

**HUMAN RESOURCES MANAGEMENT WORKING PARTY /
REUNION DU GROUPE DE TRAVAIL SUR LA GESTION DES RESSOURCES
HUMAINES**

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PUBLIC SECTOR QUALITY : A FRONTIER ISSUE FOR THE 21ST CENTURY

STATEMENT BY THE CHAIR

1. OECD governments are confronted by serious challenges to their capacity to meet the needs of citizens.

- The processes of government are largely ill-suited for management in a knowledge intensive society.
- The diversification of public management structures is making good governance and effective performance at a whole-of-government level more difficult to achieve.
- The current level of mistrust of government by citizens reduces the efficiency of government actions and diminishes the attractiveness of public service for the most able people.

2. To support Members in meeting these challenges, the Human Resources Management Working Party of the OECD called on the Public Management Service to give priority to working on “The Learning Government”, “Governing for Performance” and “Building Public Trust”. These projects should contribute to and be informed by the new OECD programme on “E-Government”.