



EIPA | European
Institute of
Public
Administration

Public Sector Performance Programme 2022-2025

An International Benchmarking Study

Sub-study 2022 Final Conference

**Premises EIPA Maastricht (NL) / on-line
2 – 3 February 2023**

Introduction

“Benchmarking is the formal and structured process of searching for those practices which lead to excellent performance, the observation and exchange of information about those practices, the adaptation of those practices to meet the needs of one's own organisation, and their implementation”

(Philip H. Meade, 1998)

Description

The EIPA benchmarking study covering 2022 – 2025 period examines performance of the public sector in 35 countries: 27 European Union Member States plus United Kingdom, Norway, Iceland, Switzerland, Australia, New Zealand, Canada and United States. The study includes separate chapters on the following policy areas:

- **Public administration**
- **Education**
- **Housing**
- **Social Safety**
- Economy, Infrastructure and Science, Technology and Innovation
- Social Security, Employment, Income and Wealth
- Environmental Protection and Climate Change
- Health,
- Sports, culture & participation
- The 10th cluster will cover additional research topics.

The study is funded and supported by the Ministry of the Interior and Kingdom Relations of the Netherlands.

The main objective of the study is to evaluate the **effectiveness, efficiency, cost-effectiveness, satisfaction and trust of citizens, enterprises and other relevant stakeholders** regarding available products, services, provisions and outcomes in **ten policy areas in 35 countries, with a longitudinal perspective**.

Objectives

During the conference, the results of the in-depth analysis of the first four policy areas (public administration, education, housing and social safety) conducted in 2022 by the EIPA team with external experts will be shared. The best practices and trends in four domains will be presented by external experts and followed by a discussion panel to further deepen the knowledge and share lessons learned.

Target group

Policy makers, International and European Institutions and Organisations, Public officials (central, regional and local levels), Universities, NGOs, consulting companies, citizens.

Programme

THURSDAY 2 February 2023

09.00 **Opening of the conference**
Marc Alessie, Director of Civil Service, Ministry of the Interior and Kingdom Relations of the Netherlands
Marco Ongaro, Director-General, EIPA

09.15 **Public Sector Performance Benchmarking study 2022 – 2025: objectives, sub-studies, work and first findings**
Frans Van Dongen, Programme Manager Public Performance, Ministry of the Interior and Kingdom Relations of the Netherlands
Iwona Karwot, Senior Lecturer and Project Leader, EIPA

Part I: Public Administration chapter

09.45 **Public administration performance in 35 countries: presentation of study results**
Christoph Klika, Miranda Lovell-Prescod, and Paolo Giovannetti (EIPA)

10.15 Q&A

10.30 **Coffee Break**

11.00 **Best practices of public administration performance:**

- Democracy, public consultation and participation in relation to trust in Switzerland
Tbc
- Drivers of trust in public institutions in OECD countries
Monica Brezzi
Head of Division, Governance Indicators and Performance OECD Directorate for Public Governance
- Good governance, corruption and public sector integrity
Alina Mungiu-Pippidi
Professor of Democracy Studies focusing on anti-corruption policy and good governance

12.00 **Expert's panel – what's working and what's not working and why? What solutions could we find to improve performance of public administration? Recommendations**

- Christoph Klika (as moderator)
Senior Lecturer and EPSA Project Leader
- Monica Brezzi
- Alina Mungiu-Pippidi
- Frits van der Meer
Professor by special appointment Comparative Public Sector & Civil Service Reform

