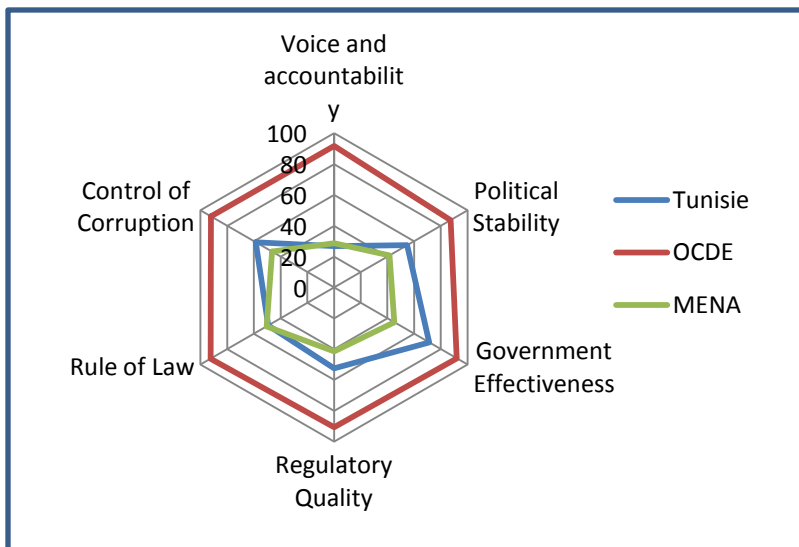


The Administrative Reform Strategy in Tunisia: Towards a New Approach

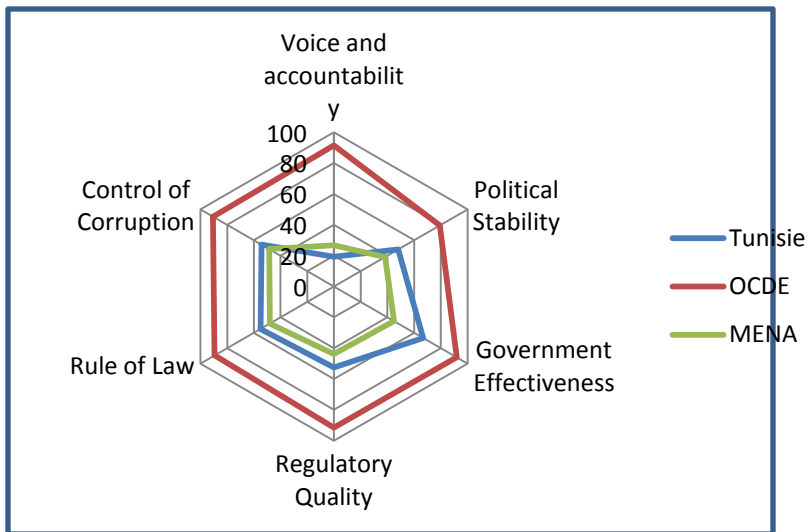
1/ Main characteristics of the Tunisian Public Administration

- 1/ Relatively independent from the political sphere.
- 2/ Relatively effective in providing services.

