



**United Nations**

Department of  
Economic and  
Social Affairs

# Innovation and Digital Government for Public Service Delivery

*Toolkit for the Achievement of the Sustainable Development Goals*





# Module 1.2

## Government, Public Service, and Agenda 2030



# Fundamental Purpose of Government

- Address basic human needs:
  - Jobs
  - Clean water
  - Education
  - Transport
  - Housing
  - Infrastructure
  - Primary Health Care, particularly to those left furthest behind



# The Charge to 21<sup>st</sup> Century Governments

- Finding new ways to effectively create public value through effective, inclusive and people-oriented service delivery
- Critical concepts:
  - Public Value
  - Effective
  - Inclusive and people oriented



# The People's Charge to 21<sup>st</sup> Century Governments

- More personalized services that fit their unique needs
- Greater degrees of transparency, accountability, and effectiveness of a variety of governmental services
- More significant participation in decision making processes



# A Holistic Approach

- No blueprint, but there are:
  - Principles
  - Strategies
  - Enabling factors for innovation
- This workshop will build your understanding of and your capability for innovation and public service delivery by teaching you principles, strategies and enabling factors for innovation.



# What is a Public Service?

- A public service is a service which is provided by government to people living within its jurisdiction, either directly (through the public sector) or by financing private provision of services

Source: [https://www.sciencedaily.com/terms/public\\_services.htm](https://www.sciencedaily.com/terms/public_services.htm)



# Why are we Here?

- The Public Sector is the world's largest service provider
- The bottom 20% of governments in terms of development are marginalized, without access to the formal economy and to the formal market for basic services
- We're here to help start closing the gap in readiness to meet the expectations people have for 21<sup>st</sup> century governments, to delivery on Agenda 2030 and realize the sustainable development goals.





# The 2030 Agenda for Sustainable Development



- Adopted in 2015
- The Agenda is a universal policy document with 17 Sustainable Development Goals (SDGs) and 169 associated targets which are integrated/indivisible
- A2030 builds on the Millennium Development Goals (MDGs) and seeks to guide Member States to transform their approaches to achieve inclusive, people-centered and sustainable development with no one left behind





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Goals

# 16

**Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels**

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# Key Pillar for Development

- 13 of the 17 SDGs have content related to public service delivery
- Among 169 targets, there are 59 targets related to public service delivery
- Among 230 indicators, 66 of them require some specific public service to be delivered by public institutions



# SDG 16

- Through their endorsement of Sustainable Development Goal (SDG) 16, the international community have set out a shared vision of the central role effective, accountable and inclusive institutions play in enabling sustainable development
- This is the first time that they have agreed on the role of such institutions



# SDG 16 calls for “leaps of change”

- “SDG 16 is one of those rare instances where the adage ‘no more business as usual’ cannot be a cliché – if development co-operation providers, in particular, carry on as they are then they will fail.”
- Four big shifts are necessary:
  - Act politically; Innovate Radically; Measure Effectively and Collaborate Differently

• Source: Whaites, A, 2016



# Public Service and SDGs

- Public service(s) is a composite of activities needed by the general public but cannot be availed in the open market unless through resource allocations provided by the government (Emerson 2020).
- Public institutions can play a critical role in localizing and achieving SDGs through:
  - Effective and equitable delivery of services
  - Innovation
  - Training/capacity building for public servants



# PSD Delivery Interventions

- Asian Development Bank
  - Thematic Perspective: Good Governance
    - Mission/Vision: Lack of good governance hinders the delivery of public services, promotes corruption and inhibits economic development.
      - Intervention: Support the strengthening of government institutions from within, while assisting them in improving the delivery of their services to the public.



# The UN Public Service Award (PSA)

- Most prestigious international recognition of excellence in public service
- Rewards the creative achievements and contributions of public service institutions that lead to a more effective and responsive public administration in countries worldwide





# Selected 2020 UN PSA Winners

- Accessible Health Care Services
  - The Republic of Korea Seongdong District's (Seoul) "HYO Policy" programme makes health care services more accessible, including through home visits, to older persons suffering from poverty, health issues and social isolation.
- Access to Energy Reduction Tariff
  - The Automatic Social Energy Tariff (ASET) in Portugal automates the application process for an energy reduction tariff to low-income customers. The initiative greatly increased the uptake of the entitlement among low-income households.
- Reducing Truancy
  - In Brazil, the Jabotão Prepara Programme encourages middle school students' attendance in secondary level technical schools by offering professional guidance and a free preparatory course for low-income students, greatly increasing the acceptance rates of students.
- Facilitating Land Transfer
  - In Bangladesh, the e-Mutation initiative established a digital application mechanism to make land transfer applications easier and more accessible, efficient and transparent. The purpose is to better serve the most vulnerable populations and those facing discrimination, including the illiterate, women, older persons and the poor.



# Innovation and Public Service: Key Pillars for Development

- Innovation and public service delivery consistently acknowledged by member states as key pillar for development
- Highlighted as an integral component of the 2030 Agenda



# Managing Change and Achieving SD

- Government must rethink
  - How they will provide public services to leave no one behind
  - How they will monitor and evaluate the implementation of the SDGs
  - How they will mobilize funds and ideas to promote prosperity for all



# Managing Change and Achieving SD

- Requires a paradigm shift in the ways services are designed and delivered
- Most of the 17 SDGs are delivered to people through public services.
- If governments cannot deliver or provide access to services, attaining the SDGs is highly unlikely.



# Common Characteristics for Leading Countries

- Their institutions have a systems-thinking approach to policy making and service delivery by using ICTs to enhance operational linkages
- A basic step they followed was to re-organize their institutions and organizational structures to establish appropriate horizontal and vertical workshops before starting an automatization process
- Many leading countries have put in place organizational structures to lead their digital government transformation. Out of 193 UN Member states, 145 countries have a CIO or equivalents.
- Need org structures to be complemented by a change in a government's organizational culture at all levels and new individual capacities in the public sector and society
- Capacities to mobilize resources, manage data, promote effective public communication and address issues related to ICT infrastructure, affordability and accessibility to technologies are also part of a holistic approach
- It is also necessary to develop the capacities of the capacity developers and of all people including vulnerable groups



# Plenary Discussion



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Thank You!

