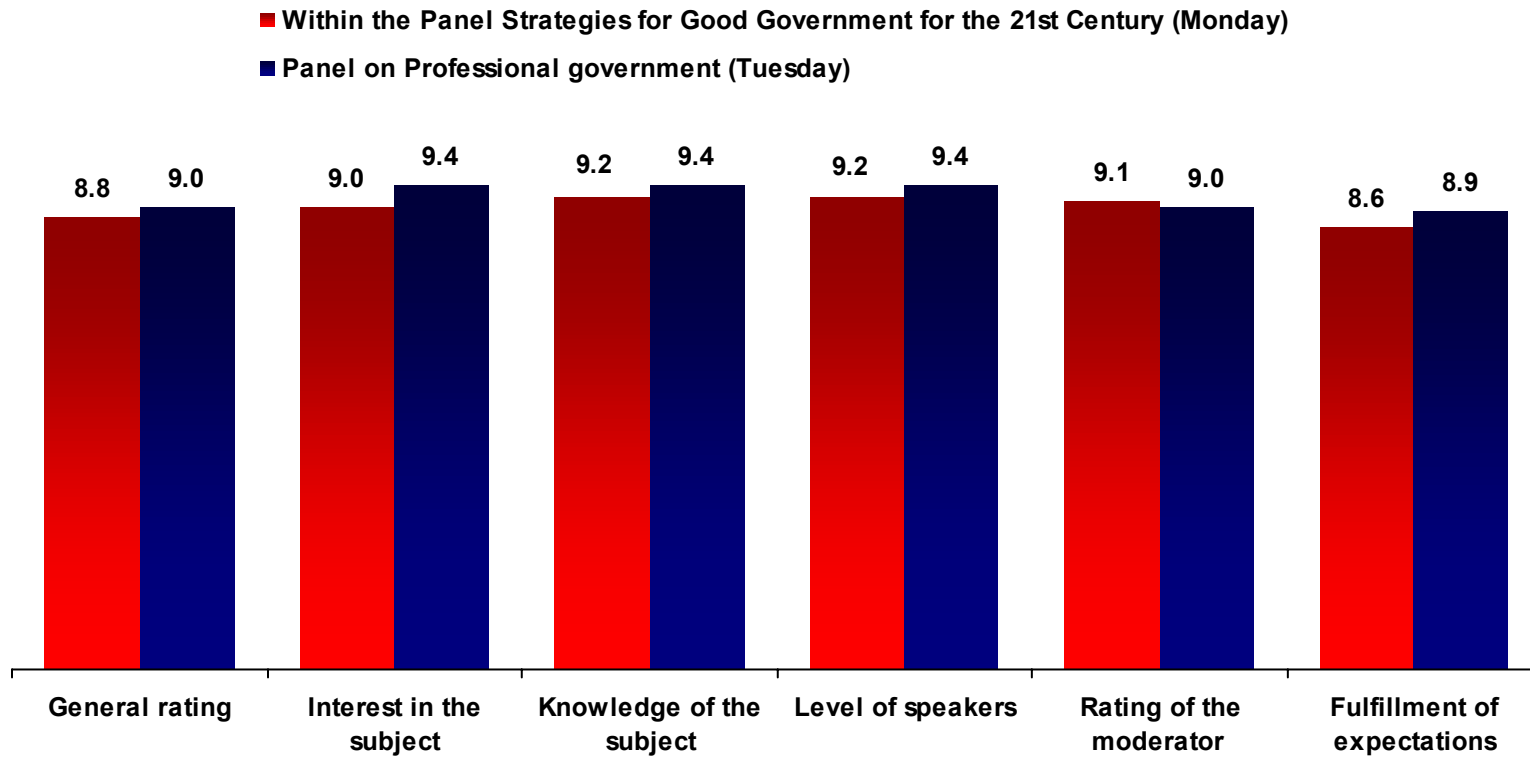


Strategies for Good Government. Speaker: Hafiz Pasha. Moderator: Elaine Kamarck  
Panelists: Alain de Dommartin, Apollo Nsibambi, Trevor Smith. Moderator: Benito Nacif



