National Centre for Public Administration & Local Government

Innovative Practices in Hellenic Public Sector Public Consultations – Repository – Observatory

National Centre of Public Administration and Local Governance

Dimitrios Tsimaras
Coordinator of Documentation and Innovation Unit

Dr. Emmanouil Zoulias
Head of IT Department

Digital Consultation
www.opengov.gr

- ✓ Use of ICT
- ✓ Empowerment of Democracy

Introductory

- ✓ Lack of representation
- ✓ Deficiency of Legalization
- ✓ Participation of Citizens in Decision-Making
- ✓ Designing Effective Policies
- ✓ Wide Acceptance of Imposed Policies

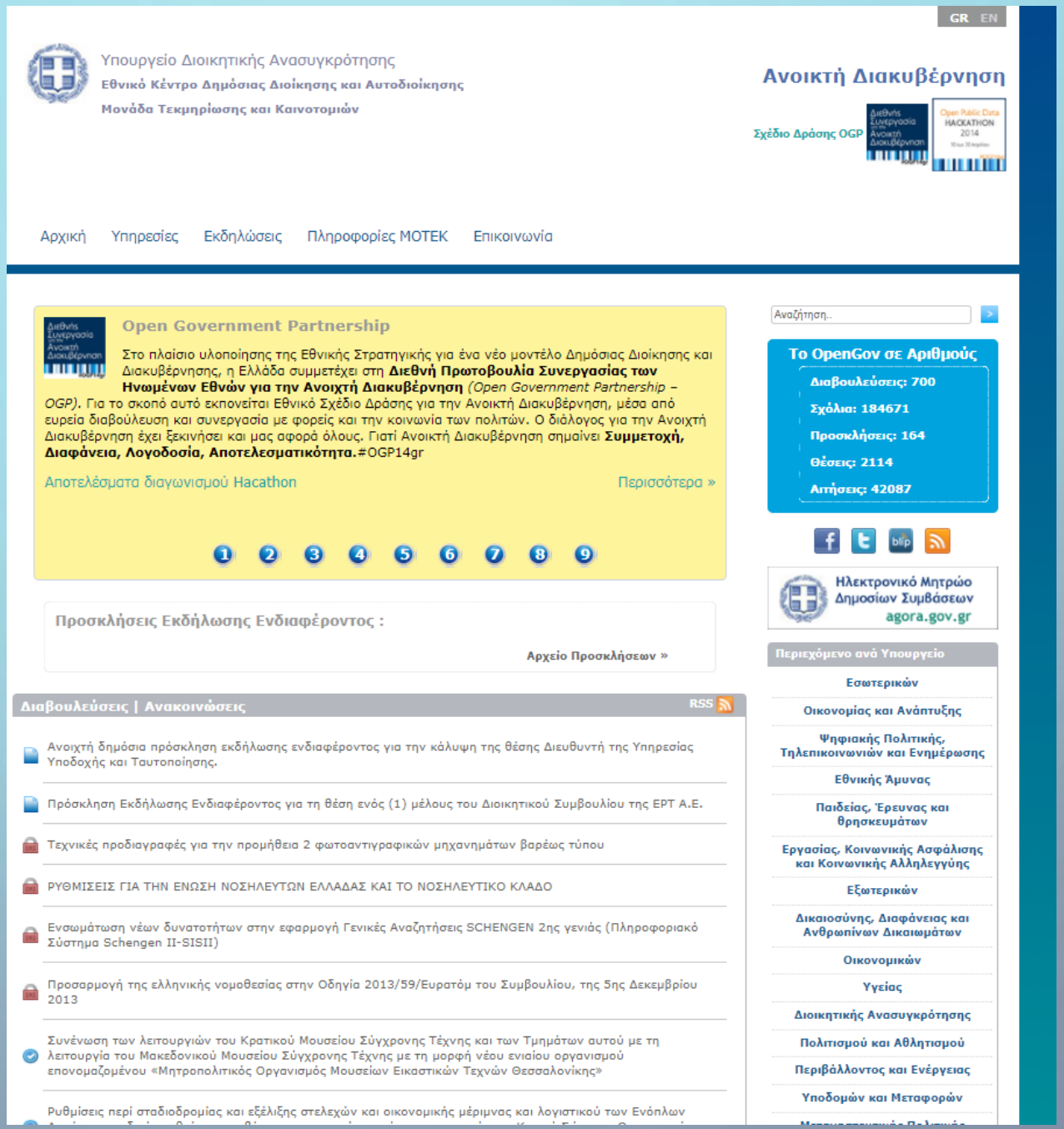
Introductory

- ✓ Transparency
- ✓ Trust to Governance Mechanisms
- ✓ Accountability
- ✓ Enhancing democracy

