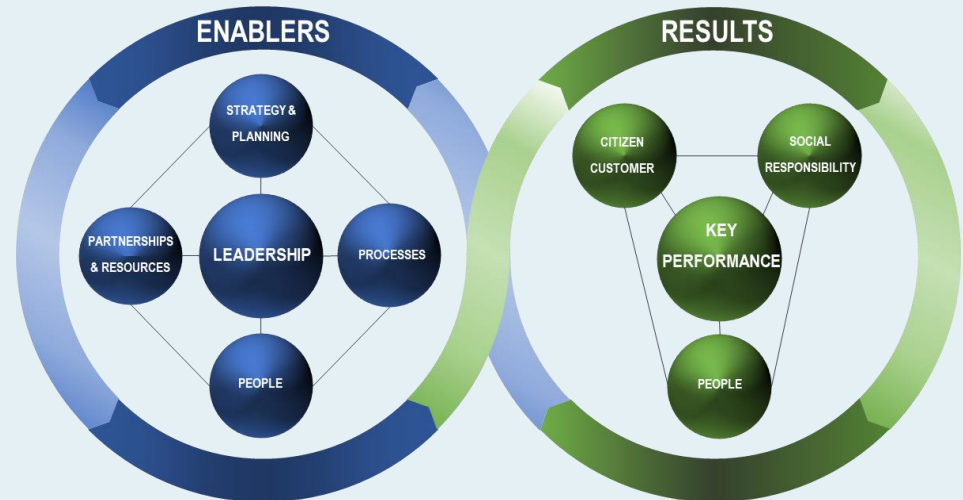


CAF2020 – The new quality of public administration

Thomas Prorok



Common Assessment Framework

- ❑ **CAF2020 is the European model for improving public sector organisations through self-assessment**
- ❑ **(Total) Quality Management for the public sector**
- ❑ **Questionnaire with 200 questions**
- ❑ **→ goal is to contribute to good governance**