12.45 **Questions and answers from the audience**

13.00 **Lunch break**



Part II:
Education chapter

- 14.00 **Performance of education in 35 countries: presentation of study results**
Tommaso Agasisti and Marta Cannistrà (Politecnico di Milano)
Kristof De Witte and Giovanna D'Inverno (KU-Leuven)
- 14.30 **Q&A**
- 14.45 **Coffee break**
- 15.15 **Best practices of education performance:**
- Estonia: showing increasing PISA test scores and is able to deliver high quality education in an efficient way
Kaire Pöder
Professor in economics with expertise on quality of education
 - Ireland: the highest scoring country in terms of efficiency
Selina McCoy
Adjunct Professor of Sociology and expert in early school leaving and special education needs
 - Portugal: one of the high performers in the field of education
Maria C. Silva
Professor at Católica Porto Business School specialized in efficiency analysis through DEA and education and school benchmarking
- 16.00 **Q&A**
- 16.15 **Expert's panel – what's working and what's not working and why? What solutions could we find to improve performance of public administration in education ?**
Recommendations
- **Marc Vermeulen** (as moderator)
Professor of educational sociology at Tilburg University specialized in the education system and its relationship with adjacent social and economic systems.
 - **Expert OECD TBC**
 - **Selina McCoy**
 - **Jens Bjornavold**
Senior expert at CEDEFOP focusing on education/training and the labor market
 - **Trudie Schils**
Full professor in economics of education at Maastricht University
- 17.00 **Questions and answers from the audience**
- 17.15 **Conclusions - moderators**
- 17.30 **End of the first day**

FRIDAY 3 February 2023

- 09.00 **Opening of the second day of the conference: introduction to the programme, objectives and methodology**
Frans Van Dongen – Programme Manager Public Performance, Ministry of the Interior and Kingdom Relations of the Netherlands
Iwona Karwot, Senior Lecturer and Project Leader, EIPA

**Part III:
Housing Chapter**

- 09.15 **Public performance of housing policies in 35 countries: presentation of study results**
Kees Dol and Pieter Kranenburg (RIGO Research and Advice)
- 09.45 **Q&A**
- 10.00 **Best practices of public housing policies:**
- Affordable Purchase and Cost Rental in Ireland
Alan Smyth
Assistant Principal at Department of Housing, Local Government and Heritage in Ireland
 - Public private partnership in the housing sector in the Czech Republic
Klára Horzinková
Director Regional and Housing Policy Strategy and Analysis Department
At the Ministry for Regional Development of the Czech Republic
 - Regulation within the Dutch housing market
Jeske de Lint
Head of Rental Policy at the Ministry of the Interior and Kingdom Relations of the Netherlands
- 10.45 **Q&A**
- 11.00 **Coffee Break**
- 11.30 **Expert's panel – *what's working and what's not working and why? What solutions could we find to improve performance of public administration in housing?***
Recommendations
- **Marja Elsinga** (as moderator)
Professor of Housing Institutions & Governance at the Faculty of Architecture and the Built Environment at TU Delft
 - **Sorcha Edwards**
Secretary General of Housing Europe
 - **Dirk Brounen**
Professor at Tilburg University focusing on the international real estate markets
 - **Klára Horzinková**
 - **Jeske de Lint**
 - **Alan Smyth**
- 12.15 **Questions and answers from the audience**
- 12.30 **Lunch break**

**Part IV:
Social Safety Chapter**

- 13.30 **Public performance of social safety policies in 35 countries: presentation of study results**
Lorenzo Pasculli, Department of Security and Crime Science, University College London
- 14.00 **Q&A**
- 14.15 **Best practices of social safety policies:**
- The Netherlands: Sight on undermining crime. Using data to detect patterns of undermining crime
Toine Dam
Project leader at ICTU
 - Researching, anticipating, and preventing future crimes
Shane Johnson
Director at Dawes Centre for Future Crime at UCL, Jill Dando Institute of Security and Crime Science Finland
 - Perceptions of safety and trust in the local police in Switzerland
Stefano Caneppele & Christine Burkhardt
Associate Professor at the University of Lausanne, focusing on Criminal Law
Research fellow and PhD candidate in Criminology at the University of Lausanne
- 15.00 **Q&A**
- 15.15 **Coffee break**
- 15.45 **Expert's panel – what's working and what's not working and why? What solutions could we find to improve performance of public performance of social safety? Recommendations**
- **Ernesto Savona** (as moderator)
Professor of Criminology at Università Cattolica of Milan and University of Palermo and director of Transcrime
 - **Stefano Caneppele & Christine Burkhardt**
 - **Shane Johnson**
 - **Heidi Mork Lomell**
Professor at Department of Criminology and Sociology of Law at the University of Oslo and Director of the Nordic Council of Crime Prevention
- 16.30 **Questions and answers from the audience**

**Part IV:
Final panel and future steps**

- 16.45 **Next steps: study topics for the upcoming years (Iwona Karwot)**
- 17.00 **Closing statement by Marco Ongaro (DG at EIPA)**
- 17.15 **End conference**