

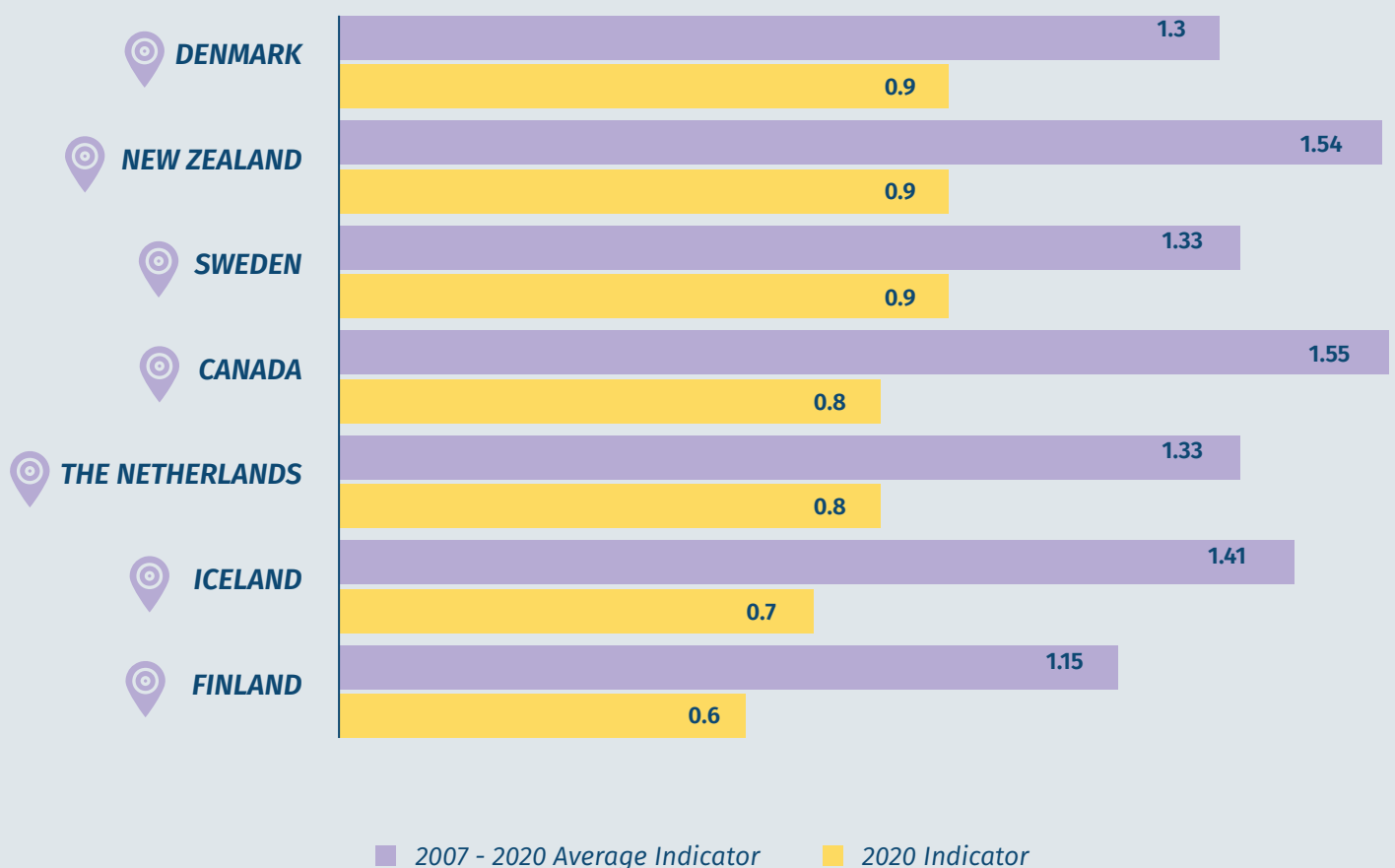
BEST EUROPEAN PRACTICE OF PUBLIC ADMINISTRATION AND GEORGIA

DIRECTION - ACCOUNTABILITY AND PUBLIC SERVICE DELIVERY

According to the United Nations e-Government Development Index for 2020, leading countries are:



Finland, Iceland, the Netherlands, Canada, Sweden, New Zealand, and Denmark are the leading countries in terms of public services according to the index published by Global Economy for 2020.

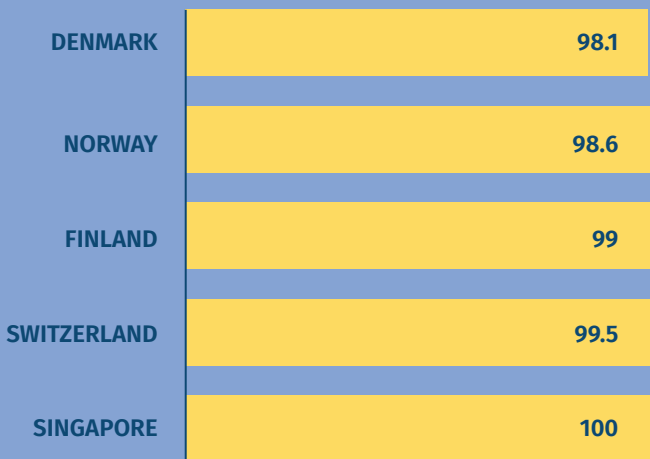


According to the data from the World Governance Indicators for 2020, **Norway, Finland, New Zealand, Switzerland, and the Netherlands** are in the lead in terms of accountability; In terms of government effectiveness - **Singapore, Switzerland, Finland, Norway, and Denmark**.

