

## Some conclusions

Strategic Barriers	Actions and approaches
Lack of Political support	<ul style="list-style-type: none"><li>• Use success stories: start small</li><li>• “whole-of-government” approach</li><li>• Powerful support</li><li>• Necessary but not sufficient</li></ul>
Lack of coordination	<ul style="list-style-type: none"><li>• Trade off centralisation and ownership on reform efforts</li><li>• Watchdog at the core of government</li></ul>
Resistance to change	<ul style="list-style-type: none"><li>• Communication and promotion: transparency</li><li>• Ambassadors programme / champions</li><li>• Defining clear targets and making institutions accountable</li></ul>
Lack of an administrative simplification strategy	<ul style="list-style-type: none"><li>• Planning – action plans and accountability</li><li>• Public consultation</li><li>• “no one size fits all”</li></ul>
Limited resource availability	<ul style="list-style-type: none"><li>• Efficiency gains</li><li>• Prioritisation based on evidence based analysis – opportunity cost</li></ul>

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Technical Barriers	Actions and approaches
Legal Complexity	<ul style="list-style-type: none"> <li>• Regulatory quality improvement – different from deregulation</li> <li>• Multidisciplinary approach to law making</li> </ul>
Lack of human skills and capacities	<ul style="list-style-type: none"> <li>• Training, training and training</li> <li>• Multidisciplinary and focused</li> <li>• Creativity approach. <i>Reform attitude</i></li> </ul>
Lack of understanding administrative simplification	<ul style="list-style-type: none"> <li>• Communication</li> </ul>
Lack of information and data	<ul style="list-style-type: none"> <li>• Development data collection strategies:                             <ul style="list-style-type: none"> <li>• Surveys</li> <li>• User/consumer involvement</li> </ul> </li> <li>• International cooperation</li> </ul>
Digital Divide	<ul style="list-style-type: none"> <li>• Broad policy priority</li> </ul>
Lack of standardisation of procedures	<ul style="list-style-type: none"> <li>• Better regulation</li> </ul>
Lack of measurement & evaluation mechanisms	<ul style="list-style-type: none"> <li>• Data collection</li> <li>• Indicators on government performance: Benchmarking, awarding</li> <li>• Monitoring body/institution</li> </ul>

## Administrative simplification toolkit:

1. Better regulation – simplification of rules
2. Organisational improvement - ex. One stop shops, data sharing
3. ICT tools – digitalisation
4. Better information and service – public knows how public service is delivered
5. Linking public administration demands– cooperation of procedures