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UNU-EGOV

Operating Unit on Policy-Driven
Electronic Governance

The Potential and Evidence of ICT-Based Cost and Burden Reduction in Public Administration and Public Service Delivery

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Public service delivery is challenged!

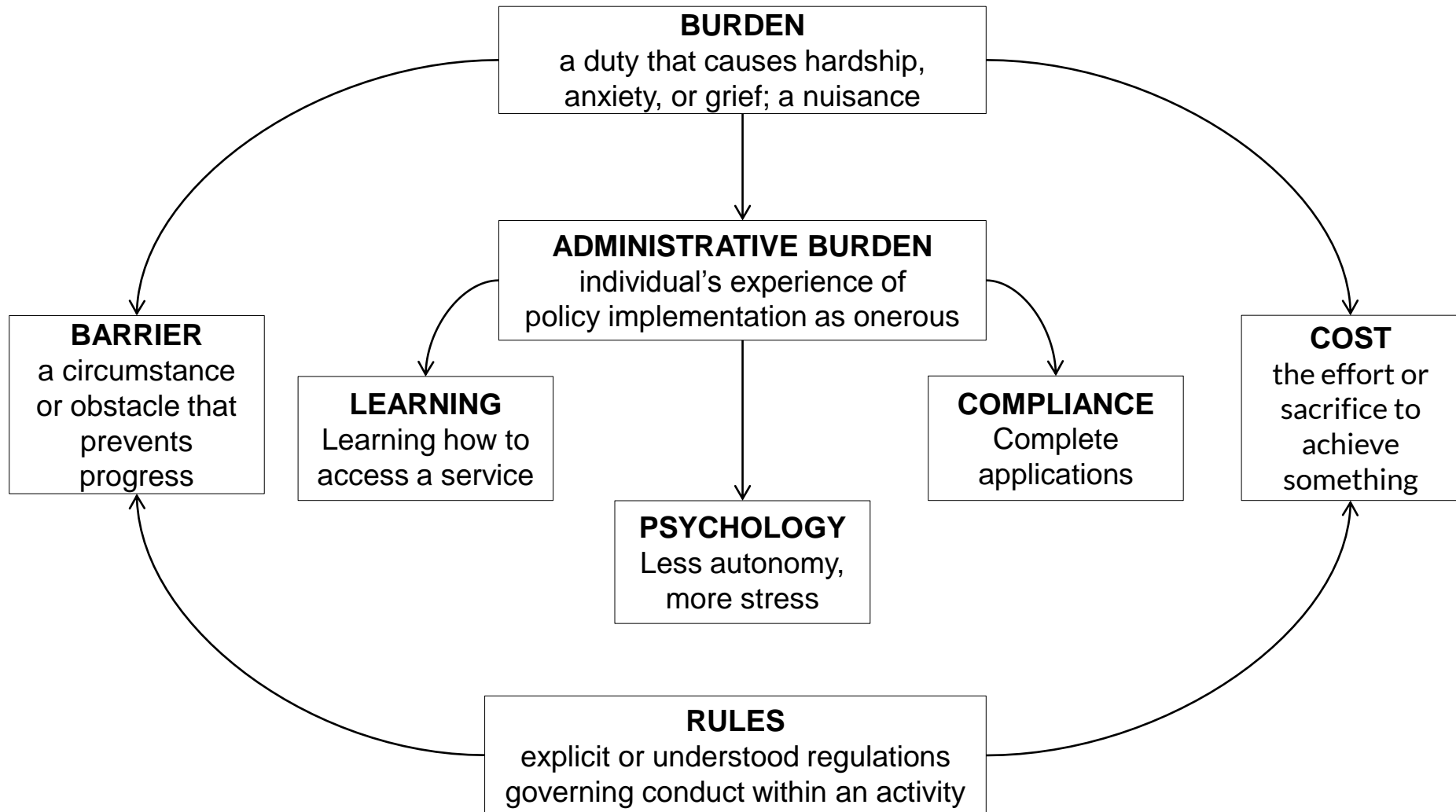
- Amplified by demographic and economic challenges.
- Authorities with limited resources face ever increasing demands for service.

