

Economic and Social Commission for Western Asia

Cultivating innovation for responsive, inclusive, trustworthy and effective public services in the Arab region

Enhancing Innovation to Build Resilient and Responsive Public Administration to Support the Implementation of the 2030 Agenda for Sustainable Development – An SDGs Mid-Term Review Perspective
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ESCWA

Shared Prosperity **Dignified Life**



SDGs and Innovation



- Interconnected and complex in nature
- Solving the complex societal, economic and environmental issues, new thinking, approaches and methods are necessary
- Innovative thinking can lead to solutions not yet considered in the context of SDGs
- Innovation should be an integrated process, woven into the public sector and their practices for solution development

Public services and processes



Building stronger institutions with:

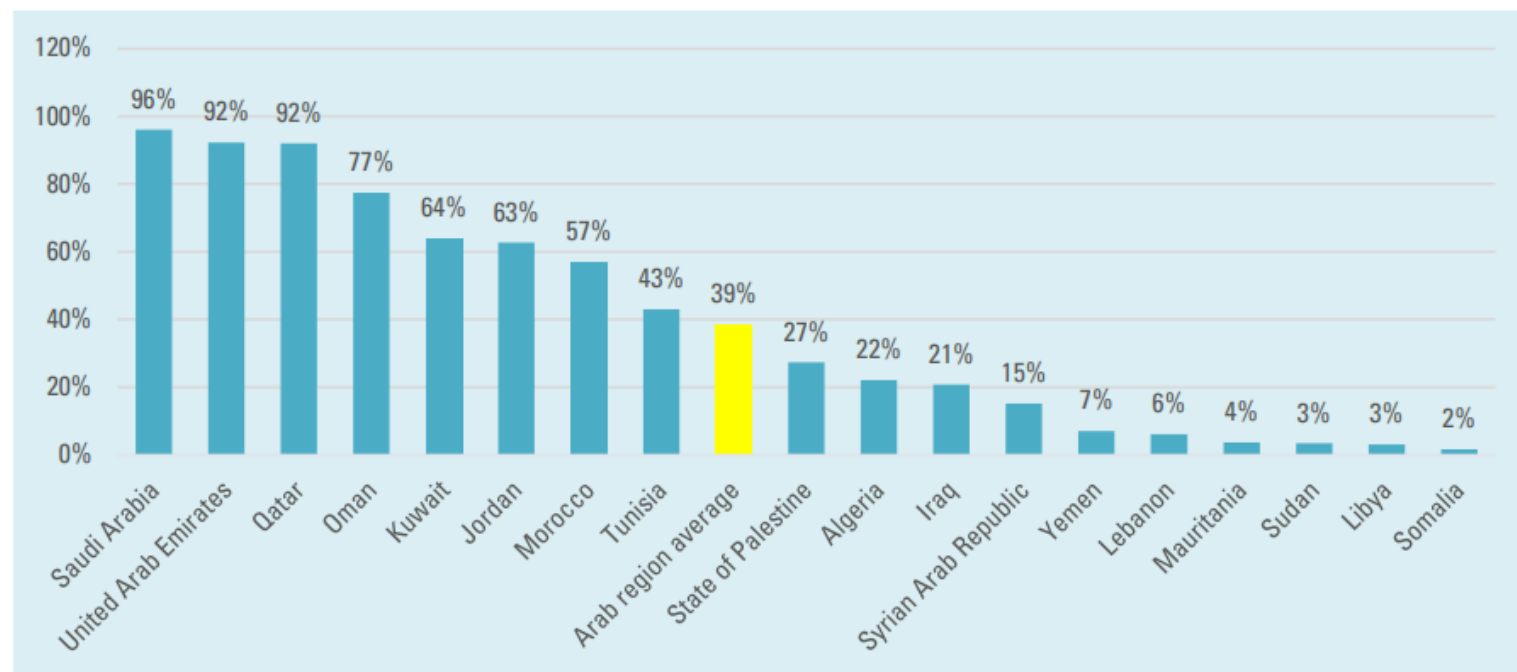
- Better government services
- Better government operations

- Citizens demand better governance and services
- Increased technology development changes government
 - Operations
 - Services
- New challenges and unforeseen situations, such as COVID-19

Arab Public Services: Availability and Sophistication

Government Electronic and Mobile Services Maturity Index*

Figure 8. Ranking according to the first GEMS pillar (Service availability and sophistication)



Source: ESCWA calculations.