THE REGULATORY BASED ON

- ✓ Hellenic Parliament's Regulation (article 85, parag. 3), "All Laws submitted before the parliamentary procedure should accompanied by essay of public consultation"
- ✓ Article 57 law 3966 – PNG 118A/24-5-2011
- ✓ Article 68 p.7 Law 4002/2011 PNG180A/22-8-2011

THE WEB SITE



Started in 2009

NCPAL (EKDDA) COMMITMENT

eConsultations are performed under technical responsibility of Unit of Documentation and Innovations of NCPAL (EKDDA) closely supported by IT Department

SUPPORTIVE INFRASTRUCTURE

Data Centre with Virtualization

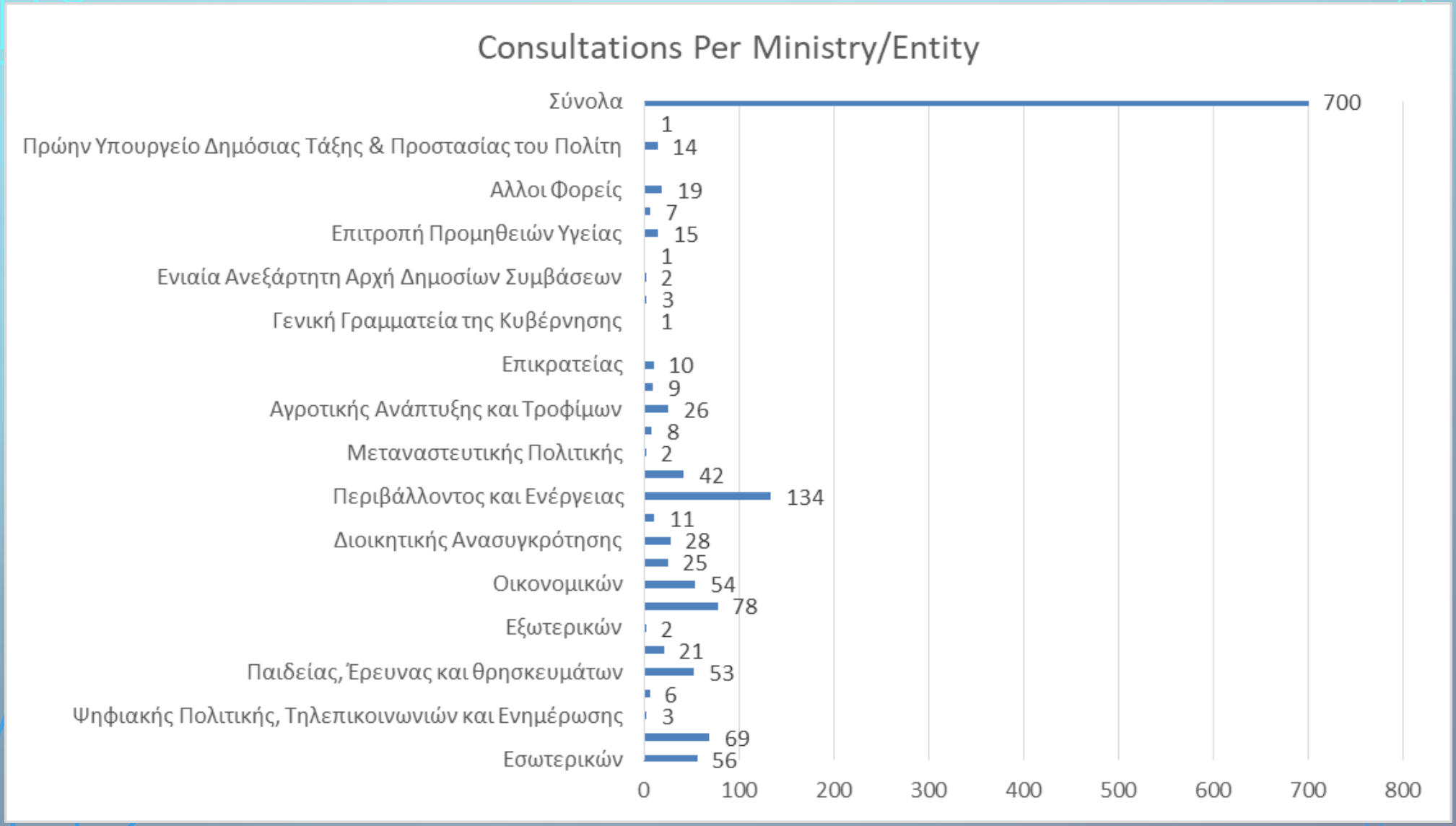
Administration:

