



The Netherlands Institute for Social
Research

Countries compared on performance of public administration

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Outline

1. Why this study?
2. What are the results for public administration?
3. What else has been examined?
4. What is the road ahead?



Why this study?

- Provide broad picture of public sector performance
- Focus on outcome
- Use citizens perspective when choosing outcome indicators
- Try to determine critical success factors (best practices)



What are the results for public administration?

- Difficult to define outcome of public administration
- Use a code of good practice as a point of departure
- In this study: the Dutch code of good practice
- Indicators for each dimension
- Use objective indicators (not judgment or opinions)
- Note: public administration has two dimensions: separate sector and facilitating other sectors



Public administration - indicators

1. Transparency and integrity	CPI (Corruption perceptions index)
2. Participation	Voter turnout for parliamentary elections (IDEA)
3. Good services	% of citizens using the internet to interact with public authorities (OECD)
4. Effectiveness and efficiency	Efficiency of tax administrations (OECD): - Total revenue body expenditure as % of GDP - Ratio of aggregate tax administration costs per 100 units of net revenue collection
5. Legitimacy	World Justice Indicators: -Open government -Effective regulatory enforcement
6. Learning and critical self-reflection	Use of performance budgeting system at the central level of government (OECD)
7. Accountability	Voice and accountability (Global Insight, Political Risk Services)



Scores per country per dimension

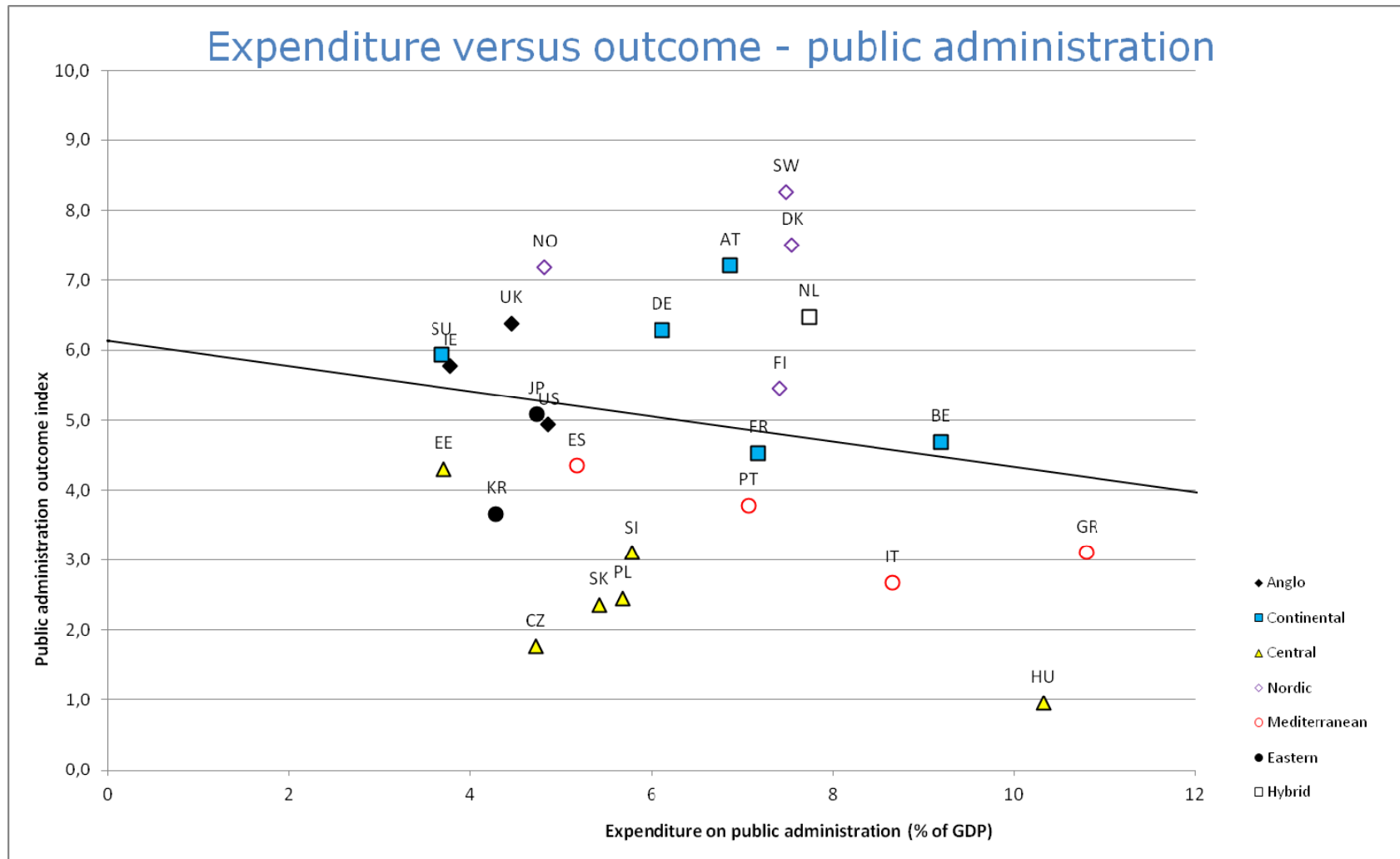
	1	2	3	4	5	6	7
SW	+	+	+	+	+	+	0
AU	+	+		0	+	+	+
DK	+	+	+	0		0	+
NZ	+	+		0	+	0	+
AT	+	+	0	0	+	0	+
NO	+	+	+	+	+	+	+
CA	+	-	0	-	0	+	+
NL	+	+	+	-	+	+	+
UK	0	0	0	0	+	+	+
DE	+	0	0	0	0	-	+
CH	+	-		+		-	+
IE	+	0	+	0			+
FI	+	0	+	0		+	+
JP	0	0		-	+	+	-