# Professional government

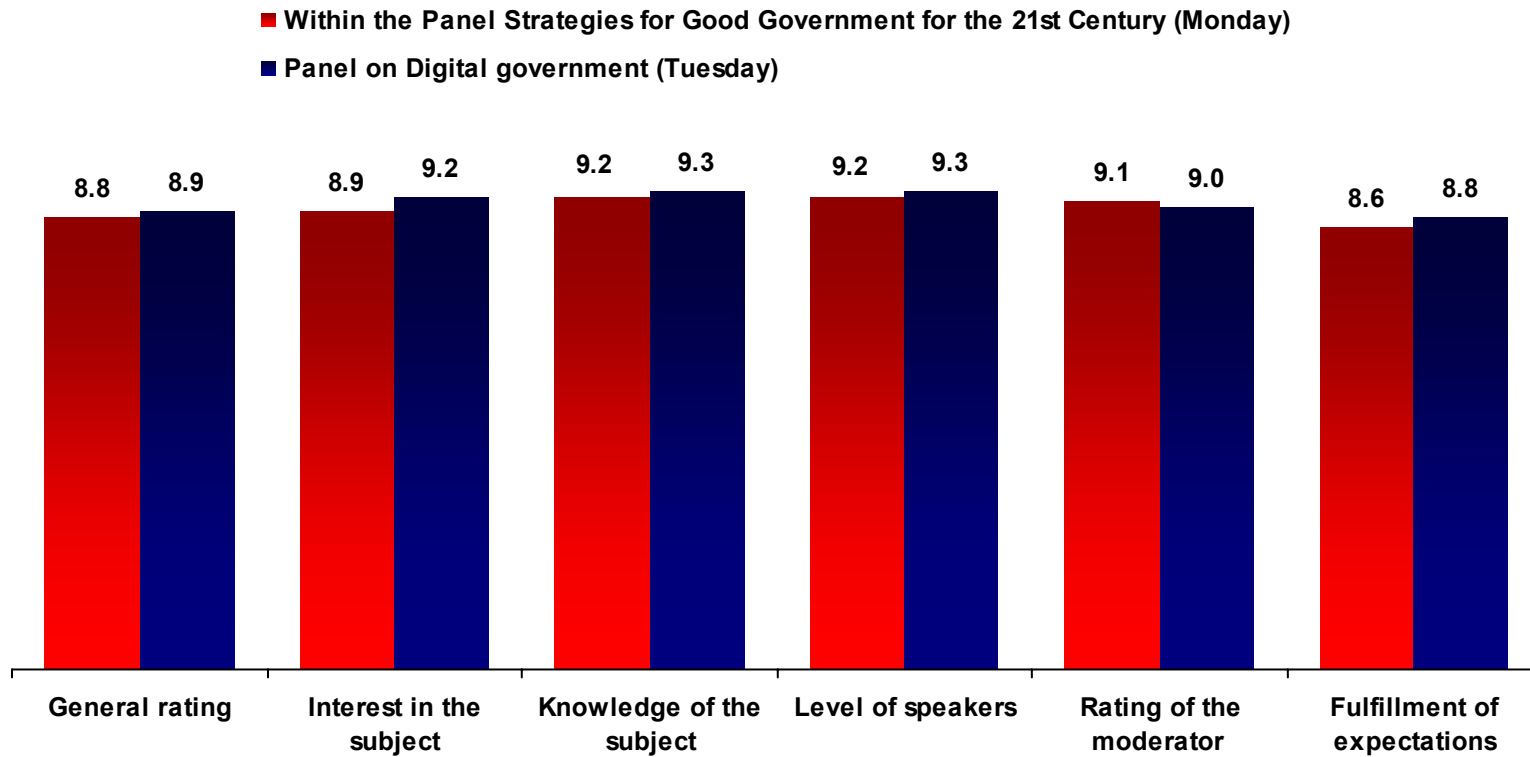
## Average ratings



Strategies for Good Government. Speaker: Kay Coles James. Moderator: Elaine Kamarck  
Panelists: Marie-Françoise Bechtel, Chang-hyun Cho, Tim Kemp. Moderator: Ma. del Carmen Pardo

# Digital government

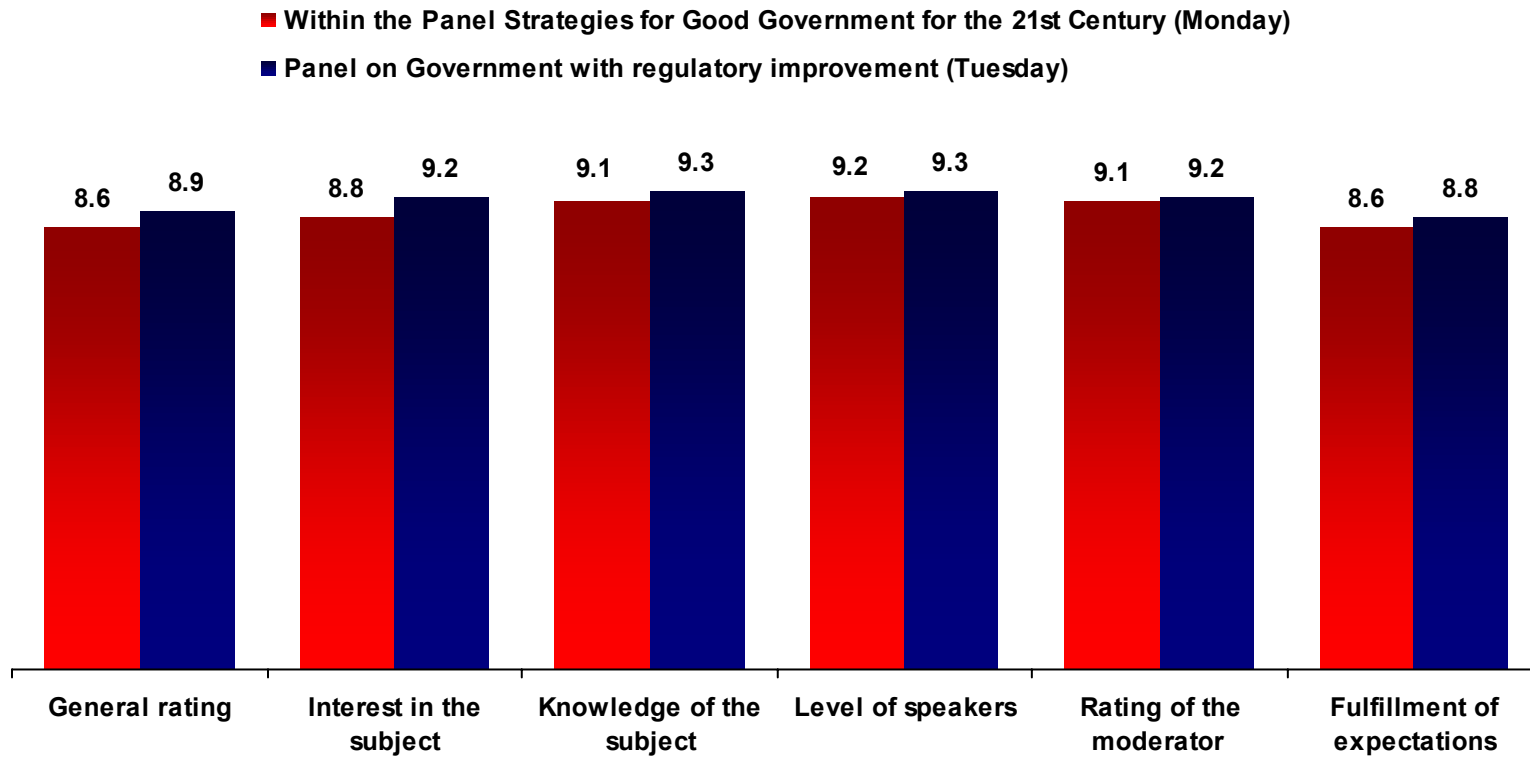
## Average ratings



Strategies for Good Government. Speaker: Michelle d'Auray. Moderator: Elaine Kamarck  
Panelists: Odille Sallard, John Eger, Wu Choy Peng. Moderator: Eugenio Andrés Rivera