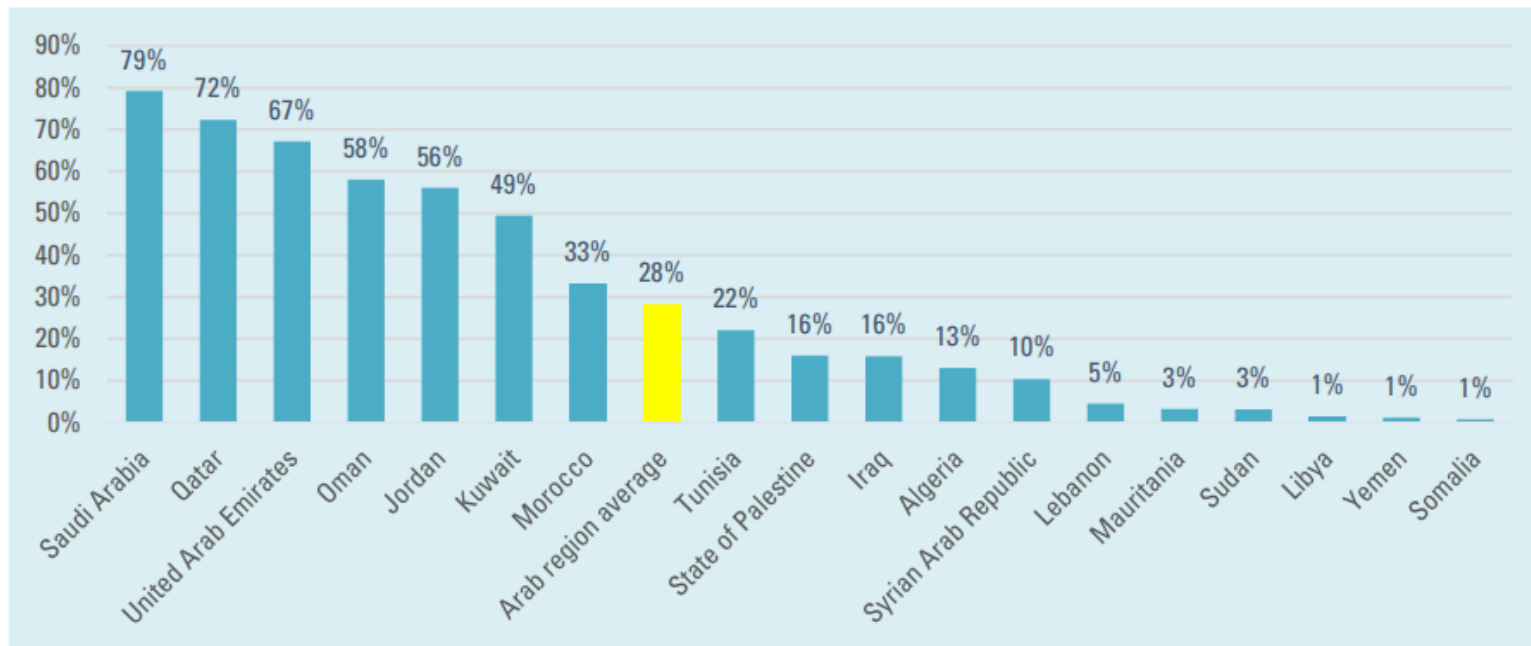
- Increase in services between 2021-22
- Highest increase – education, utilities, interior affairs
- Progress in some fields, others require development
- Increase in availability since 2021

* Measures the maturity of government services available through electronic portals and mobile applications in the Arab countries

Arab Public Services: Usage and User satisfaction

Government Electronic and Mobile Services Maturity Index*

Figure 10. Ranking according to the second GEMS pillar (Service usage and user satisfaction)



