

ESF investments for modernization of public administration

2014-11-12



OPERATIONAL PROGRAMME FOR THE EUROPEAN UNION FUNDS' INVESTMENTS IN 2014-2020

10th priority:	SOCIETY-ORIENTED SMART PUBLIC ADMINISTRATION
11 th thematic objective	Enhancing institutional capacity and efficient public administration
Investment priority:	Investing in institutional capacity and in the efficiency of public administrations and public services at the national, regional and local levels with a view to reforms, better regulation and good governance

Specific objectives

1. To strengthen result-orientation of governance
2. To increase transparency and openness of the public administration processes
3. To improve the quality of services and make them more customer-oriented
4. To improve business regulation environment
5. To improve management of human resources in the public service



Activities (I)

Objective 1: To strengthen result-orientation of governance

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| ➤ Application of evidence-based management measures | <ul style="list-style-type: none">• assessment of programs• revision of functions• impact assessment |
| ➤ Enhancing efficiency of the performance of public administration institutions | <ul style="list-style-type: none">• centralization, standardization, evaluation of the functions• improvement of the institutional structure• project/ process management• quality management systems |
| ➤ Implementation of national public administration reforms | <ul style="list-style-type: none">• monitoring systems• capacity building• analysis, assessment |

Activities (II)

Objective 2: To increase transparency and openness of the public administration processes

➤ Promoting involvement of the society into the public administration processes	<ul style="list-style-type: none">• improvement / testing of public consultation mechanisms• public consultations• involvement in decision making (NGO's, society)• capacity building• assessment of information
➤ Strengthening efficiency of prevention and investigation of corruption.	<ul style="list-style-type: none">• development of anti-corruption measures• initiatives to increase intolerance for corruption• studies and assessments• monitoring and prevention of corruption
➤ Improvement of the public procurement system	<ul style="list-style-type: none">• development of electronic and centralized public procurements• risk management systems
➤ Strengthening integrity and professional ethics in public administration institutions	<ul style="list-style-type: none">• improvement of ethics management• consulting and training systems• capacity building in ethics areas

Activities (III)

Objective 3: To improve the quality of services and make them more customer-oriented

- Development and delivery of initiatives with regard to improving the quality of public services and servicing of individuals
 - analysis of services
 - analysis of provision procedures
 - optimization of services
 - development of quality standards
 - citizen's charters
 - consumer satisfaction measurement
 - one-shop principle
 - accessibility of services

Activities (IV)

Objective 4: To improve business regulation environment

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| ➤ Launching of better regulation measures | <ul style="list-style-type: none">• improvement of law enforcement procedures• deregulation and regulatory simplification• improvement of the quality of legislation• impact assessment• assessment / monitoring measures• reduction of administrative burden |
| ➤ Increasing the effectiveness of the business supervisory system | <ul style="list-style-type: none">• common consulting and inspecting systems• advanced supervision measures• information system of supervisory institutions• capacity building |
| ➤ Improvement of the judicial system | <ul style="list-style-type: none">• promotion of the judicial system• increase the openness and independence of courts• alternative dispute resolution options |

Activities (V)

Objective 5: To improve management of human resources in the public service

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| <p>➤ Improvement of human resources management at public service</p> | <ul style="list-style-type: none">• smart human resource management strategies• new personnel management standards• improvement of selection into public service, career planning, performance assessment, training, payroll and motivation systems• mobility initiatives• smart institutional personnel management tools (e.g. organizational mentoring, remote training, non-financial motivation, ensuring of staff's feedback)• improvement of professional competencies |
| <p>➤ Strengthening capacities of the chain of senior public servants and public officials</p> | <ul style="list-style-type: none">• smart management instruments for senior public servants (managers)• mobility programs, cooperation networks• improvement of managerial (supervision and management) and leadership skills• exchanges of experience |
| <p>➤ Reinforcing strategic staff competencies at state and municipal institutions or agencies</p> | <ul style="list-style-type: none">• trainings of policy makers, judges, public officials, public servants (of political (personal) confidence, career, statutory), contractual staff• development of training programs and innovative training measures |

Evaluation criteria's

Programme-specific result indicators

- Share of state and municipal institutions or agencies that use measures for the improvement of their management, implemented using ESF resources under the Operational Programme
- Share of public procurements performed within the calendar year on the basis of the upgraded central public procurement information system that was upgraded using ESF resources under the Operational Programme
- Reduced administrative/other regulatory burden due to better regulation initiatives implemented by using ESF resources under the Operational Programme
- Share of courts that implemented measures to improve the efficiency of justice by using ESF resources under the Operational Programme
- Share of senior managers participating in the senior management cooperation networks financed by ESF resources under the Operational Programme
- Share of persons who apply obtained knowledge and competences at work 6 months after participating in ESF activities for strengthening strategic competencies

Evaluation criteria's

Programme-specific output indicators

- Public administration institutions that implemented measures for the improvement of their performance management by using ESF resources under the Operational Programme (55)
- Evidence-based management measures (programme evaluation, function reviews, impact assessment of decisions) applied by public administration institutions by using ESF resources under the Operational Programme (80)
- Upgraded central public procurements information system
- Public administration institutions that launched quality improvement measures with regard to services and servicing of individuals by using ESF resources under the Operational Programme (80)
- Projects related to the introduction of better regulation implemented by using ESF resources under the Operational Programme
- Projects for the implementation of competence-based human resources management, implemented using ESF resources under the Operational Programme
- Staff of public administration institutions that participated in activities for strengthening competences using ESF resources under the Operational Programme (in all objectives regarding the activities under them)

There are no limits for improvement!

THANK YOU FOR YOUR ATTENTION

Rima Popovaitė

**Ministry of the Interior of the Republic of Lithuania
Regional policy department
Human Resources Development Operational Programme Division
Chief specialist
Phone: +370 5 271 8486
email: rima.popovaite@vrm.lt**