## Government with regulatory improvement

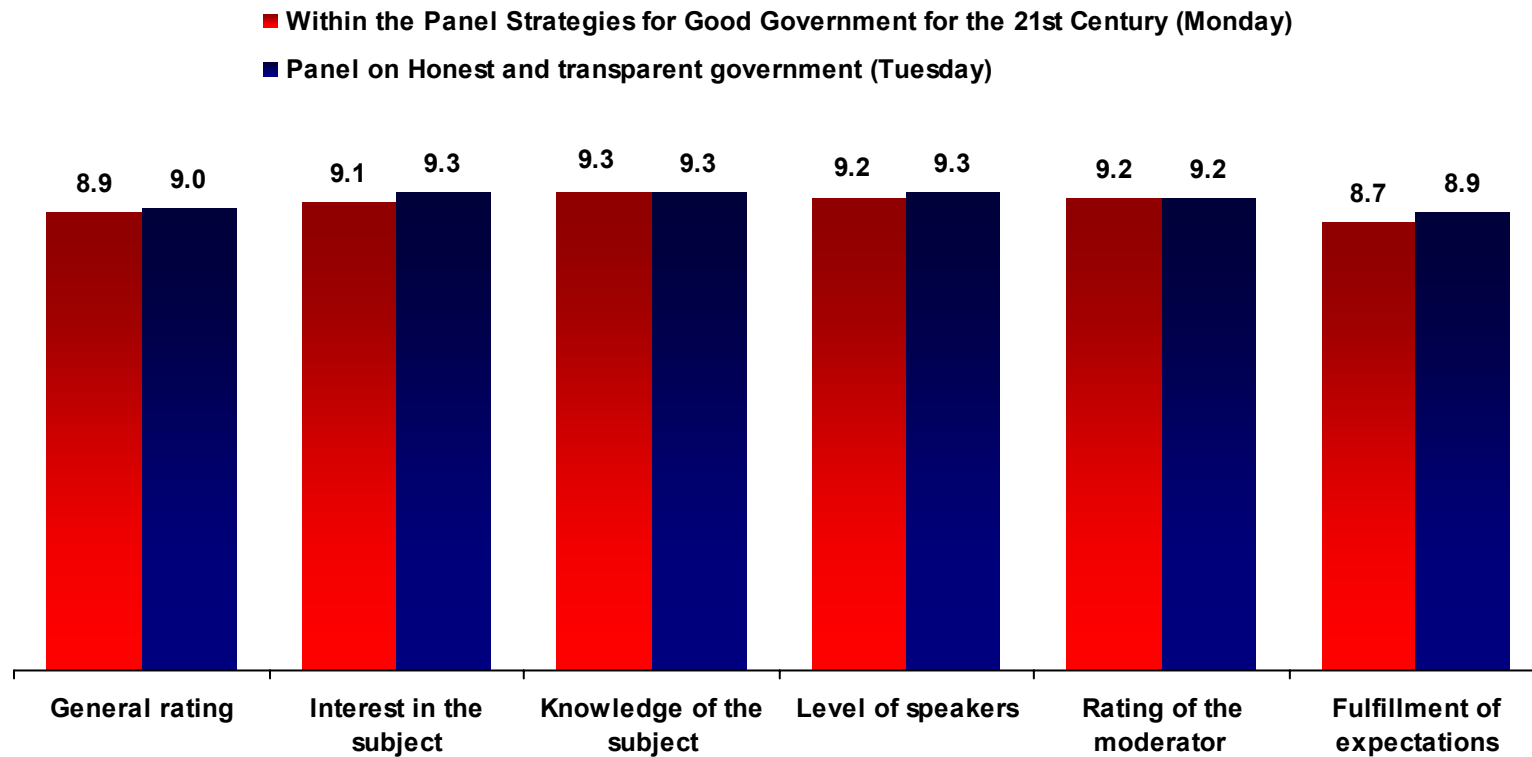
### Average ratings



Strategies for Good Government. Speaker: Pravin Gordhan. Moderator: Elaine Kamarck  
Panelists: Giandomenico Majone, Zofia Wysokinska, Li Zhilun. Moderator: Leonardo Curzio

# Honest and transparent government

## Average ratings

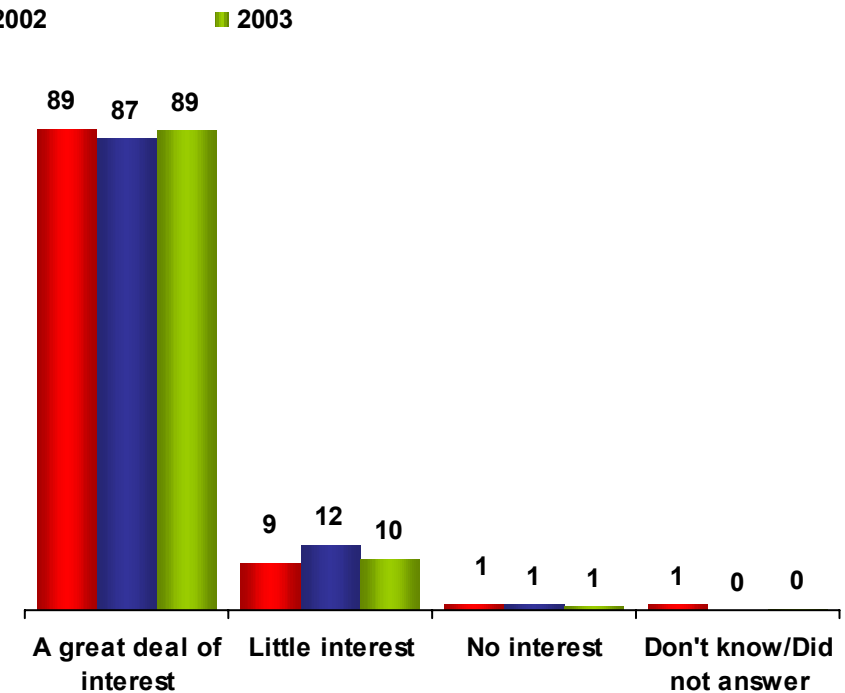
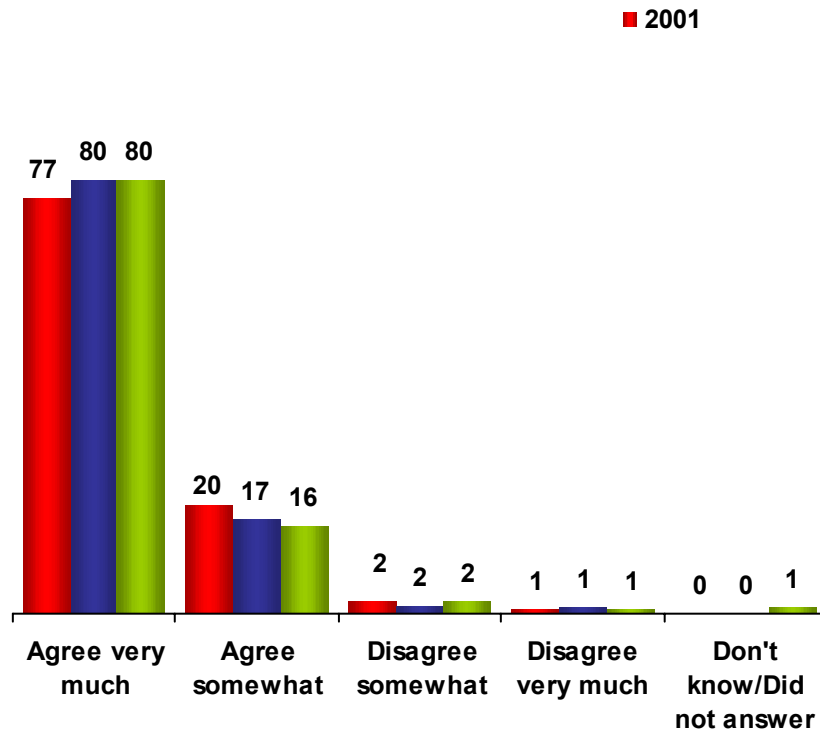