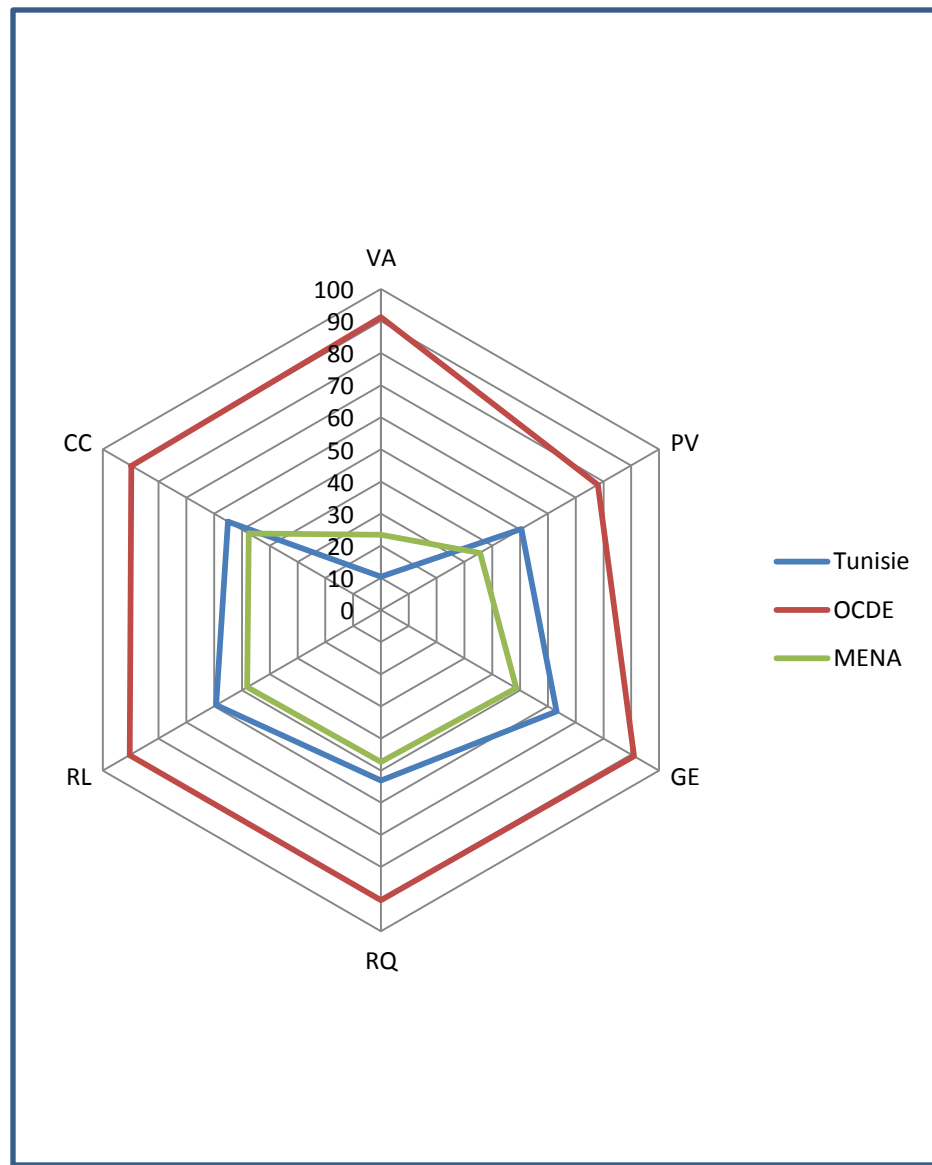
Tunisia.Mena.Oecd.2000



Tunisia.Mena.Oecd.2005



Tunisia.Mena.Oecd.2010



2/ The Administrative Reform Strategy Design: A New Paradigm

1/ Methodology

Diagnosis Report: Main conclusions:

- A purely **supply-driven reform**
- Users not involved in the design process
- Lack of dedicated institutional framework
(*ownership and sustainability problems*)

