

DIVISION FOR PUBLIC ADMINISTRATION AND DEVELOPMENT MANAGEMENT

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Introduction

Within the Department of Economic and Social Development of the United Nations (UN DESA) lies the Division of Public Administration and Developmental Management (DPADM).

The DPADM offers various services, including:

1. Support for Intergovernmental Processes
The Division assists the United Nations in its intergovernmental policy deliberations by providing information on and policy-oriented analysis of the role of public administration, public finance and public economics in the development process via the United Nations Committee of Experts in Public Administration. It contributes to the identification of options, mechanisms and practices instrumental in strengthening key governance institutions, in promoting the rule of law, in increasing the participation of citizens in the decision-making process and in creating an enabling environment for public sector effectiveness.

2. Comparative Policy Research and Analysis
The Division undertakes policy research and analysis on governance systems and institutions, decentralization, the changing role of the State and civil service reform, integrity, transparency and accountability systems, public economics and public policy, public finance and financial administration, the use of information technology in government, and capacity for conflict prevention and managing diversity. Its publications and outputs include: analytical reports, case studies, country profiles, technical project reports, statistical databases, training materials, major development/ trend reports and newsletters.

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3. Information Sharing and Training Programmes

The Division assists governments, through the United Nations Public Administration Network (UNPAN), in improving public administration and finance systems, by facilitating access to information, customizing and disseminating good practice and providing an international forum for the exchange of experience.

4. Advisory Services

The Division, upon request from member states, assists in providing information, methodologies, assessments and policy proposals concerning:

- governance systems and institutions,;
- decentralization;
- the changing role of the state and civil service reform;
- integrity, transparency and accountability systems;
- public economics and public policy;
- public finance and financial administration;
- the use of information technology in government;
- capacity for conflict prevention; and
- managing diversity.

It helps strengthen the capacity of governments of developing countries and those with economies in transition, at their request, by providing advisory services at country level regarding needs assessment, policy analysis and development, implementation programme design and development, capacity-building and human resources development and training.

The DPADM also works hard to promote efficient, effective, transparent, accountable and citizen-centric public administrations. DPADM hopes to promote this via innovative technological platforms, which it hopes will allow member states to achieve development goals, such as the Millennium Development Goals (MDGs)².

² The home page for DPADM is located at <http://www.unpan.org/DPADM/Home/tabid/420/language/en-US/Default.aspx>

Thematic Areas of DPADM

There are various thematic areas under which the DPADM operates:

- Public administration capacity, including institutional restructuring and human resource development - as managed by the Public Administration Capacity Branch (PACB) within the DPADM;
- E-government, including e/m-government, e/m-governance and knowledge management in government, showing how governments can expand their capabilities and run more efficiently by promoting their services in electronic format. This focus area is under the purview of the e-Government Branch (eGB) within the DPADM; and
- Citizen engagement in managing national development programme processes - including decision-making, implementation, monitoring and evaluation - as overseen by the Development Management Branch (DMB) within the DPADM.

United Nations Public Administration Network

The Division for Public Administration and Development Management of the Department of Economic and Social Affairs of the United Nations was entrusted by the General Assembly in late 1999 to develop and implement an important programme entitled 'United Nations Public Administration Network' (UNPAN) - originally referred to as the United Nations Online Network in Public Administration and Finance.

UNPAN is designed to help countries, especially developing countries and those in economic transition, to respond to the challenges faced by governments in bridging the digital divide between the 'haves and have-nots' and to achieve their development goals.

The immediate objective of UNPAN is to establish an Internet-based network linking regional and national institutions devoted to public administration, thereby facilitating information exchange, experience sharing and training in the area of public sector policy and management.

The long-term objective of UNPAN is to build the capacity of these regional and national institutions, so that they can access, process and disseminate relevant information by means of up-to-date information and communication technologies (ICTs) for the promotion of better public administration.

Before the UNPAN network was established, these institutions could not exert their full impact, due to lack of necessary ICT and financial and skilled human resources. However, after several years of active participation in the UNPAN programme, the e-information management capacities of these institutions have been strengthened. They are now better prepared to face the evolving needs of their respective member countries with reference to public administration development.

In short, UNPAN's mission is to promote the sharing of knowledge, experience and best practice worldwide by means of ICT, sound public policies, effective public administration and efficient civil services, as well as through capacity-building and co-operation among member states, with emphasis on South-South co-operation and UNPAN's commitment to integrity and excellence. It is the only network of its type in the world today³.

The UNPAN Online Training Centre

The Online Training Centre for UNPAN delivers courses on various topics relating to public administration. The main objective of the UNPAN Training Centre is to increase opportunities for government officials from all over the world, giving access to training materials on e-government. UNPAN online training courses are available to anyone with Internet access and are provided free of charge - in English, French, Ukrainian, Russian and Arabic.⁴

The following is a list of courses currently provided by UNPAN online:

³ <http://www.unpan.org/> is the online headquarters for UNPAN.

⁴ <http://www.unpan.org/elearning> is where the online training centre can be accessed.

Electronic and Mobile Government

- Principles of E-Government;
- Infrastructure for E-Government Development;
- Strategies and Methodologies for E-Government; and
- E-Government Inter-operability (English and Russian).

Institution and Human Resources Management

- Decentralized Governance;
- Capacity Development for Human Resource Managers;
- Gestión Presupuestaria Basada en Resultados (Spanish); and
- La Calidad en las Organizaciones Públicas (Spanish).

Knowledge Management in Government

- Knowledge Management in Government Organizations; and
- Strategic Intelligence.