ICT can contribute to a solution:

- Cost savings, e.g. lower financial cost, less time spend, etc.
- Quality improvements, e.g. easier and more equitable access to services.
- Economic growth, e.g. lower administrative costs for the private sector.

Workshop aim to identify potential solutions to three key questions:

1. How can we **facilitate administrative burden reduction** in diverse service areas and settings without transferring the burden from the public sector to the end user?
2. How do we ensure the **realization of ICT-enabled cost-savings** within the public sector without generating additional costs and burdens?
3. What are the **key challenges and trade-offs**, e.g. political, legal, organizational, capacities, resistance to change, lack of vision and fragmented approach, for ICT-enabled cost and burden reduction within the public sector?



Burden: a duty or misfortune that causes hardship, anxiety, or grief; a nuisance.

Barrier: a circumstance or obstacle that keeps people or things apart or prevents communication or progress.

Cost: the effort, loss, or sacrifice necessary to achieve or obtain something.

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|---------------|---|
| 11:00 - 11:10 | Introduction
Tomasz Janowski, Head, UNU-EGOV |
| 11:10 - 11:25 | Double-up: ICT enabled cost and burden reduction in public sector service delivery
Morten Meyerhoff Nielsen, UNU-EGOV Academic Fellow and Researcher
Tallinn University of Technology Ragnar Nurkse School for Innovation and Governance |
| 11:25 – 11:40 | ICT Enabled Administrative Burden Reduction and Cost Savings in Uganda
Kenneth Bagarukayo, UNU-EGOV Government Fellow, and Commissioner, Information Management Services, Ministry of ICT, Uganda |
| 11:40 – 11:55 | Argentina Modernization Plan
Maria Inés Baqué, Secretary of Public Management and Innovation under the Ministry of Modernization of Argentina Republic |

11:55 – 12:10	Question 1: Does the use of ICT in public service delivery save costs?
12:10 – 12:25	Question 2: Can cost reduction for public administration translate into cost/burden increase for end-users?
12:25 – 12:40	Question 3: Can cost/burden reduction take place simultaneously for public administrations and end-users?
12:40 – 12:55	Question 4: What are the catalysts and barriers for simultaneous cost/burden reduction for public administrations and end-users?
12:55 – 13:00	Conclusions Tomasz Janowski, Head, UNU-EGOV

11:55 – 12:10

Question 1:

Does the use of ICT in public service delivery save costs?

How much costs can be saved? Evidence?

How do you measure and harvest the savings?

Where are such costs saved – front-office, back-office?

What conditions must exist for cost reduction to materialize?

If they do not exist, what is the cost of creating them?

12:10 – 12:25

Question 2:

Can cost reduction for public administration translate into cost/burden increase for end-users?

How much cost reduction on public administration side translates into cost increases on end-user side?

Who is primarily affected by such cost/burden increases?

Are those affected having the voice to challenge decisions?

Does the overall social costs of administrative burden reduction outweigh the benefits of the same?

12:25 – 12:40

Question 3:

Can cost/burden reduction take place simultaneously for public administrations and end-users?

Is cost/burden reduction a “win-win” proposition?

If not then who benefits more – public administration or end-users?

How do we measure the effects on public administration?

How do we measure the effects on end-users?

12:40 – 12:55

Question 4:

What are the catalysts and barriers for simultaneous cost/burden reduction for public administrations and end-users?

Does the simultaneous cost/burden reduction fundamentally require automation and machine learning?

Is simpler and clear regulatory environment a necessary requirement for simultaneous cost/burden reduction?

How much reorganization do we need on government side and new skills for both authorities and end-users?

Are decision-makers ready to accept simpler regulations and less exceptions in favor automation and efficiency?

THANK YOU. ANY QUESTIONS?

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