

Public Administration
Awards
2022
Western Balkans



A LEAP TO BETTER CITIZENS' LIVES IN THE WESTERN BALKANS

ReSPA and OECD/SIGMA invite public sector champions that deliver human-centric services to apply and win a variety of awards such as tailor-made learning journeys!



ReSPA activities
are funded by the
European Union



SIGMA
Creating Change Together



A joint initiative of the OECD and the EU,
principally financed by the EU

The second round of the Public Administration Awards in the Western Balkans

A unique, joint endeavour of ReSPA and OECD/SIGMA aims to recognise governance initiatives that bring better public services to improve citizens' lives

This year, the PA Awards is recognising the provision of better public services to improve the lives of citizens in the Western Balkans. The Western Balkans governments have been tackling the challenges of the pandemic, including strengthening the capacities of governments and public administrations to cope with the wide-ranging socio-economic consequences of such unprecedented grand challenges.

Achieving this aim requires innovative and long-term perspectives to provide better services for citizens. In addition to meeting citizens' needs and increasing public sector efficiency through the adoption of new technologies and methods, governments need to be oriented towards the future and responsive to changing public needs and demands.

To ensure that governments are more responsive and sensitive to societal changes, a forward-looking perspective must be embedded in public administration processes and service design. Therefore, a key task for the public sector in the Western Balkans will be to harness ongoing innovations to meet public demands for improved services.

This is why the PA Awards 2022 recognise efforts in three categories:

Digital transformation of the public sector and its services

**e-governance, e-services, ICT technologies, cyber security,
data management, and open data**

In an increasingly 'connected' and digitalised world facing grand societal challenges of great complexity and uncertainty, governments and public authorities must be able to adjust to the dynamic and often disruptive changes in the economy and society. Policies, structures and forms of service delivery that have been successful in the past may no longer be sufficient or appropriate for citizens and businesses in the future. The ability to reflect today's needs and to anticipate those of tomorrow must become permanent features of the public sector in the Western Balkans. This requires a constant striving for greater agility and the harnessing of digital technologies in order to adapt to new challenges.

Quality management for improving public services

improving the quality of governance/institutions/public services

The quality of government and public service delivery are crucial for resilience, recovery and economic performance, while poor governance is a significant barrier to development. There is growing consensus that improving the quality of governance, institutions and public services is a fundamental precondition for prosperity and for people's well-being in general.

Public administration for all

inclusive, effective and transparent governance

Trust in government and public consent for administrative decisions is essential at all times, but even more so in challenging times. Building this trust entails accessible and transparent governance that engages citizens through well-presented information and new methods of active participation, including the co-creation and co-implementation of decisions that affect people's lives. Inclusive and effective governance further requires that governments are better informed about citizens' needs.

For more information, visit the [link](#)



Apply and win valuable prizes!

We will tailor an exclusive package of awards to meet the needs of the winning candidates!

- ★ Learning journeys to adopt from and benchmark with best practices in the European Union and the region
- ★ Peer learning activities
- ★ Trophies, certificates
- ★ Special recognition of outstanding efforts

Additional benefits for the organisation

The PA Awards 2022 champions will be **externally visible and internationally acknowledged** and thus have further development possibilities (including extra funding and the scaling up of their initiatives);

Thanks to the Awards' multi-step assessment process, the champions will receive **valuable feedback for project improvements**;

Submitted initiatives will be used in **ReSPA's and SIGMA/OECD's** learning exchange and practice **transfer activities** in the region and internationally;

Winning candidates will join a select '**club of excellency**' with networking opportunities in the region and beyond.

Additional endorsing and transversal aspects across categories

To encourage diverse approaches and perspectives, the PA Awards 2022 will be especially sensitive to and supportive of initiatives that have the following characteristics and aims:

- **ensure continuity** in the delivery of public services while **fostering innovativeness and/or reducing costs**
- **improve the resilience and responsiveness** of public administrations which prioritize citizens' needs
- **ensure stability in the functioning of public institutions** in changed societal circumstances
- **promote and tackle green and sustainable measures** (or services)
- pay special attention to **gender issues and/or services for marginalised groups and citizens with special needs**
- promote **cross-border collaboration**
- foster **youth empowerment**

The 2022 Award Criteria

Precisely, the 2022 Award is seeking initiatives that match the following criteria:

- ★ Forward-looking/Creative
- ★ Effective, Impactful & Tangible Results
- ★ Participatory & Inclusive
- ★ Visibility/Public Concern
- ★ Transferability & Replicability
- ★ Sustainability