Strategies for Good Government. Speaker: Peter Eigen. Moderator: Elaine Kamarck  
Panelists: Abdoulie Janneh, Anna Karin Lundin, Ronald MacLean Abaroa. Moderator: Luis Carlos Ugalde

## Comparison with previous forums

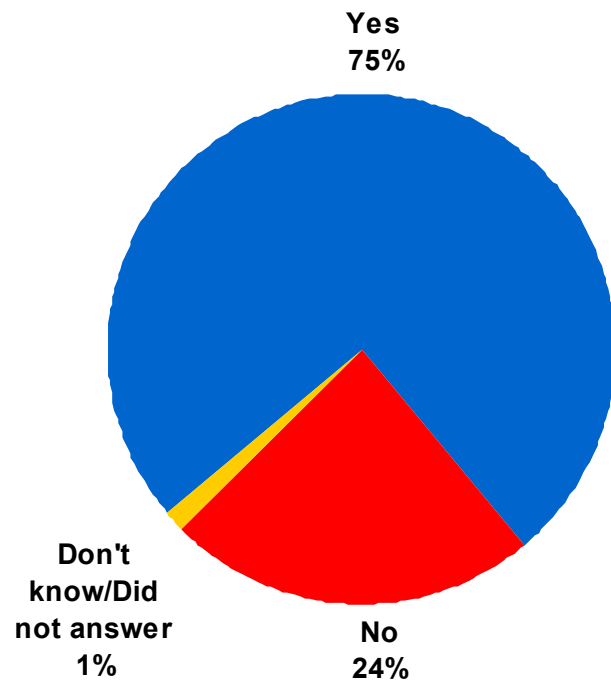
Tell me, to what extent do you agree with the holding of this type of events?

Does the holding of this type of events have a great deal, little or no interest for you?



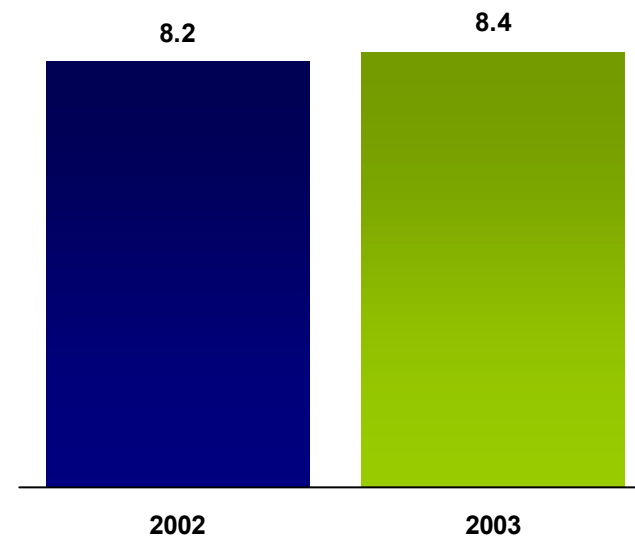
## Comparison with previous forums

Do you know of the initiatives that the current Mexican government is carrying out in governmental innovation and quality?



(ONLY FOR THE 75% WHO DO KNOW OF THE INITIATIVES)  
On a scale of 0 to 10, in which 0 is very poor and 10 is very good, how would you rate these initiatives that the current Mexican government is carrying out in governmental innovation and quality?

(Average rating)