Millennium Development Goals (MDGs)

- Citizen Engagement and the Millennium Development Goals;
- Results-Based Monitoring and Evaluation for MDGs; Implementation; and
- Play and Learn: MDG Progress Game.

The Committee of Experts on Public Administration

The United Nations Committee of Experts on Public Administration, established by the Economic and Social Council (ECOSOC) in Resolution 2001/45, comprises 24 members, who meet annually at the UN Headquarters in New York. The Committee is responsible for supporting the work of the ECOSOC, concerning the promotion and development of public administration and governance among member states, in connection with the UN Millennium Development Goals.⁵

United Nations Public Service Day and Service Awards

The UN General Assembly has designated June 23rd as UN Public Service Day to ‘celebrate the value and virtue of service to the community’. On this day, the UN Public Service Awards are presented by the DPADM for contributions made towards enhancing the role and visibility of public service.

⁵ CEPA's website is located at the following web address: <http://www.unpan.org/DPADM/CEPA/UNCommitteeofExpertsonPublicAdministration/tabid/1454/language/en-US/Default.aspx>

United Nations E-Government Survey

A flagship publication of the United Nations Department of Economic and Social Affairs, the DPADM publishes the United Nations E-Government Survey every two years. The Survey assesses the e-government development of 193 UN member states, according to a quantitative composite index of e-readiness. This is based upon online presence, telecommunications infrastructure and human resource endowment. The Survey provides an important tool for national decision-makers to identify areas of strength and challenges, as well as incentives for capacity-building on how to effectively utilize ICT to transform government and promote development for all.

Over the last few years, growing recognition of the United Nations E-Government Survey has positioned it as one of the top ten DESA publications, with over 1 million hits. Data is used extensively and cited in publications by renowned research organizations, including the World Bank, the Organization for Economic Co-operation and Development (OECD), the Economist Intelligence Unit (EIU), the European Union (EU), the World Economic Forum and the International Telecommunication Union (ITU). The 2014 edition will focus on the following topics:

- whole-government approach;
- multichannel service delivery;
- e-participation;
- digital divide/vulnerable groups;
- usage; and
- open government data.

The 2010 edition of the E-Government Survey was selected by United Nations Publications to be published as an e-book: the first ever for the Division. The 2010 and 2012 editions are available in print, through UNPAN as a free download and as an ebook on various platforms - including those from Apple, Sony, Barnes & Noble and Amazon, for mobile devices and e-readers. The 2012 edition is available in four languages: Arabic, Chinese, English, and Spanish.⁶

⁶ More information regarding the E-Government Survey can be accessed at the following web address:

United Nations Public Administration Country Studies

United Nations Public Administration Country Studies (UNPACS) are designed to assist UN members states in enhancing government capacity, through promoting efficiency, effectiveness, transparency, accountability and anti-corruption in their delivery of public services to citizens. UNPACS provide data and studies relating to public administration, including policies and strategies, research findings, good practice and lessons learned, practitioners and experts.

Its knowledge-base is developed and maintained by the Division for Public Administration and Development Management (DPADM) of the United Nations Department for Economic and Social Affairs (DESA).

DATA and Open Government Data

The term '**Open Data**' describes the concept of information and data being universally available for access, reuse and redistribution, without restriction. This provides a foundation for citizens to better understand how their government works and how their tax money is spent, as well as how decisions and laws are made. Of course, better understanding through increased access to information can increase the government's **accountability**. Government agencies produce large volumes of information in the form of documents and data; when made available as open data, they are '**Open Government Data**' (OGD).

Governments are becoming more transparent by publishing timely, relevant and comprehensive information and data on the Internet, where it can be easily accessed, analysed, reused and combined with other data by anyone, for any purpose, free of charge and without restriction. Open data enables citizens to better understand governmental processes, which can be beneficial to governments, citizens and society as a whole, by:

- helping citizens to hold their government and administration accountable, which can reduce corruption and mismanagement;
- helping citizens to better understand why and how decisions are made, which can help restore trust and can lead to better acceptance of policy decisions once enacted;

<http://www.unpan.org/DPADM/EGovernment/UNEGovernmentSurveys/tabid/600/language/en-US/Default.aspx>

- supporting and empowering citizens to make informed decisions and engage with the government, promoting a more-active voice for citizens in society;
- supporting decision-makers in government and public administration to make better, fact-based policy decisions, raising government efficiency and effectiveness; and
- supporting governments, citizens, academics and the private sector in working together to collaboratively find new answers to society's problems.

Open Government Data is increasingly viewed as a potential key element in achieving post-2015 development goals. Although OGD use and reuse has greatly improved thanks to the latest information and communication technologies (ICT), much of the pioneering work has taken place in 'developing' countries.

A great deal of this pioneering work has been achieved in recent years, establishing the best practice for OGD policy and implementation. However, a degree of uncertainty remains regarding the terms and basic concepts involved. It is evident that a clear definition of the terminology and concepts is a prerequisite for the design, implementation and evaluation of OGD initiatives. Without an agreement regarding terminology and concepts, evaluation and comparison will be impossible.

Guidelines on Open Government Data for Citizen Engagement

Guidelines on Open Government Data for Citizen Engagement is a practical and easy-to-understand manual for policy makers and technologists, being constantly updated with new content. It can be used to understand, design, implement and sustain OGD initiatives and is tailored to the needs and constraints of developing countries. However, it can be used by anyone, containing the core principles of openness, best practice and case studies, checklists, step-by-step guidelines and practical policy recommendations.⁷

For more information about Division activities, please contact unpan@un.org.

⁷ The guidelines can be accessed at the following web address: <http://www.unpan.org/DPADM/EGovernment/OpenGovernmentDataandServices/tabid/1536/language/en-US/Default.aspx>