Public Administration Awards 2024

Western Balkans

ReSPA | SIGMA

BUILDING A BETTER PUBLIC ADMINISTRATION FOR AND WITH USERS!

ReSPA and SIGMA invite public sector champions from the Western Balkans to apply with their user-centric initiatives and win a variety of awards such as tailor-made learning journeys!

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

A unique, joint endeavour of ReSPA and SIGMA aims to recognise initiatives that build better public administrations for and with users!

The focus of the 2024 WB PA Awards is on recognising initiatives that are impactful and developed together with citizens and for the citizens in the region.

As governments navigate the complexities of the modern world, the imperative to build better public administration has never been more pressing. Achieving this aim requires that WB PA Awards 2024 will focus on measurable results, achievements and improvements in relation to public service delivery.

We are searching for initiatives that apply a judicious use of e.g. digital transformation, administrative simplification, innovation, inclusiveness, community impact and user involvement/engagement while showcasing clear and tangible outcomes for users. Whether you have streamlined bureaucratic processes to reduce waiting times, introduced user-friendly digital platforms that increase accessibility, or empowered communities through participatory decision-making, your efforts are directly improving lives and shaping the future of governance.

The applications can come from a wide range of areas, policy sectors and any field of public governance as long as the focus is on demonstrating positive impact on the users and/or successfully contributes to effective performance of public administrations of the region (e.g. citizens, service users, targeted groups of beneficiaries, businesses and other stakeholders).

Regardless of the area to which the initiative predominantly belong we encourage initiatives that meet all or any of the following:

- developed with users[1] or demonstrates understanding of user needs assessment (e.g. surveys, focus groups) or other methodologies that gather feedback from users and stakeholders to improve the services and adapt to evolving needs and preferences (e.g. participation in environmental protection);
- involve citizens in decision-making processes, foster participatory democracy, and empower local communities to address their own needs (e.g. participatory budgeting);
- adopt user-centred design approaches and usability testing in the development of services and solutions; promote citizen/stakeholder engagement and participation, securing inclusiveness (e.g. eParticipation platforms, personalized services in healthcare);
- ensure that interfaces are intuitive, accessible, and tailored to the needs of diverse user groups, thus showing lived experiences of individuals interacting with government services;
- contribute to building transparency, integrity and accountability (e.g. use of open data) and cultivate trust and confidence among citizens (e.g. increased transparency in the fight against corruption);
- allow informed choices through accessibility, improved exchange of information and facilitate effective communication between stakeholders;
- reduce administrative burden and promote simplification as well as efficiency in administrative procedures (e.g. improved administrative procedures, enhanced accessibility, cost reduction);
- promote online service delivery and digital transformation, i.e. secure that technology serves as a powerful enabler for improving public administration's relation with its users (e.g. digital platforms, secure digital identity solutions, the use of emerging technologies, data protection models);
- ensure that interoperable systems and services adhere to the 'once only' principle, minimizing the need for users to provide the same information across different platforms or interactions repeatedly (e.g. interoperability solutions);
- ensure that the collection, storage and use of data comply with relevant privacy regulations and standards as well as allow data to scale up to serve larger populations or be replicated in other contexts or regions;
- implement security measures to protect sensitive information and mitigate cybersecurity risks;
- promote innovation, creativity and strategic foresight (such as projects based on science and innovation, projects developed in cooperation with academic and scientific organisations and private entities etc.);
- promote collaboration and allow governments to tap into the collective wisdom and expertise of the community;
- enable and implement collaborative platforms/projects, thereby fostering a sense of ownership and shared responsibility.

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[1] The term "Users" refers to citizens, businesses, individuals, other public administrations or entities (e.g. CSOs) who interact with the specific system, project or service in question.

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 that give insights into best practices in the European Union and the region**

⭐ Peer learning activities

⭐ Trophies, certificates

Additional benefits for the organisation

WB PA Awards 2024 champions wil benefit from **external visibility** and **international acknowledgement** 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'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.

Endorsing and transversal aspects

To encourage diverse approaches and perspectives, the PA Awards 2024 will be especially sensitive to and supportive of initiatives that have the following transversal aspects and aims:

- promote green and sustainable measures (or services);
- integrate a gender equality perspective;
- initiatives for vulnerable and/ or marginalised groups and citizens at risk of being disadvantaged;
- promote cross-border collaboration and community impact in the Western Balkans and beyond;
- foster youth empowerment;
- ensure stability/permanence in the functioning of public organisation in everchanging societal circumstances.