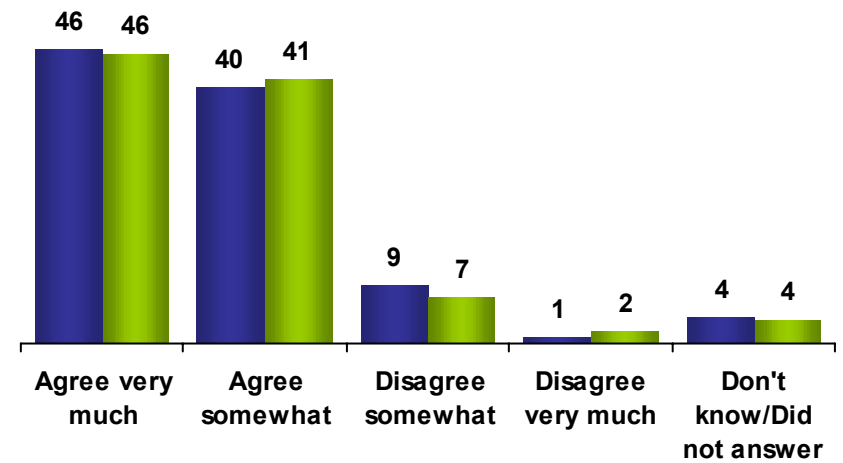
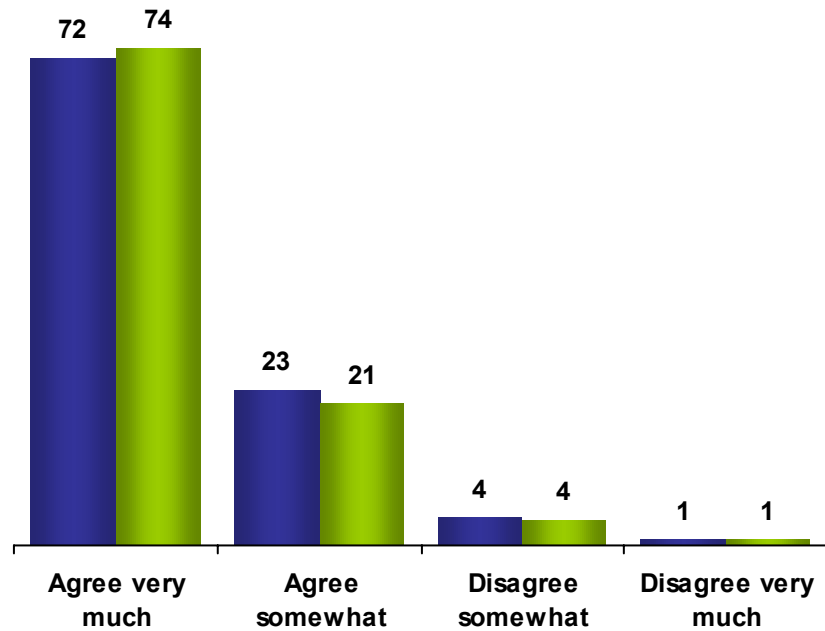
# Innova Awards

To what extent do you agree with the presentation of the Innova Award?

To what extent do you agree with the initiatives that received the *Innova Award* this year?

■ 2002

■ 2003



# Topics of interest

Personally, what topic do you propose should be addressed next year?

	Percentage
Honest and transparent government / Accountability / Experiences of honest governments / Corruption / Law on access to information	13
Professionalization of civil servants / Professional career civil service / Evaluation of performance	7
Evaluation and impact of topics in previous events / Balance of government	6
Structural reforms / Privatization / Decentralization	6
Good government / Philosophy / Agenda for good government / Evaluation of good government	6
Human capital / Human resources / Performance / Intellectual quality / Human development	5
Productivity in government / Quality of its products / User satisfaction / Experiences of certification	5
Sustainable Development / Social deficiencies and economic growth	4
Digital Government / Technology in the FPA	4
Quality in education and health care	3
Consciousness-raising / Training / Competences	3
Advances in governmental innovation and quality / Guidelines and concrete benefits	3
Government that costs less	3
Professional government	3
Total government quality / Reengineering	3
Fiscal Resources / Auditing bodies / Regulatory improvement	2
Administration of justice / Role of the courts / Relations between the executive -legislative - judicial branches	2
Strategic planning / Techniques	2
Leadership	2
Globalization / Modernization / Innovation	1
Reinventing government / Participation	1
Participation of civil society	1
Migration	1
Government and environment	1
Professional ethics of civil servants and vocation for service	1
Unions	1
Democratic government / good and bad decisions	1
Other	10
<b>Total</b>	<b>100</b>



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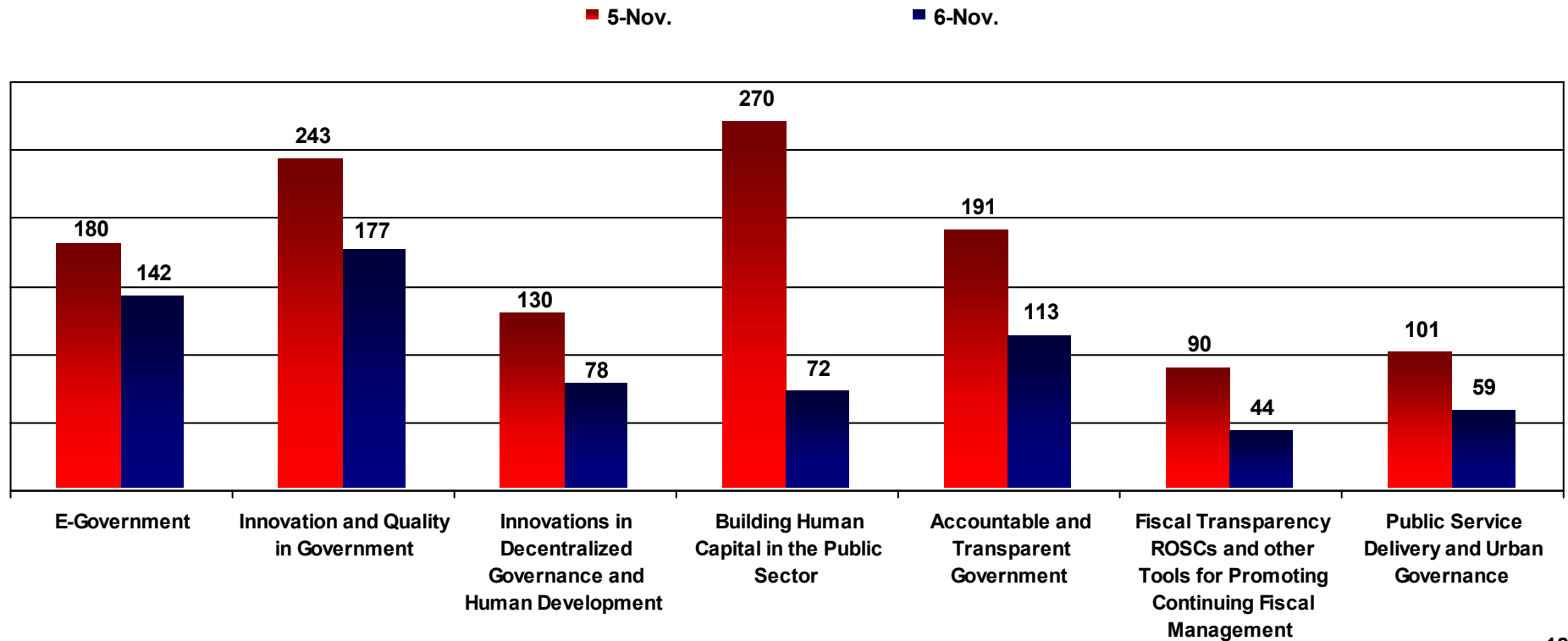
## **Workshops**