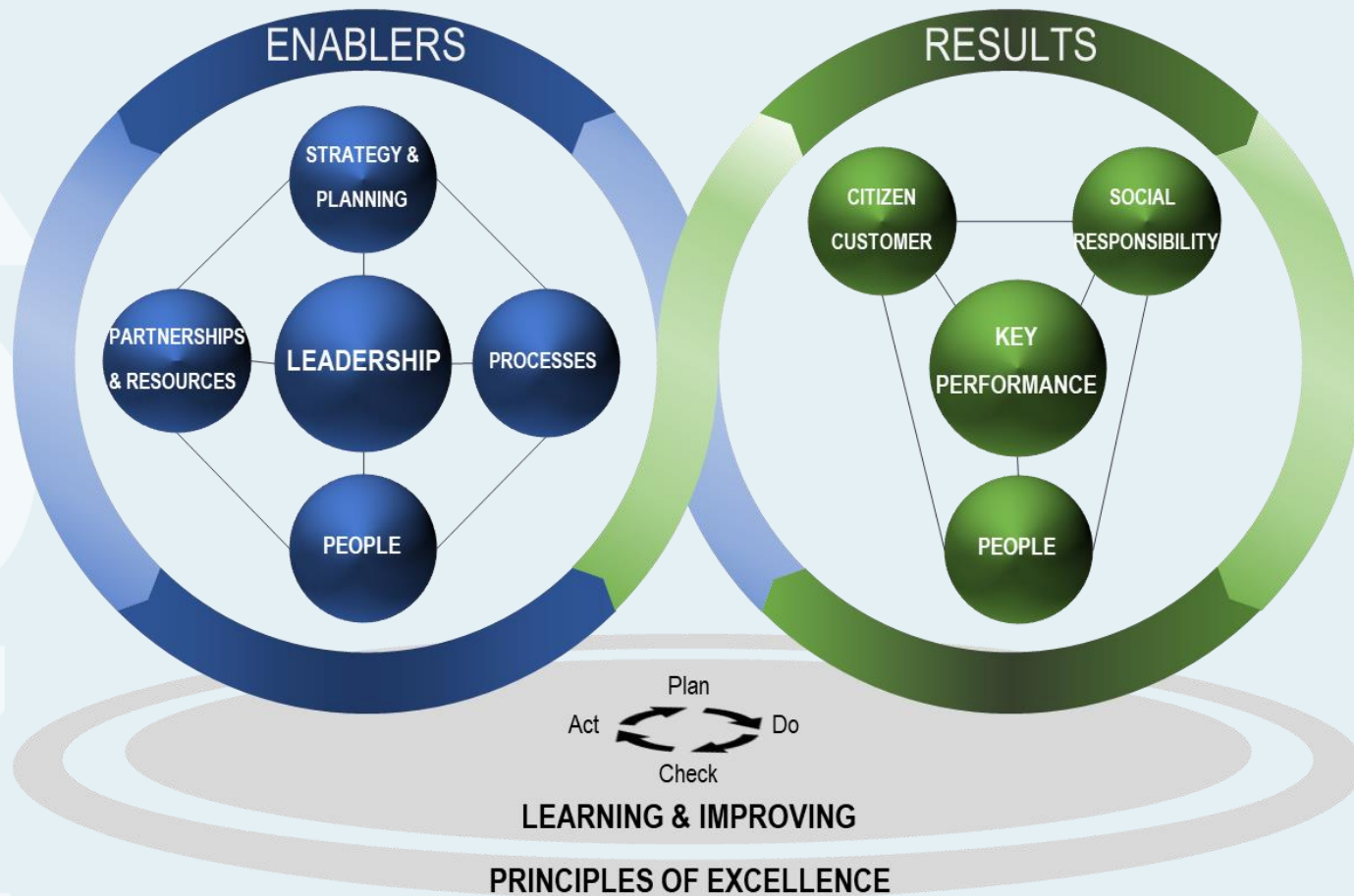
CAF2020 – Six Focus Areas

- ❑ **Structure with 9 criteria & 28 subcriteria remain**
- ❑ **Easier language**
- 1. Impact of Digitalization on Public Sector Organisations**
- 2. How to ensure Agility and**
- 3. Innovation of public administration?**
- 4. Sustainability and SDGs as leading principles of public management**
- 5. Managing Diversity**
- 6. Collaboration with citizens and civil society**

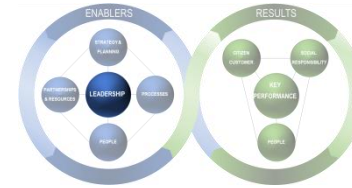
CAF2020 is based on...

- ❑ **Sustainable Development Goals by UN**
- ❑ **Toolbox - Quality of PA, European Commission, 2018**
- ❑ **Principles of Public Administration, SIGMA OECD, 2019**
- ❑ **Embracing Innovation in Governments Global Trends, OECD 2018**
- ❑ **EPSA - European Public Sector Award**
- ❑ **Observatory of Public Sector Innovation (OPSI), OECD**
- ❑ **The five principles by the European Ombudsman for EUs civil service:**
 - Commitment to the European Union and its citizens, Integrity, Objectivity, Respect for others, and Transparency

Common Assessment Framework 2020



1 Leadership



1.1

Provide direction for the organisation by developing its mission, vision and values

1.2

Manage the organisation, its performance and its continuous improvement

1.3

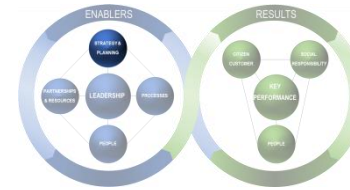
Inspire, motivate and support people in the organisation and act as a role model

1.4

Manage effective relations with political authorities and other stakeholders

**Digital Transformation, PAR & EU Strategies, Agility,
New means of communication, Learning culture**

2 Strategy & Planning



2.1

Identify the needs and expectations of the stakeholders, the external environment and the relevant management information

2.2

Develop strategies and plans based on gathered information

2.3

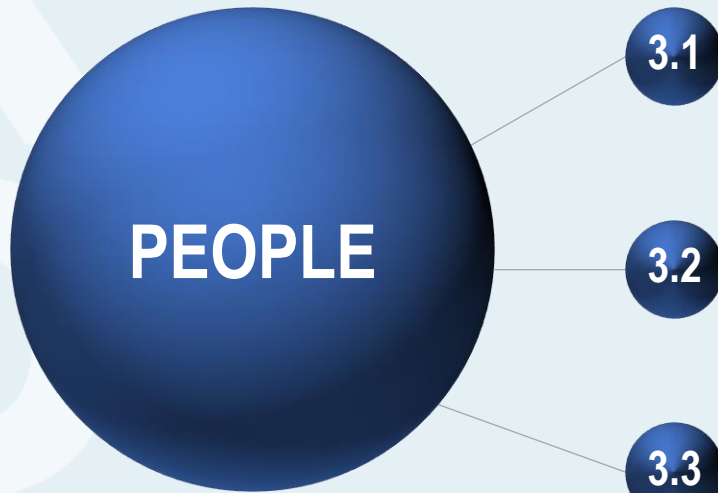
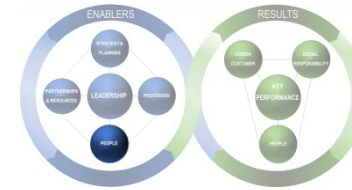
Communicate, implement and review strategies and plans