	1	2	3	4	5	6	7
US	0	-		+	0	+	-
BE	0	+	-	-	-	-	+
FR	0	-	0	-	-	0	0
ES	-	+	-	+	-	-	-
EE	0	0	0	+	0		-
PT	-	-	-	-		-	+
KR	-	-	+	+	0	+	-
GR	-	0	-			0	-
SI	0	0	0	0			-
IT	-	+	-	0	-	0	-
PL	-	-	-	-	-	0	-
SK	-	-	0			+	-
CZ	-	-	-	-	-	-	-
HU	-	-	-	-		-	0

- Below average
0 Average
+ Above average

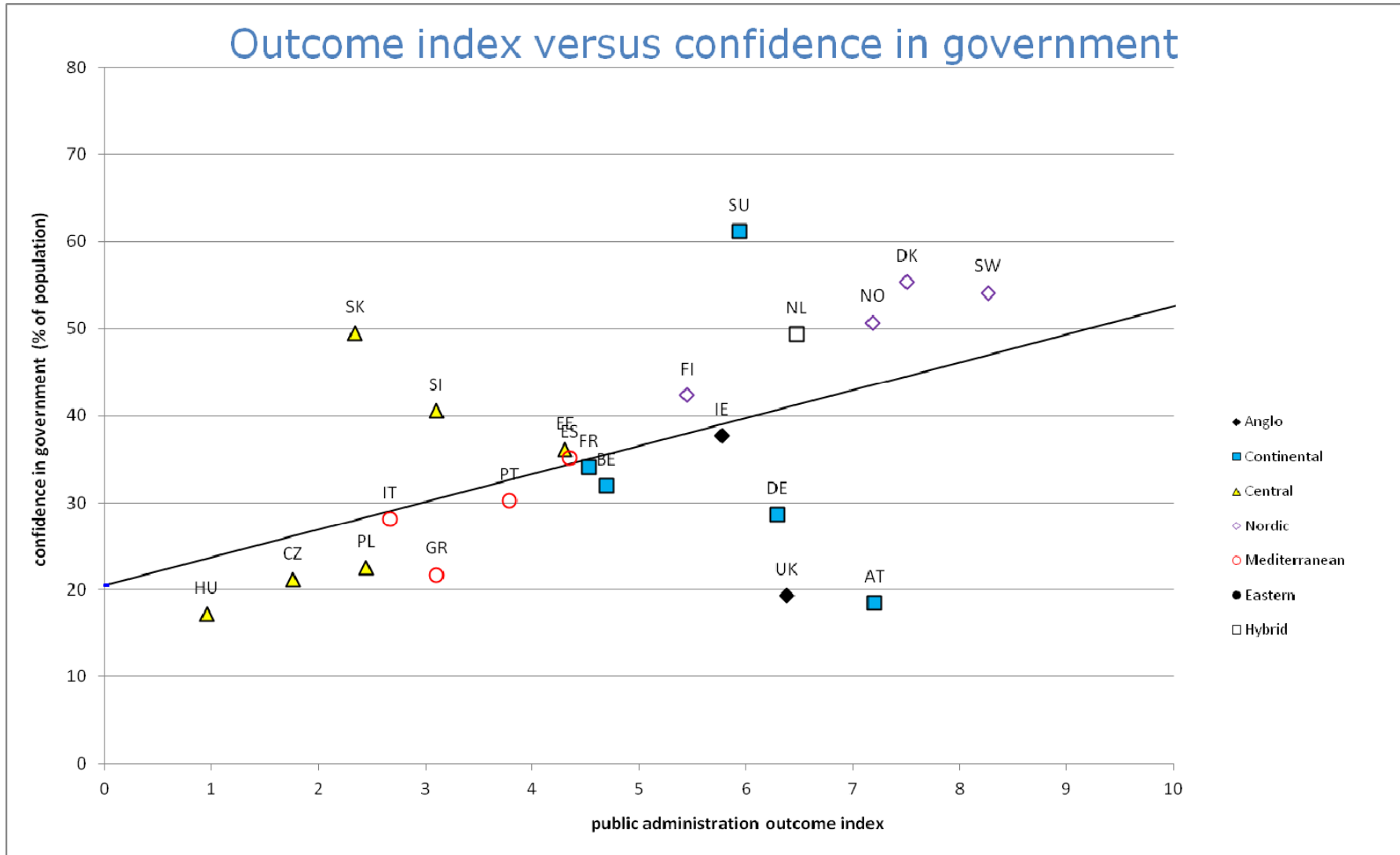


Expenditure versus outcome - public administration





Outcome index versus confidence in government





Summary

- Seven dimensions converted into one outcome index
- Negative but not significant relation between expenditure and outcome
- Positive relation between outcome and confidence in government



What else has been examined?

- In total nine public sectors
- Extensive approach (four sectors):
 - Explaining differences between countries
 - Input, output
 - Country specific circumstances (demography, etc.)
 - Sector characteristics
 - Determining critical success factors (international literature)
- Global approach (five sectors):
 - Outcome and input
 - Outcome and confidence



Which sectors were included?

Extensive analysis:

- Education
- Health
- Social safety
- Housing

Global analysis:

- Social protection
- Economic affairs and infrastructure
- Environmental protection
- Recreation, culture and social participation
- Public administration



What is the road ahead?

- Extended approach also for public administration and social security
- Improve approach for education, health care, social safety, housing
- Looking for co-operation with other countries:
 - In depth analysis of differences between countries
 - More detailed assessment of areas for improvement
 - Improve quality of indicators by using local data sources
- **Are you interested to participate in the follow up to this study?**



Information

Complete study can be downloaded for free at www.scp.nl

Contact me at j.jonker@scp.nl