## Attendance at workshops

Attendance on the first day 1,196

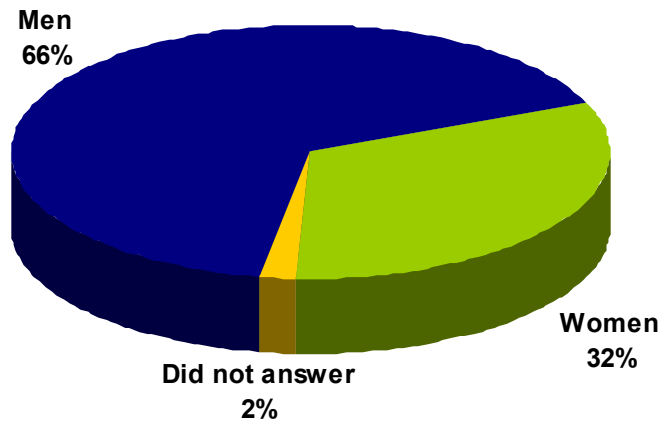
Attendance on the second day 685

454 questionnaires were answered.

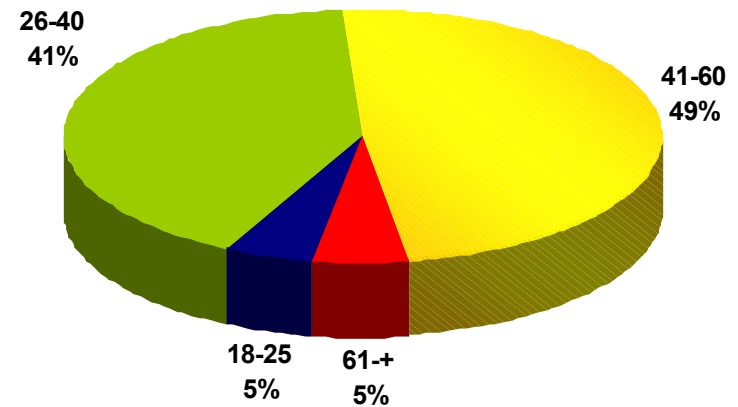


## Profile of interviewees (Workshops)

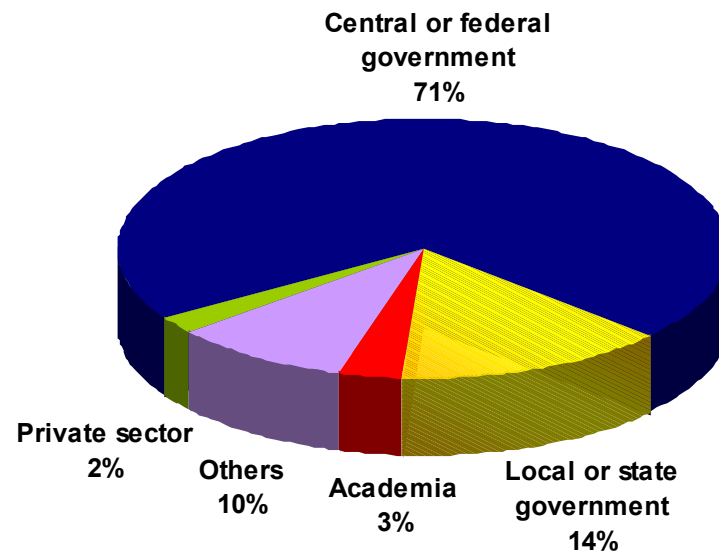
