Towards Good Governance – Challenges & Opportunities

Florian HAUSER, DG EMPL E.1
EPSA 2013, Maastricht, 25 November 2013
PRESENTATION OVERVIEW

- What is Good Governance?
- Measuring Governance?
- How to build Trust?
- Innovation for All?
- How to manage Change?
What is Good Governance?
Good Governance = Balance of Interests

"Is responsive to present and future needs of society"

Trust  Reliability  Satisfaction
How to measure Good Governance?
Governance Indicators (World Bank)

✓ Voice and Accountability
✓ Political Stability and Absence of Violence
✓ Government Effectiveness
✓ Regulatory Quality
✓ Rule of Law
✓ Control of Corruption

Government effectiveness

Source: The Worldwide Governance Indicators
European Quality of Government Index 2013
The limits of indicators? - silo? - out of context?

or try this...

**Nesta:** Standards of Evidence
How to build Trust?
From low to very low: Trust in government

% in 2012 (right axis)  Percentage point change 2007-2012 (left axis)

Percentage points

Slovak Republic  Switzerland  Israel  United Kingdom  France  Poland  Germany  Sweden  Iceland  Korea  Italy  Norway  Turkey  Hungary  United States  OECD  Denmark  Japan  Luxembourg  Mexico  Netherlands  Czech Republic  Australia  Chile  Austria  Canada  Spain  Estonia  Belgium  Finland  Portugal  Slovenia  Greece  Ireland
How to build Trust?

Types of strategies used by countries to improve trust in government

- Citizen engagement/involvement: 6
- Communication on government action: 2
- Integrity/ethics: 4
- Service quality/productivity: 2
- Transparency and openness: 6
- Human resources reform/professional public service: 2
Innovation leaders in the EU are more concerned about finding radical new approaches to define and deliver public services, whereas innovation followers are still concerned with fundamental reforms of public institutions.
Government effectiveness in relation with Summary Innovation Index

Sources: Innovation Union Scoreboard 2013; The Worldwide Governance Indicators
Tulevaisuus 2030

**Road map**

- A Millennium Award is granted for innovations that promote openness.
- Government’s strategic and structural experiment
- Continuous or proactive and local democracy
- Public servants become enablers – public servants help citizens and entrepreneurs to solve everyday problems.
- Digital administration and a beta version thereof

**Objective 2030**

- ‘Rapid response teams’ solve problems together with the clients in question and ‘rapid experimentation teams’ put new experimental ideas into practice.
- Administration becomes lighter when unnecessary overlaps are eliminated, and the focus is placed on value creation for customers.
- Finland is known as the country of free data and this has been developed into a brand.

**Public administration as an enabler**

**Finnish administration is an attractive brand**

---

**MITKÄ OVAT MUUTOKSEN LÄHTÖKOHDAT?**

- Hallinto
- Kansalaisten hyvinvointi ja osallisuus
- Tulevaisuuden työelämä
- Yritysten uudistuminen
- Uusi punjaisen maantie
- Niukkuuden maailmusuudet

**MITEN ENNAKOINTI SYNTI?**

Tieto sivustosta | Facebook | Twitter
Estonia: Company registration process

BEFORE
5 days
Person → Notary → Person → Reception → Assistant Judge → Commercial Register

AFTER
2 hours
Home user with ID-card → Company Registration Portal → Commercial Register → Assistant Judge

Centre of Register and Information Systems
You are entering Company Registration Portal

To enter the system you will have to authenticate yourself with the ID-card, Mobile-ID or through an internet bank.

Authenticate with ID-card or Mobile-ID:

- KAART
- MOBIIL
- ID-card
- Mobile-ID

Enter by foreign ID-card or Mobile-ID:

- Finnish E-card
- Portuguese ID-card
- Belgian ID-card
- Lithuanian Mobile-ID

Authenticate through an internet bank:

- Swedbank
- SEB
- Krediidipank
- Danske Bank
- Nordea Bank

NB! After authenticating through the internet bank, the digital signatures can be given only with the ID-card!

The services available on the Company Registration Portal

- The Company Registration Portal is an internet environment that allows entrepreneurs to submit electronic documents to the Commercial Register without having to go to a notary.
- The Company Registration Portal can be used to establish new businesses and non-profit organizations, and to submit applications to amend, liquidate or delete registry data. Annual reports can also be compiled and submitted using the Company Registration Portal.
- Political party members can see their party affiliation in the Company Registration Portal and submit applications to resign from the party. After providing a digital signature to the application, the applicant is automatically removed from the political party's membership list.
Company registration process Estonia

In the portal:
- Easy step by step process to register a new company
- No need for notary
- No paperwork at all

In the portal you can:
- Register a new entity
- Change existing info in commercial register
- File annual reports
New company within 18 minutes: Electronic registering of companies
How to manage Change?
Challenge
Managing Change

Drivers? Incentives?

Bad situation/Opportunity

Baseline
"Where are we"?

Ideas

How do we get there?

Black Box

Improved Situation
Vision Objective
"Where do we want to be"?

Leadership?
Stakeholders?
Indicators?
Milestones?
Processes?
Risks?
The challenge of managing change...
A challenge: Entry Points?

Policy...

Government

Public Administration

Agency Autonomy? Technical Capacity?

Political
Leadership? Awareness? Commitment?

Programme/Project level

... delivered?
Any Questions?