- ✓Servers
- ✓Hosting of virtual machines for Public Sector
- ✓Web Services
- ✓Development of new web Applications
- ✓Web-Streaming of training & Events
- ✓Security system and infrastructure
- ✓High Availability

A FEW NUMBERS

- **In total 700 in eight years**
- **In total 184671 comments**
- About **87,5** per **year**
- **About 23084 comments** per **year**
- **29 Public Bodies** (21 Central and 8 Indepentant)
- **87 out of 700** premature laws
- eConsultations **not only for Laws**

TOTAL NUMBERS FOR CONSULTATIONS



HOW WE DO IT

- **First phase,** at least two weeks for premature laws
- **Second phase,** for documents ready for final consultation

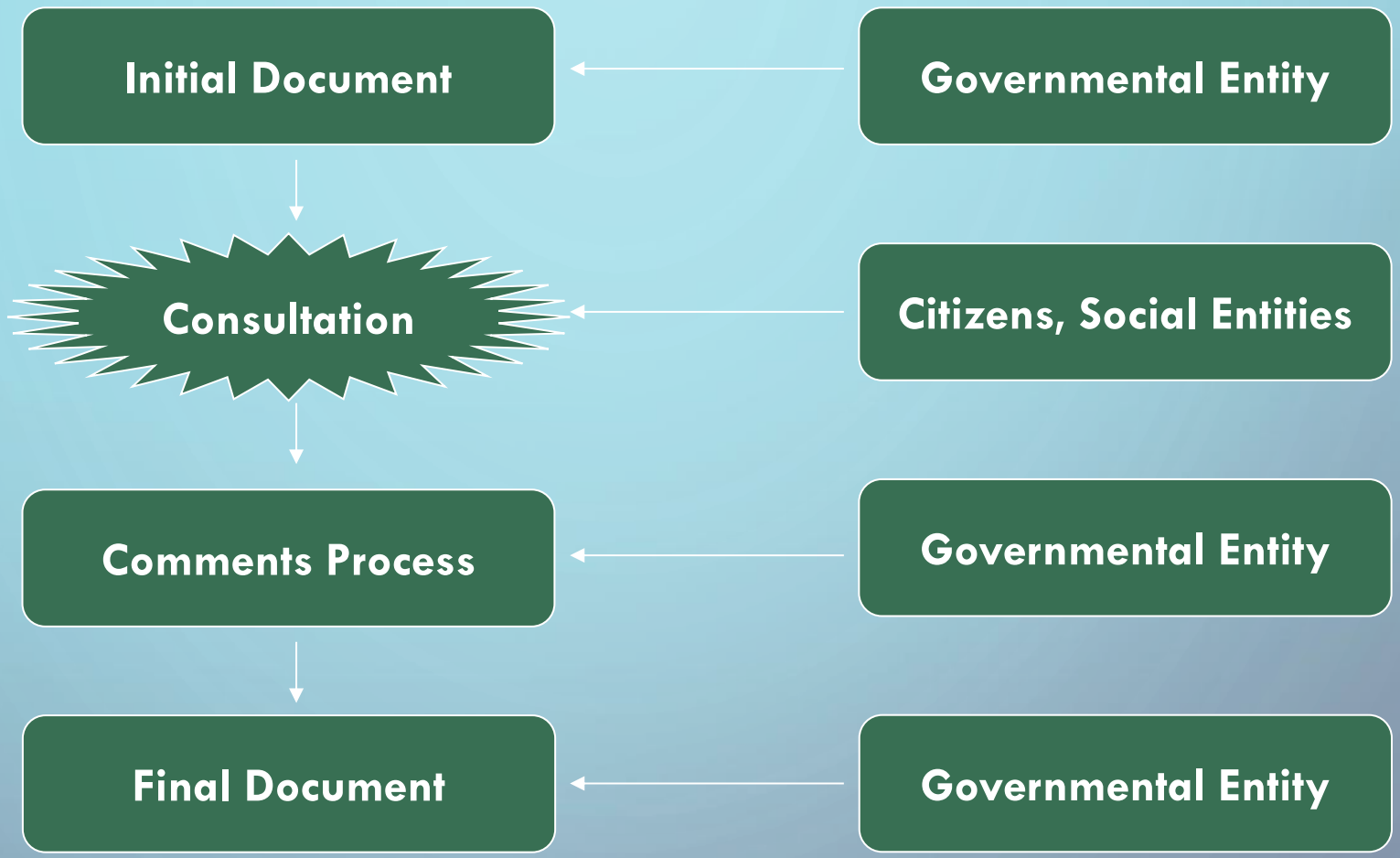
CONSULTATION TYPES

- ✓ Laws/Regulatory Actions/Decisions
- ✓ Close type questions
- ✓ Group of Questions
- ✓ Technical Specifications

CONSULTATION LIFE CYRCLE

1. Preparation, including NCPALG tasks
2. Public Delegation, including moderation
3. Process of comments and results
4. Composition of delegation's report

DIGITAL PUBLIC CONSULTATION



THE PROBLEMS

- Public Sector continuity
- Lack of resources
- Lack of transparency
- What happen to my comments

NEXT STEPS

- Specific person on each entity
- Extension of consultations on further types
- Interoperability with Parliament and Governmental entities for implementation of a system open, transparent with full data for citizens

STATISTICS OF CONSULTATIONS

http://www.opengov.gr/home/%CE%BFpengov-statistics

http://www.opengov.gr/opengov/TotalStats.php

http://www.opengov.gr/opengov/StatsPerMinistry.php

DIGITAL REPOSITORY FOR PUBLIC ADMINISTRATION STUDIES

THE LAWS BASED

The Paragraph 5 Article 57 of Law 3966/2011

All Public Sector entities have the commitment to notify NCPALG (EKDDA)

For written performed by subcontractors or entity power

- ✓ Studies
- ✓ Investigations
- ✓ Raw Statistical Data

Commitment 10 of Open Government Partnership

THE TARGET

Reference Gate of the before mentioned data