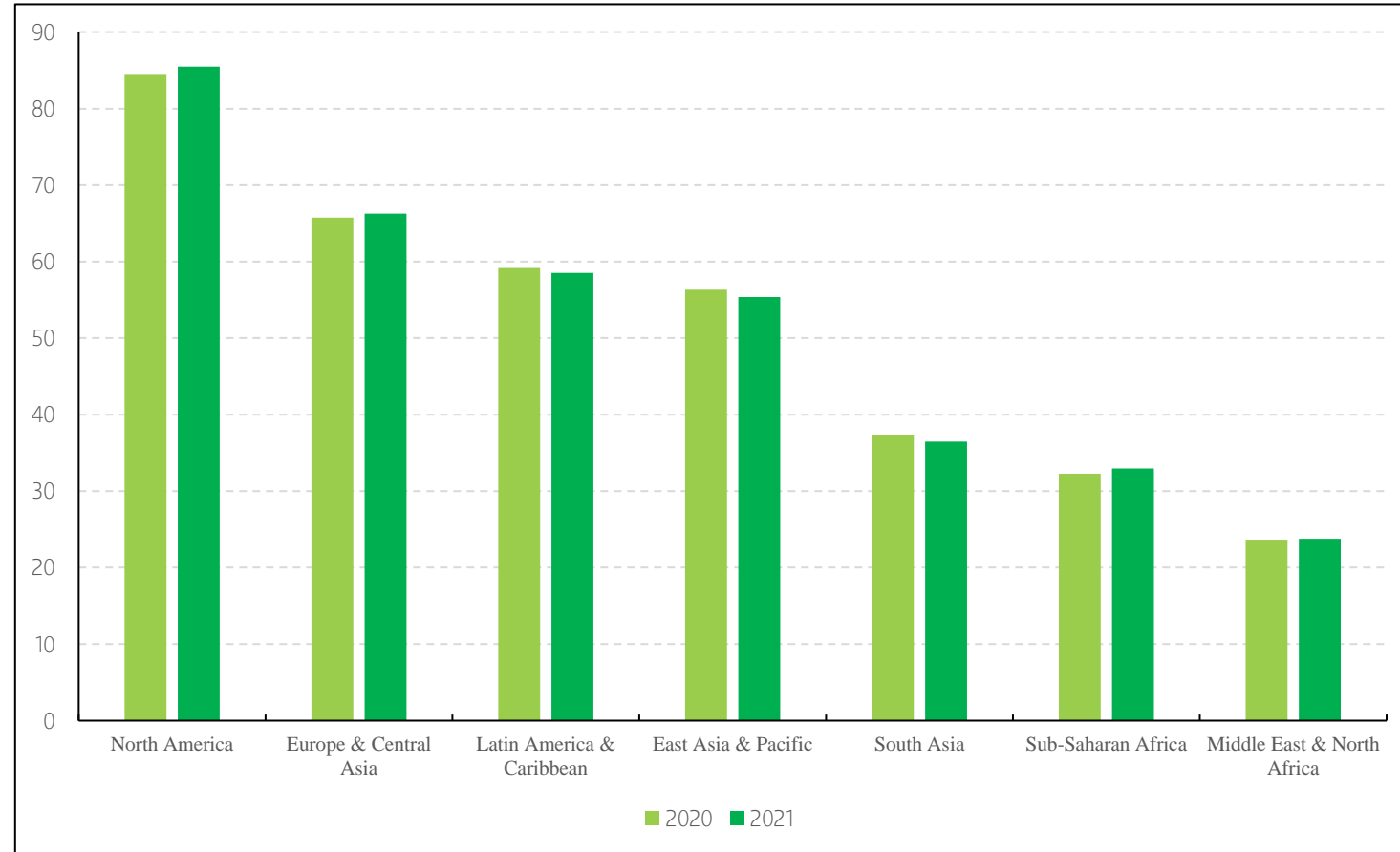
Source: ESCWA calculations.

- Mobile services are underdeveloped
- Services enabled for persons with disabilities also requires development
- Increased usage and satisfaction since 2021

* Measures the maturity of government services available through electronic portals and mobile applications in the Arab countries