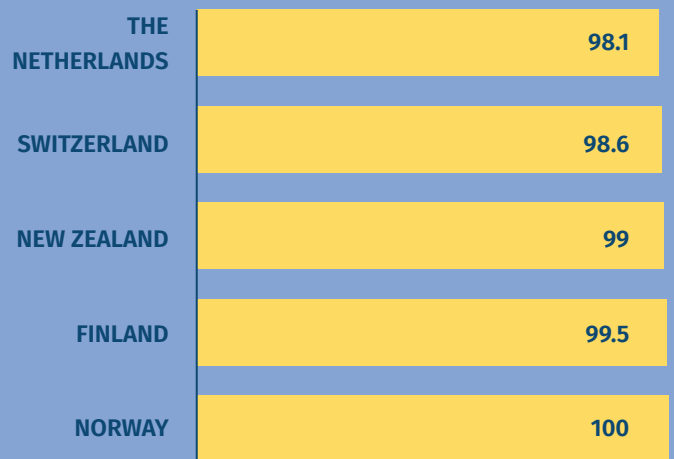
WORLD GOVERNANCE INDICATORS 2020:



GOVERNMENT EFFECTIVENESS



ACCOUNTABILITY



FINDINGS OF THE ANALYSIS OF PUBLIC ADMINISTRATION SYSTEMS IN SUCCESSFUL EUROPEAN COUNTRIES:



Relatively large-scale and systematic public administration reforms in successful European countries in the directions of accountability and public service delivery began in the 1980s and 1990s.



The main coordinating body for public administration in these countries is chiefly the Ministry of Finance. The various directions of public administration are prioritized in the countries under review. Governmental or non-governmental institutions in the form of councils, agencies, and organizations are established to improve governance efficiency and promote the development of e-governance.



For most of these countries discussed, the development of information and communication technologies (ICT) and, consequently, the digitization of governance, which is crucial in terms of improving public services and increasing accountability, have been a priority in parallel with the launch of public administration reform.



The European countries covered by the study are making a significant effort to digitize all areas and make the most of information and communication technologies as a mean to reduce administrative costs and improve the service delivery.



The regulatory policies in these countries have been refined along with the implementation of the public administration reform. The involvement of relevant stakeholders in the legislative process in these countries is an integral part of the decision-making process. As a result of the development of digital technologies, citizens have the opportunity to participate electronically in political or legislative processes.



Freedom of information is highly guaranteed in the countries considered. All European countries covered by the study regulate access to public information through independent normative acts. The countries also pay special attention to the the access of open data.

FINDINGS OF THE ANALYSIS OF THE PUBLIC ADMINISTRATION SYSTEM OF GEORGIA:

Public administration reform in Georgia began in 2015, after the signing of the Association Agreement between Georgia and the European Union. To the purpose of implementing the reform, the Government of Georgia approves the Public Administration Reform Action Plan once in every two years.

Despite the progress made in the field of public services, the absence of the unified standard for the creation and delivery of services is a significant challenge, as a result of which, fragmented development as well as a heterogeneous nature and inconsistency is characteristic for public services.

Offering electronic services to customers is no less of an important challenge in the country. In terms of introduction and use of online services, Georgia lags far behind not only international but also regional trends.

An important challenge in terms of accountability is the openness of public institutions and access to public information, proactive disclosure of information, and access to open data.

There is the lack of regulatory policy governing public consultations in Georgia. In the absence of a general rule for holding public consultations when drafting laws and policies, the practice of consultations is heterogeneous and characterized by low public involvement. Although the government ordinance established the need for public consultations in the policy-making process, it sets only minimum mandatory requirements that fail to provide quality public consultations.

RECOMMENDATIONS:

Given the best practices of public administration, in tackling the challenges facing public administration in Georgia, it is important to elaborate ambitious commitments in the directions of accountability and public service delivery of the public administration reform strategic documents, and within their framework the Government of Georgia should:

- ⚙️ Make efforts to develop information and communication technologies and pay special attention to improving e-governance, which is crucial in terms of increasing the effectiveness and accountability of public services.
- ⚙️ Ensure the improvement and maximum digitization of public services, improve their accessibility, and encourage the use of electronic services by the public.
- ⚙️ Complete the reforms initiated years ago and include ambitious commitments in a new public administration reform strategy and action plan.
- ⚙️ Ensure the improvement of access to public information, including through the consolidation of the norms governing access to public information into a single normative act and the establishment of an effective oversight mechanism.
- ⚙️ Ensure the introduction of the practice of publishing public information in open data format and uploading the open data to the corresponding portals.
- ⚙️ To the purposes of ensuring transparency and accessibility of regulatory policies, develop a general rule for holding public consultations in the legislative process and ensure high public engagement in the decision-making process, including through the use of electronic means.



ევროკავშირი
საქართველოსთვის
The European Union for Georgia