**Sex**



**Age**

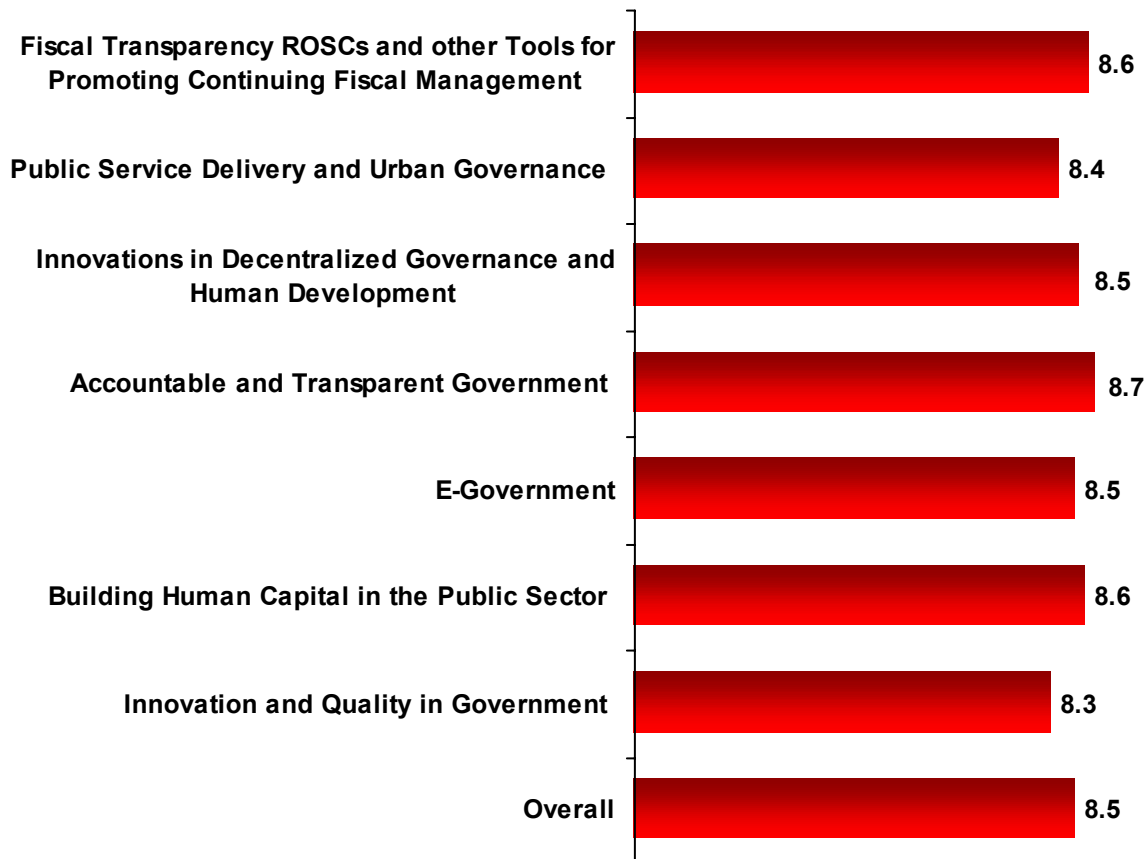


**Sector to which they belong**



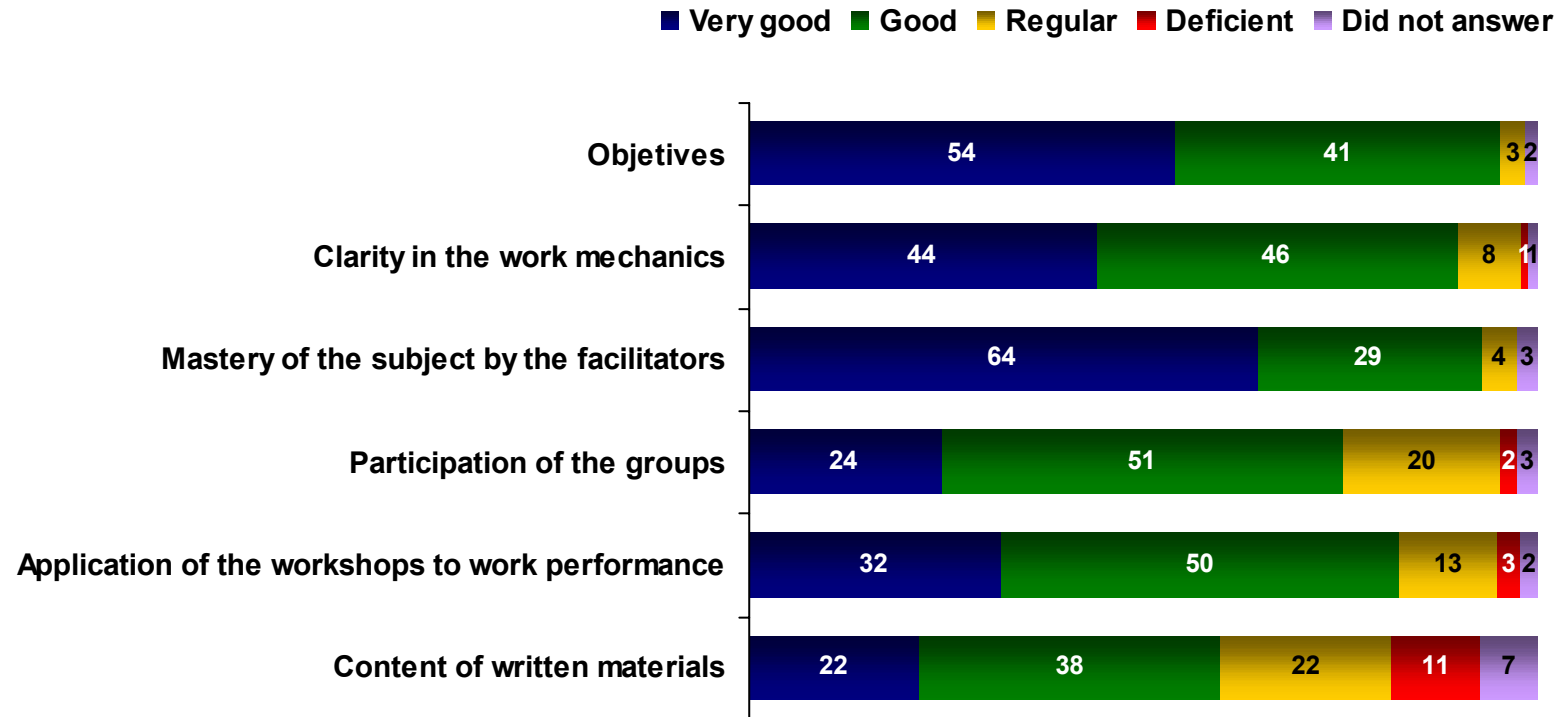
## General rating for each workshop

On a scale of 0 to 10 in which 0 is very poor and 10 is very good, in general terms, what rating would you give the workshop?



