



ReSPA
Regional School
of Public Administration

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10th ReSPA Annual Conference

Innovation in Public Administration - Navigating in Times of Change

12 – 13 October 2017

Budva (Montenegro)

Provisional Programme



Discussion Paper

The ReSPA 2016 Annual Conference provided an opportunity for practitioners and experts from the Western Balkans and the EU to share experiences and methodologies to optimize public administration. The optimisation of public administration has been defined as a process or methodology of making public administration as effective as possible. It should be understood not as a rightsizing issue, but as a significant improvement process.

As highlighted in the ReSPA 2016 Annual Conference, the Western Balkan public administrations have embraced the reform process and have developed strategic plans in all identified areas of optimisation. The focus of optimisation for the forthcoming period should be on the quality in public administration and public services (e.g. issuing construction permits, improving tax administration) and should include a greater involvement of technology and outsourcing. The recently carried out baseline study on Quality Management and the feasibility study on the establishment of a Regional Quality Management Centre in ReSPA, demonstrate a vast demand from the public sector organisations in the region for ReSPA to play an active role in this regard.

The emphasis of the ReSPA 2017 Conference will be on innovation. If optimisation is about improvement and incremental change, innovation is about transformation and more radical change. While, historically innovation has always been a characteristic of successful public administration today it is faster and more profound than ever before. The economic crisis has increased the pressure for innovation in the public sector of many countries even more, and nearly all international development organisations are now engaged in propagating innovation.

The OECD defines innovation as “the implementation of a new or significantly improved product (good or service), or process, a new marketing method, or a new organisational method in business practices, workplace organisation or external relations”. It suggests a framework for public sector innovation with four components: (1) Generating and Sharing ideas, (2) Empowering the Workforce, (3) Navigating Rules and Processes, and (4) Reviewing Organisational Design.

Given the complexity of the optimisation process of public administrations in the respective Western Balkan countries, the regional cooperation through the exchange of experiences and joint efforts, can substantially contribute to overcoming some of the national challenges. ReSPA as the regional hub for PAR will support follow-up activities enabling the implementation of more diversified projects in the domains of public service delivery and quality of public administration. The above mentioned quality management centre will be a concrete future project making these ambitions even more tangible.

In addition to good practices and success stories, the ReSPA 2017 Annual Conference will identify the challenges in integrating innovation in the public administrations of member countries.

Since the innovation in public administration incorporates a big change and a major break with the past, there may also be major obstacles in the innovation process. Among the most commonly cited obstacles are:

- Resistance and protection of vested interests by professional and intermediary bodies
- Political habits which manipulate failure to score points rather than learn lessons
- Pressure of uniformity in public services
- Reliance of civil servants and decision makers on command and control mechanisms
- Pressure for immediate response to the crises of the day
- Tradition of secrecy that limits feedback and learning
- Dominance of vertical silos, effectively making performance a secondary consideration
- Personal resistance to change
- General unwillingness for individuals to take risks

The presentations on lessons learned will be delivered by experts who will also outline potential obstacles in each case.

The first day of the ReSPA 2017 Annual Conference will set the stage for integrating innovation in public administration. The views of young people and special client groups will be presented, the value of innovation in practice will be examined, various dimensions of innovation (social, technological, organisational) will be discussed and systems such as hackathons will be taken into consideration for creative problem solving. The participants will also share their views on the major innovation challenges in public administration.

During the second day an open discussion will be organised in the ReSPA café on the structure, culture and personal change called for to promote innovation in public administration, which will be followed by a session dedicated to culture. Recognising, measuring and awarding innovation outcomes will be explored. It is expected that the exchange of regional and international experiences in the open debate will bring benefits to all involved parties.