2.4

Manage change and innovation to ensure the agility and resilience of the organisation

Sustainability, SDGs, Social Responsibility, Diversity, Global Challenges, Climate Change, Migration, Innovation

3 People



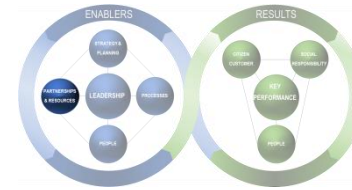
3.1 Manage and improve human resources to support the strategy of the organisation

3.2 Develop and manage competencies of people

3.3 Involve and empower the people and support their well-being

Fairness, Neutrality, Merit base, Transparency, Attracting Talents, New ways of working, Agility

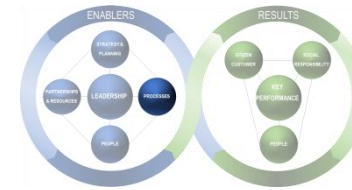
4 Partnerships & Resources



- 4.1 Develop and manage partnerships with relevant organisations
- 4.2 Collaborate with citizens and civil society organisations
- 4.3 Manage finances
- 4.4 Manage information and knowledge
- 4.5 Manage technology
- 4.6 Manage facilities

Participation and collaboration, intergenerational fairness, balanced budget, financial transparency, Open data, data protection, cyber security, life cycle

5 Processes



5.1

Design and manage processes to increase value for citizens and customers

5.2

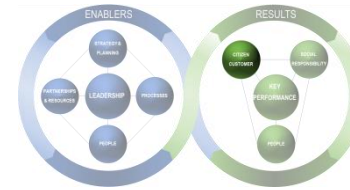
Deliver products and services for customers, citizens, stakeholders and society

5.3

Coordinate processes across the organisation and with other relevant organisations

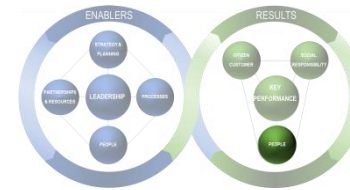
Organisation agility, Full life cycle, Diversity, Gender, Digitalisation, Data driven, Open standards, Working across borders

6 Citizen/Customer-oriented Results



Transparency, Accessibility, Integrity, Stakeholder involvement, Innovation, Digitalization, E-government...

7 People Results



7.1

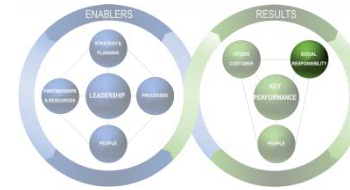
Perception measurements

7.2

Performance measurements

**Digital skills, Individual performance and capacities,
Career and skills, Working conditions ...**

8 Social Responsibility Results



8.1

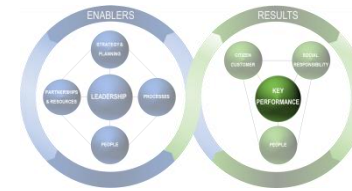
Perception measurements

8.2

Performance measurements

Quality of life, Environmental sustainability, quality of democracy, Transparency, Ethical behavior, Rule of law, Openness, Integrity, Sustain resources...