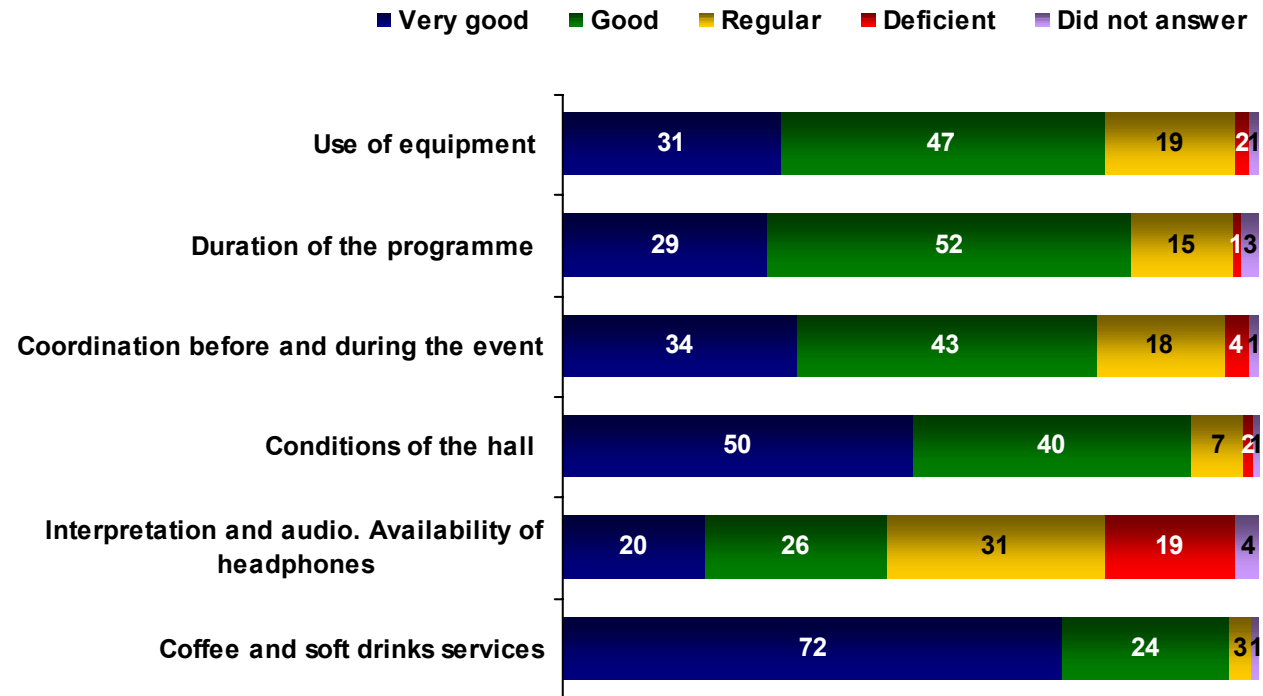
# General ratings of the workshops

## Content



## General ratings of the workshops

### Logistics and technical aspects



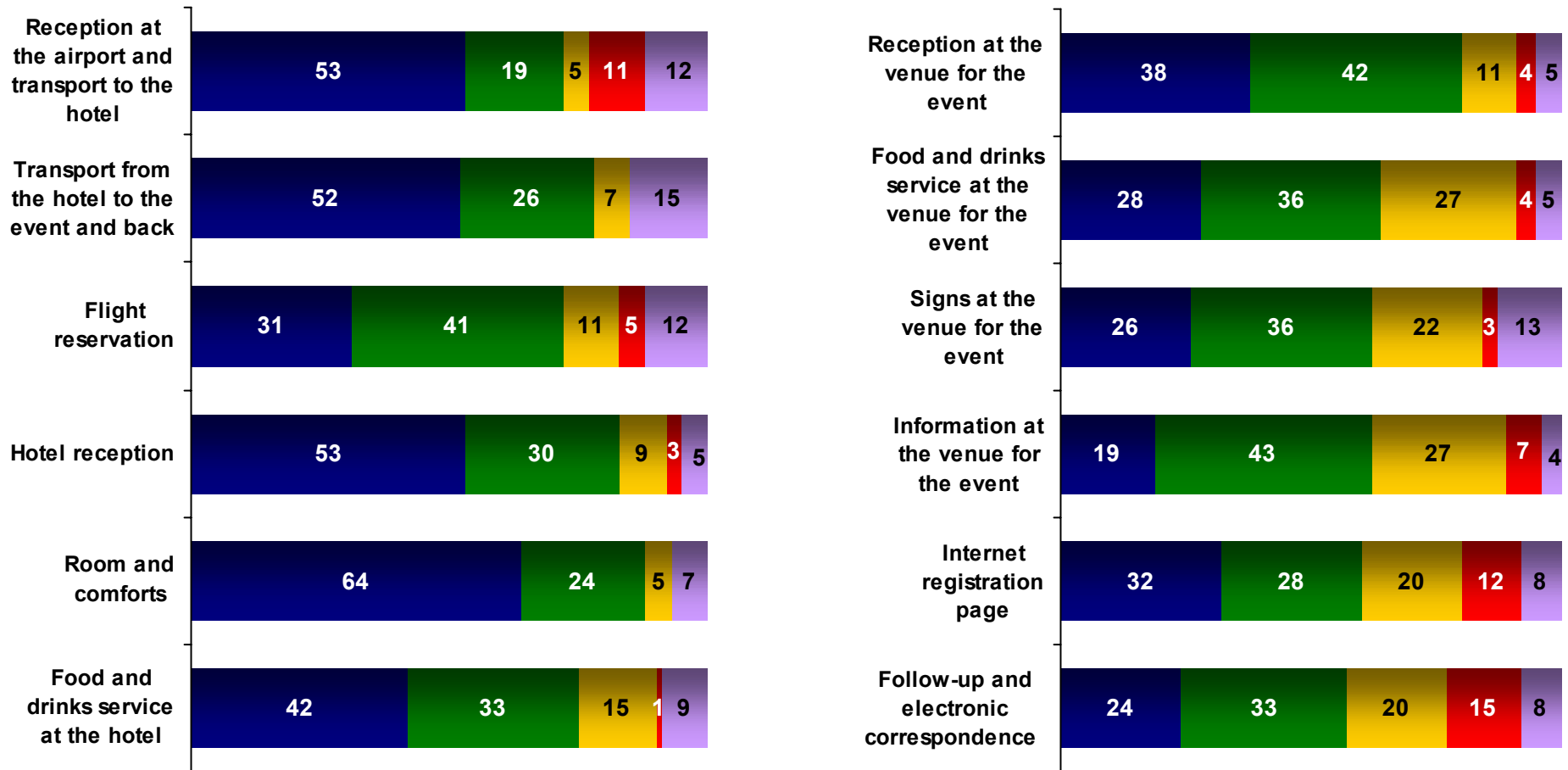
# FIFTH GLOBAL FORUM ON REINVENTING GOVERNMENT

## **International guests**

The survey was carried out at the end of the workshops,  
with an attendance of 119 international participants, and 81 questionnaires were obtained

## Evaluation of reception, accommodation and venue centre

■ Very good ■ Good ■ Regular ■ Deficient ■ Did not answer





## Evaluation of the Internet site, promotional material and social activities

■ Very good
 ■ Good
 ■ Regular
 ■ Deficient
 ■ Did not answer