- ✓ **Any time**
- ✓ **Anyone**
- ✓ **Free**
- ✓ **Open**

Exception for issues concerning personal, defence and security

SUBJECTS OF THE REPOSITORY

1. Innovative Methods
2. Procedures
3. Planning
4. Consultation
5. Control of Public Policies
6. Evaluation of Public Policies
7. Organizational and Operational Changes
8. Human Resource Management Issues
9. Reports of Public Sector and Social Entities

POTENTIAL DATA

1. Qualitative and Quantitative Data
2. Proposal for Changes
3. Methodologies
4. Procedures
5. Software
6. Innovative issues (project management, targets, indicators, monitoring systems)
7. Organization system (BPMN, digitization of procedures, entities reformation)
8. Human resource management systems (recruiting, selection, personal targets, training)

PROVISION OF DATA

- Within a web page

  http://resources.ekdd.gr/knowledge/

- Protection of intellectual property rights

- Metadata and results created by Documentation and Innovation Unit

THE APPLICATION OF REPOSITORY

- Entities **have to publish in order to pay** for any written study or investigation
- With the 1657/15-2-2012 (NNP: Β4ΩΛ4691Φ0-ΦΞ0) Ministerial decision of the deputy Minister of administrative reform and E-Government and the 4266/6-04-2012 circular by the General Secretary of the National Centre for Public Administration and Local Government is **determined fully the procedure of submission of studies and researches.**

THE RESULTS OF REPOSITORY

A very small number of them provided to

Documentation and Innovation Unit

THE ANSWER TO THE OBSTACLE FUTURE ACTIONS

As an OGP commitment (Action Plan 2016 -2018)

- ✓ **Procedure simplification with the ability of unique submission in Transparency platform** and announcement only of the NNP and the necessary elements by the submitted evidence for the adequate registration and documentation at the digital repository of the National Centre for Public Administration and Local Government.
- ✓ Utilization of the gathered elements.

