

Complementary innovative approaches for an efficient and effective public administration leading to better service delivery in the Dominican Republic

Technical Workshop on Assessment and Recommendations

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Key findings and recommendations

Results can be significantly improved by addressing key public administration bottlenecks and by investing in pragmatic participatory approaches for better service delivery

- Importance of a broader yet targeted innovation scope to overcome institutional, organizational, performance and regulatory barriers to public sector reform benefits
- Priority attention to machinery of government, institutional fragmentation, duplication and proliferation (rationalization and reorganization opportunities)
- Flexibility to adapt organizational structures to changing needs
- Incremental approach to organizational performance management
- Regulatory reform inside government to release resources for better services
- Focus on innovating service delivery in selected key areas for the economic and social development of the Dominican Republic (rather than everything at once)
- Improving the quality and accessibility of basic public services

Recommendations

Short-term (1-2 years)

- Broader, well integrated and targeted innovation scope for public administration
- Machinery of government
- Change management
- Strengthening the central MAP function
- Whole-of-government approach to service delivery
- Incremental approach to an integrated but not too complex organizational performance management
- Regulatory reform inside government, starting with high-impact existing regulations
- Innovating service delivery in key selected areas, pragmatic participatory approaches

Medium-term (3-5 years)

- Continue reducing institutional fragmentation
- Continue strengthening and expanding MAP's role as central authority
- Embedding a more holistic perspective on service delivery
- Increasing flexibility in adapting organizational structures to changing needs
- Incremental implementation of organizational performance management
- Wider use of public management tools in rural public service delivery strategies
- Addressing more complex regulatory reforms, flow of new regulations, sunset provisions

Long-term (5 years +)

- Decision on the most appropriate organizational form for public service delivery
- Continue with an incremental implementation of organizational performance management
- Crucial linkages with strategic planning, budgeting and key initiatives such as HRM, Quality Management and Institutional Restructuring
- Continue regulatory reform (both the stock and flow of regulations)
- Continue building capacity to implement partnerships with citizens and civil society for better service delivery

Citizen perceptions and expectations

	LAC region	Dominican Republic
<i>The State can solve all problems or most part of them</i>	53.4%	66.1%
<i>The State is well equipped for its tasks</i>	74.3%	83.5%
<i>Public policies improve life conditions (a lot or to some extent)</i>	39.3%	28.0%
<i>Level of satisfaction public hospitals (very satisfied / satisfied)</i>	50.8%	49.0%
<i>Trust in public administration (high or some)</i>	36.4%	32.8%

Source: Latinobarómetro (2011)