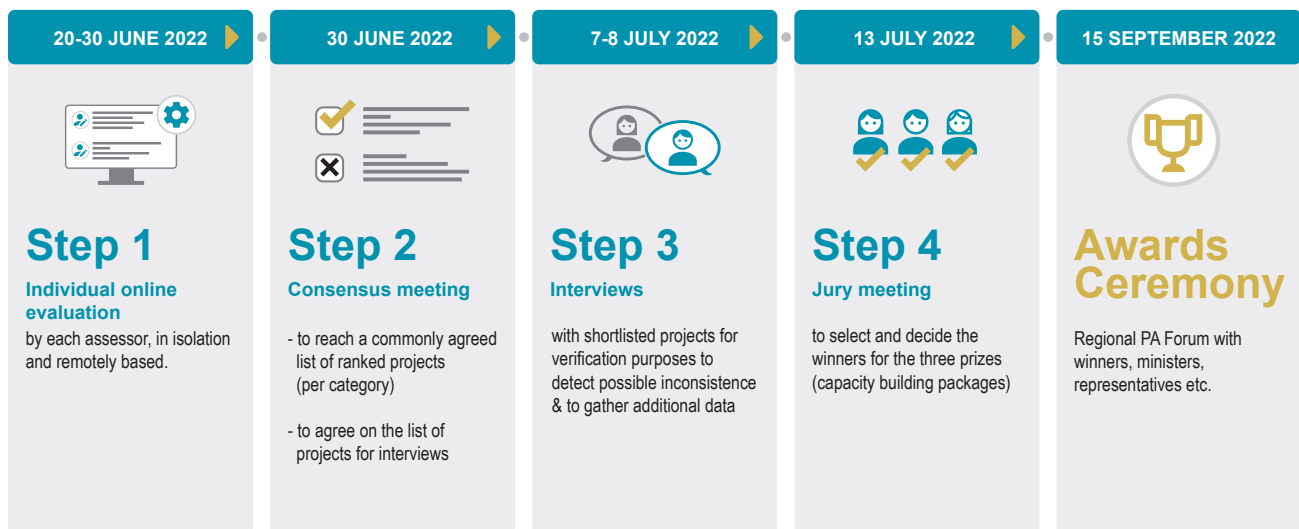
For more information about the Application, click on the [link](#)

Evaluation Process

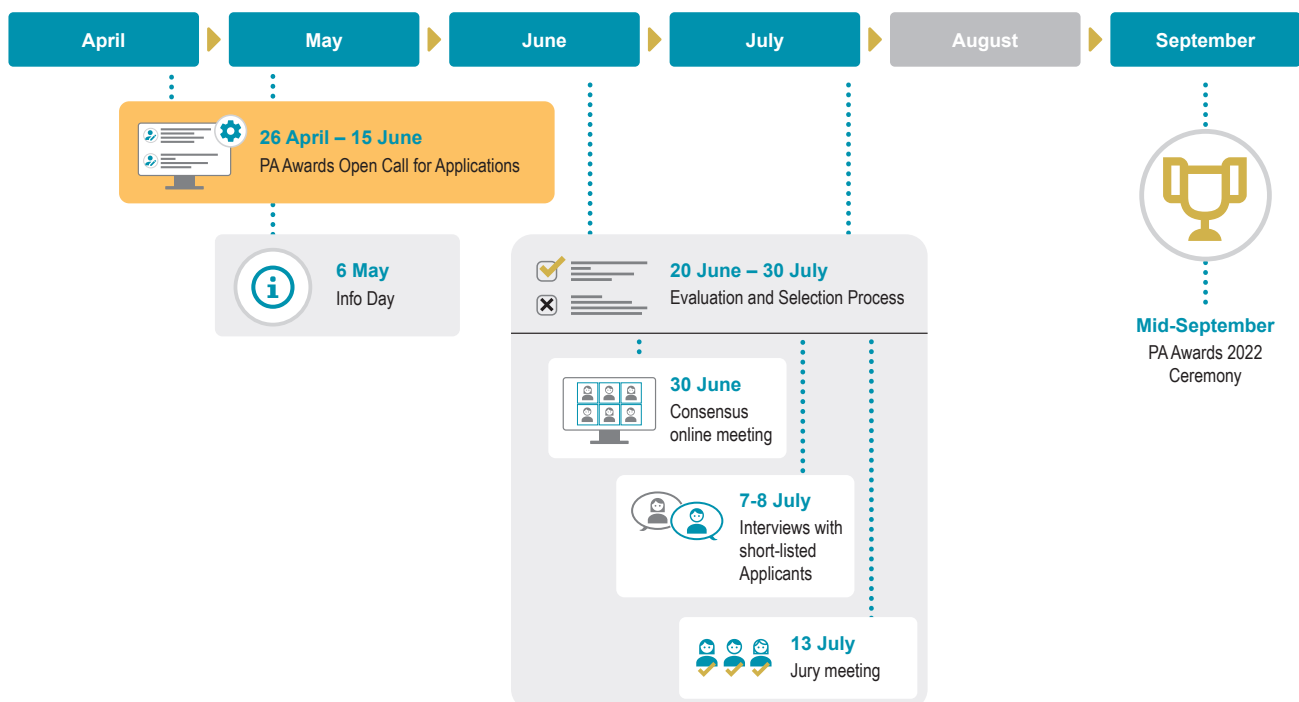
The International Experts Jury composed of highly-recognised international experts (ReSPA representatives or ReSPA-selected independent experts and OECD/SIGMA representatives or/and experts appointed by them) will conduct the entire process.

PA Awards 2022 | ReSPA | SIGMA

Four-step Evaluation & Selection Process after eligibility check



TIME TABLE PA AWARDS 2022



For more information about the Evaluation, click on the [link](#)

Submit your successful and inspiring initiatives in delivering public services that bring a better life to citizens by **June 15, 2022!**

We wish you a lot of success!

PA Awards 2022 Team



If you have any questions related to the rules, contest, etc., please contact:
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If you have any difficulties with the awards database, please contact
office@worldsummitawards.org



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