The 2024 Award Criteria

The Western Balkans PA Awards 2024 is on the lookout for applications that demonstrate measurable results and embrace a user-centric approach in public service delivery. If your project embodies this user-centricity while driving positive impact for citizens and businesses, do not miss this opportunity, submit it and be assessed against and selected based on following criteria:

⭐ Effective, Impactful & Tangible Results

⭐ Participatory, Inclusive & Collaborative

⭐ Transparency, Integrity & Accountability

⭐ Sustainability

⭐ Forward-looking & Innovative

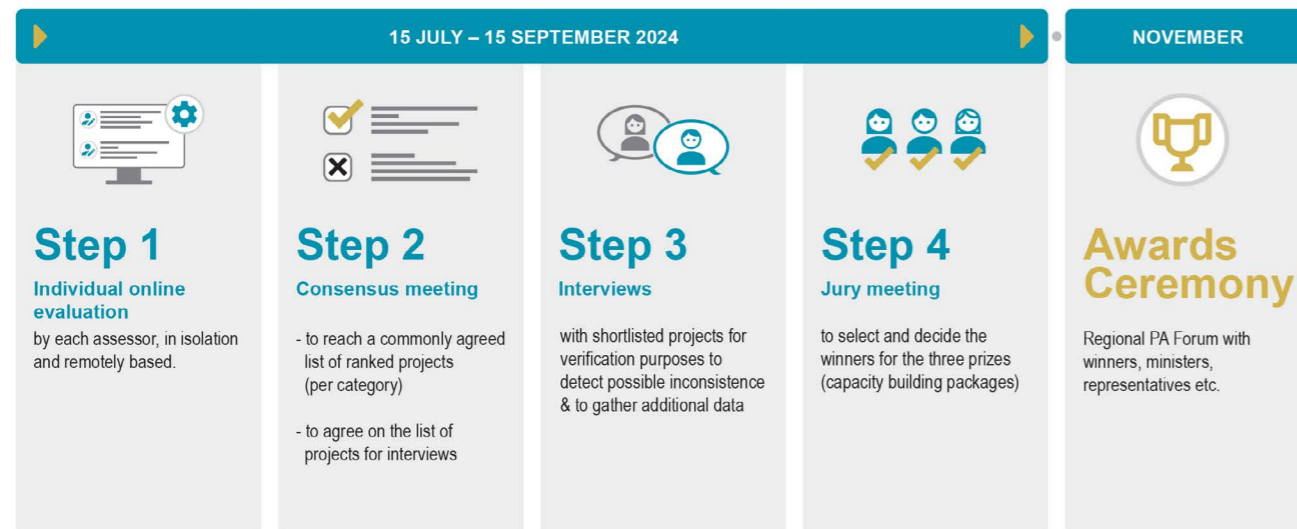⭐ Visibility & Public Concern

⭐ Transferability & Replicability

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 SIGMA representatives or/and experts appointed by them) will conduct the entire process.
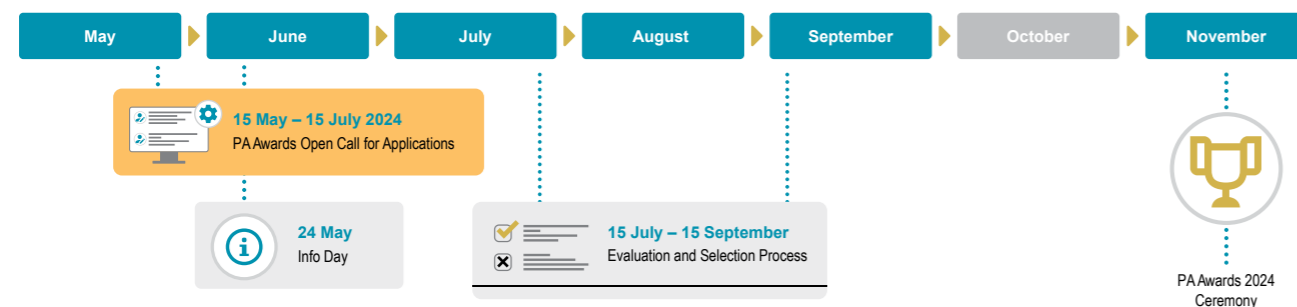
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Four-step Evaluation & Selection Process after eligibility check

15 JULY – 15 SEPTEMBER 2024				NOVEMBER

Step 1
Individual online evaluation
by each assessor, in isolation and remotely based.

Step 2
Consensus meeting
- to reach a commonly agreed list of ranked projects (per category)
- to agree on the list of projects for interviews

Step 3
Interviews
with shortlisted projects for verification purposes to detect possible inconsistence & to gather additional data

Step 4
Jury meeting
to select and decide the winners for the three prizes (capacity building packages)

Awards Ceremony
Regional PA Forum with winners, ministers, representatives etc.

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TIME TABLE PA AWARDS 2024

May	June	July	August	September	October	November

15 May – 15 July 2024
PA Awards Open Call for Applications

24 May
Info Day

15 July – 15 September
Evaluation and Selection Process

PA Awards 2024 Ceremony

For more information about the Evaluation, click on the link

Submit your application by 15 July 2024 latest and let your achievements shine on both regional and international stage!

We wish you a lot of success!

PA Awards 2024 Team

If you have any questions related to the rules of the contest, eligibility and other requirements or have any difficulties with the online registration and application tool please contact:

pa-awards@respaweb.eu