Draft Agenda

12 October 2017

Time	Topic	Comment
09:00	Registration	Managed by ReSPA
09:30	Introduction	Speakers: <ul style="list-style-type: none">• Dimis Michaelides, Master of Ceremony• Ratka Sekulovic, ReSPA Director• Mr Hermann Spitz, Delegation of the EU to Montenegro (TBC)• Ministers of ReSPA Members
10:00	Leading Innovation in Public Administration	<ul style="list-style-type: none">• Dimis Michaelides: Leading Innovation in Practice: A Roadmap• Nick Thijs: Penguins Can Fly?! Realizing the Innovation Potential of Public Administration
10:30	Innovation and Public Administration: Different Perspectives	Video clip Introduced by Ranka Bartula Musikic, ReSPA Programme Manager
10:35	Innovation and Public Administration: Special Clients' Perspectives	Live interviews Moderators: Marcel Guenoun, Expert & Dusko Glodic, ReSPA Programme Manager Speakers: <ul style="list-style-type: none">• Limon Rodriguez, Accenture, Singapore• Jelena Janevska, Association of Local Authorities of South East Europe (NALAS), Macedonia• Samir Jaha, CSO Mladi Romi, Montenegro• Andjela Milicic, Association of People with Disabilities, Montenegro
11:15	Innovation Challenges	Participant views Facilitated by Dimis Michaelides
11:35	Break	Press conference
12:00	Managing and extracting value from innovation	Presentations and Panel Discussion Moderators: Nick Thijs & Goran Pastrovic, ReSPA Programme Manager Speakers: <ul style="list-style-type: none">• Anisa Gjika, ADISA, Albania (TBC)• Alex Roberts, OECD Observatory of Public Sector Innovation - Innovation Lifecycle Lead, France• Tamara Srzentic, San Francisco Innovation Lab, USA• Wouter van Acker, KU Leuven Public Governance Institute, Belgium

13:20	Lunch	
14:35	Social, Technological and Organisational Innovation in Public Administration	<p>Presentations & Panel Discussion Moderators: Stefan Friedrichs & Vlatko Naumovski</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Irakli Kotetishvili, Policy Specialist, Anti-Corruption and Public Administration, UNDP Istanbul Regional Hub • Zuhra Osmanovic-Pasic, Expert and Dragan Djuric, ReSPA Programme Manager – Methodological Guide for Costing of PAR Strategies. <p>Panellists:</p> <ul style="list-style-type: none"> • Ened Kercini - Albania case study • Emina Becic - BiH case study • Selim Lulaj - Kosovo^{1*} case study • Rozalinda Stojova – Macedonia case study • Bojana Bajic - Montenegro case study • Drazen Maravic - Serbia case study
16:05	Mobilizing for collaborative and creative problem-solving	<p>Presentations & Panel Discussion Moderator: Vladimir Vulic, Montenegro supported by Goran Pastrovic, RESPA Programme Manager</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Boris Brkan – “Zasto Ne”, Bosnia and Herzegovina • Zoja Kukic – SEE ICT, Serbia
16:45	Review of Day 1	Goran Pastrovic and Dimis Michaelides
17:15	End of Day 1	
19:00	Social activity	

¹ This designation is without prejudice to positions on status, and is in line with UNSCR 1244 and ICJ Advisory opinion on the Kosovo Declaration of independence

13 October 2017

09:00	<p>Welcome to ReSPA Café!</p> <p>Organisational Design & Innovation Culture</p>	<p>Open conversations What are the types of changes we should pursue to promote innovation in our own public services?</p> <p>Hosted by Dimis Michaelides and supported by Visual Facilitators</p>
11:10	Brief Break	
11:30	<p>Transforming Organisational Design & Culture for Innovation</p>	<p>Moderator: Nick Thijs</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Frank van Massenhove • David Walker
12.30	<p>Organisational Design & Measuring Innovation Outcomes</p>	<p>Keynote and Panel discussion Moderators: Marcel Guenoun & Martin Darcy</p> <p>Panelists:</p> <ul style="list-style-type: none"> • Nevila Repishti, Albania • Selma Dzihanovic Gratz, Bosnia and Herzegovina • Burim Balaj, Kosovo* • Sanja Gjorgjiev and Marija Nikoloska Arsovska, Macedonia • Mirjana Begovic, Montenegro • Drazen Maravic, Serbia
13.30	Brief Break	
13:50	<p>Recognising & Rewarding Innovation</p>	<p>Panel and discussion Moderators: Stefan Friedrichs & Goran Pastrovic</p> <p>Panelists:</p> <ul style="list-style-type: none"> • Mariastefania Senese, UNDESA, USA • Harrie Scholtens, EPSA, Netherlands • Ahmed Abdullah Al Bulushi, OMAN • Dr Wafa Abdel Jalil Abu Snaineh, United Arab Emirates
14:40	Looking Ahead	Facilitated by Dimis Michaelides and Visual Facilitators
15:15	End of Conference	