



Division for Public Institutions &
Digital Government, United Nations

Department of Economic and Social Affairs



Study Visit on Advancing E- Government Development for the 2030 Agenda

**(1-5 April 2019 - Republic of Korea)
Public Service Delivery**

**Jonas Rabinovitch
Senior Inter-Regional Advisor
DPIDG, UN DESA**







Challenges

- **Government Architecture**
19th Century
- **Citizens, Vision and Technology**
21st Century
- **Administrative Reality**
20th Century



11001100111







- **“Insanity is keep doing the same things while expecting different results”**
- **“You cannot improve what you do not manage. You cannot manage what you do not measure”**



What Are the Key Issues?

2030 Agenda for Sustainable Development

Innovation and Public Service Delivery for the SDGs

- **13 Goals out of 17 relate to public service.**
- **59 targets (35%) require the delivery of specific public services – national ID, water, transport, housing, etc.**
- **Among 230 indicators, 66 of them (29%) require a specific service to be delivered by public institutions.**
- **All 193 UN Member States are striving to improve service delivery.**

Key Issues/Challenges

- **Member States recognize public service delivery as a major undelivered challenge.**
- **No blueprints are available.**
- **The public sector is the world's largest service provider: a multi-billion dollar industry annually.**
- **Delivering public services so that no one is left behind remains a key challenge to implement the SDGs.**



An iceberg floating in a blue ocean under a blue sky with scattered white clouds. The visible tip of the iceberg is small and pointed, while the submerged part is much larger and has a complex, jagged shape. The text 'Norms and Rules' is written in yellow above the water line, and 'Values and Behaviours' is written in orange below the water line.

Norms and Rules

**Values and
Behaviours**

An iceberg floating in a blue ocean under a blue sky with scattered clouds. The small tip of the iceberg is above the water line, while the much larger, jagged base is submerged. The text 'Front Office' is placed above the water line, and 'Back Office' is placed below the water line, illustrating the metaphor.

Front Office

Back Office

Development Account Project

- ❖ “Institutional arrangements for policy integration, coordination, and stakeholder engagement in SDG implementation and reviews in Asia and the Pacific”
- ❖ Focus on LLDCs and SIDS
- ❖ Bhutan, Laos
- ❖ Improve inter-agency mechanisms to strengthen SDG implementation, VNR follow-up and overall monitoring



Bhutan and Laos

- Different LLDCs, Similar Institutional Challenges



Institutional Arrangements for the SDGs

Main Areas of Work

- **Institutional Coordination**
- **Innovation and Public Service Delivery**
- **Working with main SDG focal points**
- **Key Performance Indicators - SDG monitoring**
- **Data Analytics and Management**
- **Focusing on specific capacity gaps and mechanisms to enhance institutional coordination**



Project Activities

- **Countries: Bhutan, Laos / Fiji, Vanuatu**
- **Timeframe: 2019 – 2021**
- **Focal Points: Key Agencies handling SDGs**
- **ESCAP, UNDP, UN Country Offices**
- **Sequence of National Workshops, Regional Workshops and International Workshop and Advisory Activities**
- **Outputs: enhancing institutional dialogue, strategic action plans and policies to support integrated implementation of the SDGs**



Next Steps

- Enhance Whole-of-Government Approach
- Support Leadership of Key Agencies:
[GNHC and MOFA / MPI](#)
- Awareness Raising about SDGs
- Importance of horizontal coordination
- Focus on harmonizing internal coordination and Government services to improve citizen satisfaction





Division for Public Institutions &
Digital Government, United Nations

Department of Economic and Social Affairs



Thank you for your attention

rabinovitch@un.org