9 Key Performance Results



9.1

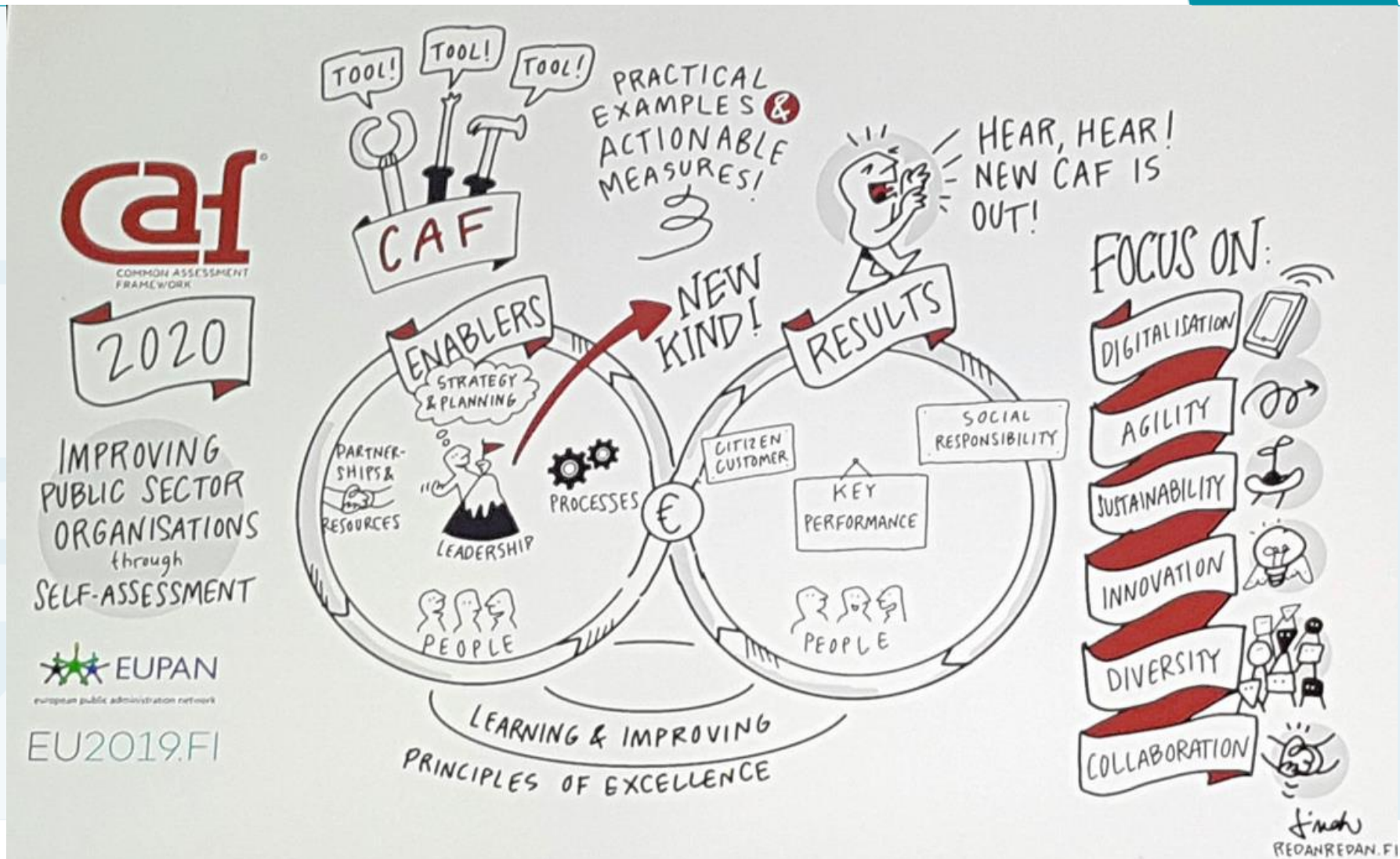
External results:
outputs and public value

9.2

Internal results:
level of efficiency

Results of PAR, Impact of digitalization on performance resources...

CAF2020 ... in a nutshell



Benefits of using CAF

4,076
Registered Users

59
Countries/ Institutions

187
Effective User Labels

Characteristics and benefits of CAF2020

Better services for the citizens: CAF initiates and leads the “change” towards better performance and services of public administration.

Tailor-made for public sector: CAF is developed by public sector for public sector.

European Principles: the Network of CAF-Correspondent ensures that CAF is the unique tool for improving public sector organisations based on common European values and principles for public management and governance.

Common language: it allows staff and managers to discuss organisational improvement together in a constructive way and promotes dialogue and benchlearning.

People involvement: the self-assessment process is the bases for the systematic involvement of people in the improvement of the organisation.

Evidence based improvement: it stimulates public sector organisations to gather and effectively use information and data.

No external costs: CAF is available free of charge promoted by the European CAF Resource Centre at EIPA and the network of National CAF Correspondents.

External feedback and Label “Effective CAF-User”: CAF Feedback Actors provide recommendations for improvement of the organisation and provide the label Effective CAF User.

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