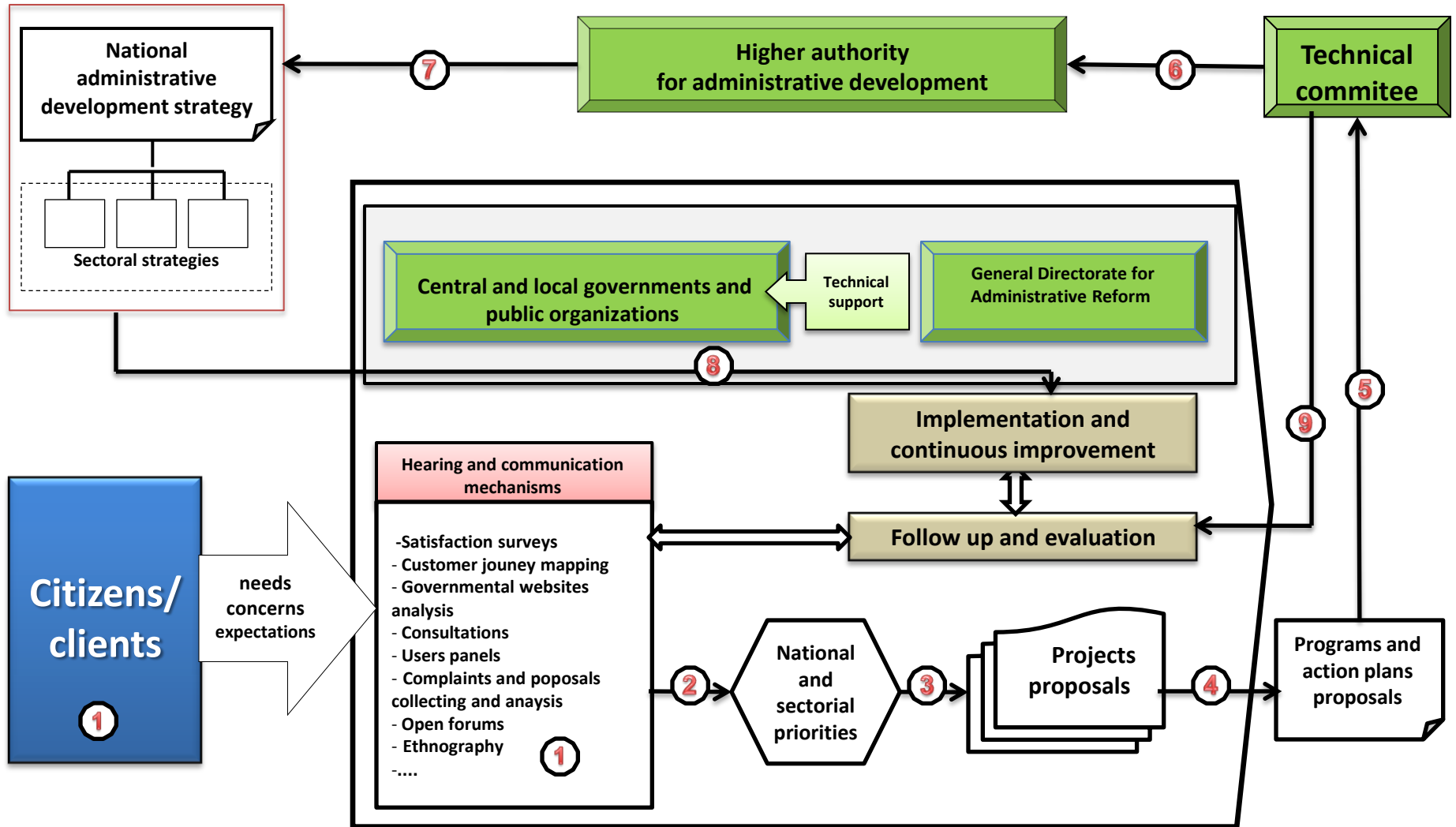
2/ The Administrative Reform Strategy Design: A New Paradigm

A/ User's consultation action plan: Demand-driven reform.

- E-complaints national website
- Participative approach in evaluating administrative services
- Surveys, users panel, social media...

B/ Dedicated institutional framework

The Administrative Reform Process: General Framework



- ① Monitoring and diagnosis with stakeholders involvement
- ② Analysis and priority fixing
- ③ Preparing projects designs

- ④ Elaborating programs and action plans proposals
- ⑤ Transferring programs and action plans to the technical committee
- ⑥ Reviewing programs and action plans proposals and follow up of strategies implementation

- ⑦ Approval of the national and sectorial strategies and authorizing deployment
- ⑧ Implementation of the national and sectorial strategies with continuous improvement
- ⑨ Implementation follow up, results evaluation and impact analysis

Strategic Projects

- National E-complaints website.
- Participative approach to simplify procedures, the so-called « **Regulatory Guillotine** ».
- **Public access to administrative data and documents.**
- A country study on simplification (Prime Ministry and the Oecd)

Thank you for your attention