OUR VISION FOR DIGITAL REPOSITORY

- ✓ Transparency
- ✓ Open data
- ✓ Reusability
- ✓ Reduce costs
- ✓ Accountability
- ✓ Access to the public information
- ✓ Participation
- ✓ open disposition of data
- ✓ New view and digital applications

PUBLIC SECTOR OBSERVATORY

Everything starts with Law 4369 / 2016

Three main objectives

- Selection of executive Managers in Public Sector
- Staff Evaluation System
- Selection of Low Level Managers Positions

One Major Tool

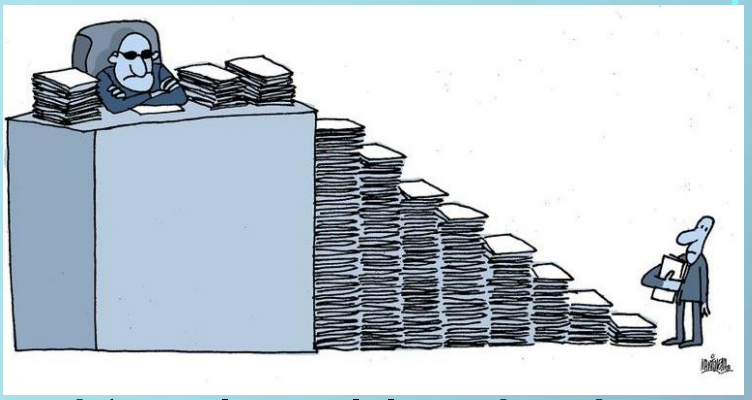
The Observatory

PUBLIC SECTOR OBSERVATORY

Historical pathogenies characterizes the Greek Public Sector described by K. Varvaressos (1962) and G. Langrod (1964) and later by Makridimitris A. – Michalopoulos N. 1998, and Reviews of experts on Public Administration 1950-1998.

Almost the same findings on all of them.

PUBLIC SECTOR OBSERVATORY
THE PATHOGENIES



1. The intense to suffocating presence of (each) political leadership,
2. Unclear processes in recruitment and career of public servants,
3. The centralization of structures and decision-making,
4. Bureaucracy, that is, a lattice of successors processes, may laws for same reason, ambiguity and legalism,
5. The lack of specialized staff,
6. Many Laws
7. Public Sector for Public Sector and not for Citizens

PUBLIC SECTOR OBSERVATORY

Changes have been made since ‘50 and ’60

- ✓ Improvement has been observed over the last decades in the field of recruitment in the public sector (ASEP),
- ✓ Lack of specialized staff was somehow overcome with the role of

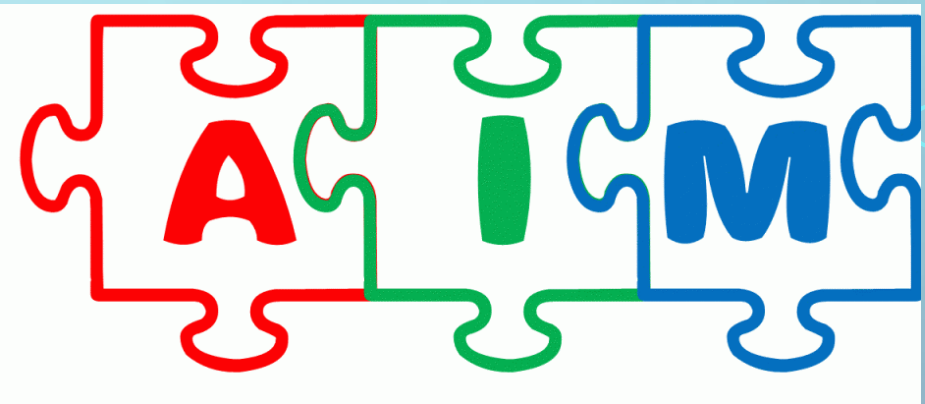
National School of Public Administration in EKDDA

But not the main (in numbers) way for being Public Servant

PUBLIC SECTOR OBSERVATORY

Law 4369 / 2016 aims at more improvements

PUBLIC SECTOR OBSERVATORY



1. Scientific monitoring of administrative operation

2. Coordination of public administration evaluation procedures

3. Coordination of procedures and social control of public administration

PUBLIC SECTOR OBSERVATORY

- ✓**Hearing Process** of Social Agencies and Citizens every two months,
- ✓**Hearing Responsible Team** in each Ministry or Governmental Structure,
- ✓**Project Teams** to support the citizen satisfaction survey system.

PUBLIC SECTOR OBSERVATORY TOOLS FOR SUCCESS

- ✓ **Electronic surveys**
- ✓ **Legislations**
- ✓ **Social Media**
- ✓ **Collaborative tools**
- ✓ **Innovative labs for communication**
- ✓ **Fora – Live conversations**
- ✓ **Non Electronic Media**