

KEY MESSAGES AND OUTCOME

Capacity Development Workshop on Public Administration and New Technologies: Challenges and Opportunities

Belgrade, Serbia, 25 – 27 May

The workshop aimed at building capacity of national public servants and schools of public administration to harness technology in public service delivery and administration to meet the SDGs in the region. Three core sessions were held focusing on: Public Service to reach the SDGs; Partnerships and Cooperation; and Changing Mindsets for public service delivery, all with an emerging technology focus to enhance public institutions and service delivery.

Over the course of three core capacity building sessions, participants shared knowledge on national level activities and actions (in schools of public administration and in public institutions) on the integration of technology into their work. In doing so, participants were able to learn from regional neighbors with similar development status and approaches to public administration on how to better leverage technology to enhance public administration (including human resource management) and public service delivery (related to the SDGs and UNPSA categories of inclusive service delivery, gender equality and climate action). The workshop also benefitted from the expertise of other participants at the broader NISPAcee conference (in which the workshop was held). DESA/DPIDG and ACSH staff provided overall facilitation for the workshop, including guided capacity building interactive sessions, which complemented the substantive presentations and peer to peer learning.

- Cooperation and sharing of knowledge in the region is beneficial to adopting and adapting ideas in public administration to national and local realities. Efforts to develop regional initiatives, such as knowledge sharing hubs, including in the realm of AI, support capacity of national and local public administrations.
- Equipping public servants with the necessary skills and knowledge is crucial to leveraging the full benefits of emerging technology, and minimizing negative impacts. Public Servants must be ready and able to use technologies for their benefits to be fully realized.
- Effective use of technology within the public service has helped streamline activities such as training of public servants, hiring, communication and performance.
- Emerging technologies, when adopted and utilized in an inclusive way, can greatly enhance public service delivery, including through enhanced collection and use of data for evidence based policy making, and access to public services
- Ensuring the inclusion of rural and hard to reach communities, through initiatives such as 'mobile services', are critical to ensuring that non one is left behind
- Transparent institutions are critical to realizing the full benefits of technology to enhance public service delivery. Open access to relevant data is necessary.
- Engaging in a multi-stakeholder approach at all parts of the policy and decision making cycle is critical to ensuring ownership, relevance and effectiveness of interventions, and accountability.
- One of the key outcomes was the formation of contacts between public servants from different countries and agreement to follow up together on specific activities relevant to their work.