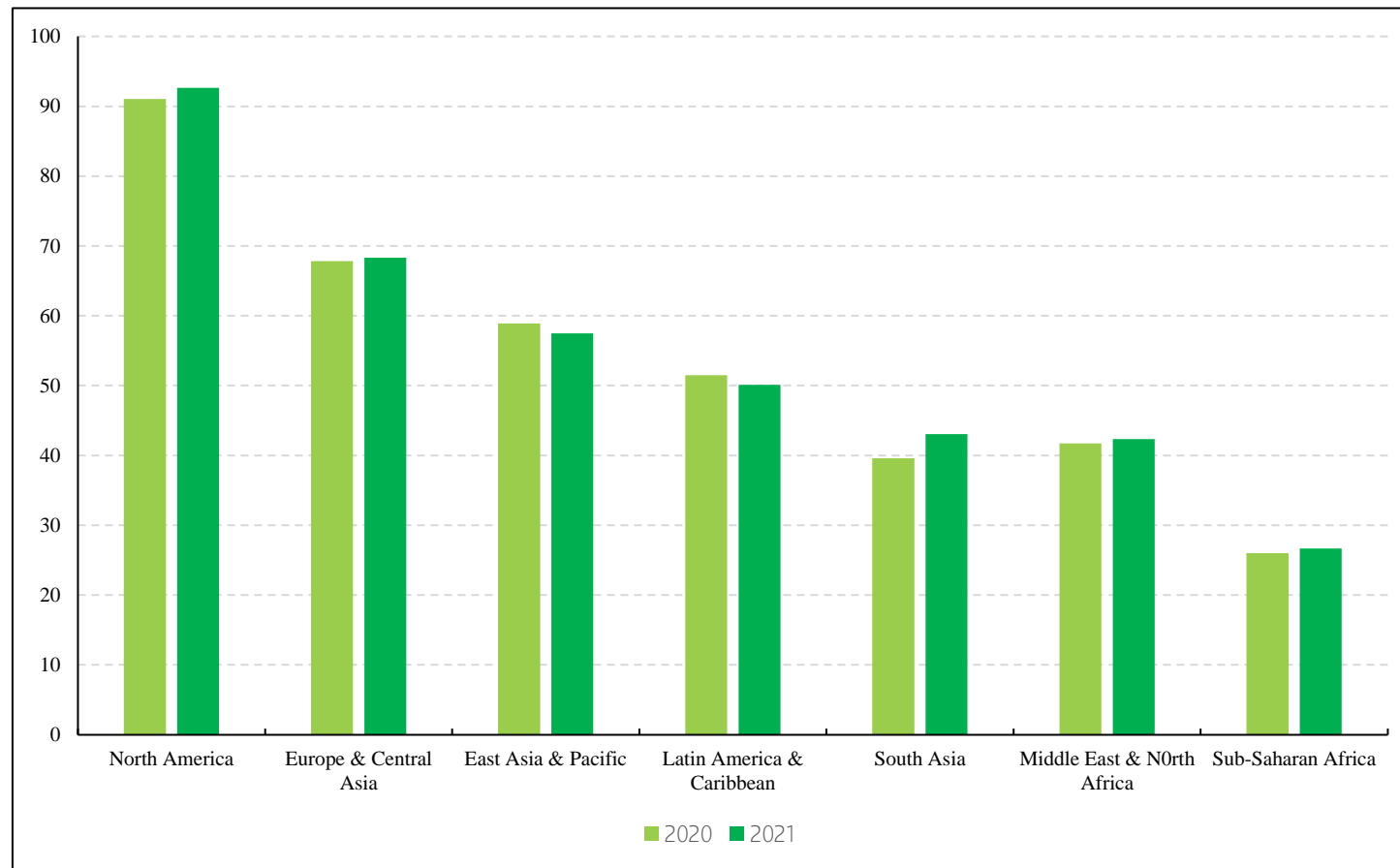
Arab Public Services: Voice & Accountability

- WGI 2022 update
- Relates to ability to participate in elections, freedom of expression, freedom of association, and a free media.
- Arab countries
 - 2020: 23.63
 - 2021: 23.74
- Impacts on participation, collaboration and engagement.



Arab Public Services: Government Effectiveness

- WGI 2022 update
- Relates to quality of public services, civil services, policy formulation, implementation and the government's commitment
- Arab countries
 - 2020: 41.71
 - 2021: 42.35
- Impacts trust as well as engagement and collaboration.



Innovation in public services and processes

Responsive, inclusive and trustworthy services, processes and operations

Delivered by effective, transparent and accountable public institutions

Build on whole-of-society participation, collaboration and engagement.

Building stronger institutions, while fulfilling the needs of the citizenry and optimizing the use of technology, requires new ideas & thinking. It requires innovative solutions.

Innovation can be daunting, especially due to the risk involved. Guidance to public institutions that can aid in dealing with the complexity within the local context is essential.

ESCWA and Public Sector Innovation



- 2017
 - Guideline on PSI for Arab government
 - Comprehensive
 - Explored types of innovation and challenges
 - IDEA life-cycle used to develop solution
 - Workshops build knowledge and capacity.

- 2023 under ENACT
 - Furthering PSI with a new and updated model that can offer Arab public institutions the guidance needed to cultivate innovation.

ESCWA and ENACT & RITE Principles

Responsiveness

Ability and willingness of government to, timely and effectively, address the needs, concerns, and feedback of citizens

Inclusiveness

Extent to which all people in the society are represented, engaged, and included in decision-making processes and access to public services

Trustworthy

Belief of citizens that public institutions will act in their best interest and fulfil their responsibilities and obligations with integrity, transparency, and accountability.

Effectiveness

Commitment of government to develop effective policies and programs, and measure and evaluate its performance to meet goals and targets and delivering quality public services.

ESCWA, Innovation & Public Services



Open Government

- In 2017
- 4-Phased Open Government Model
 - Open data
 - Participation,
 - Collaboration and engagement
- Regional and national workshops
- Arab Open and Innovative Government Platform

In conclusion...

- In the Arab region a lot has been done to advance government services, especially electronic government services
- Public Sector Innovation could help to improve government services and build responsive, inclusive, trustworthy and effective services
- Enable innovation an adaptable model is needed that can actualize innovation processes within the government
- ESCWA is working on an enhanced model that can help to mainstream innovation supported with various case studies



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Thank you

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