

Unleashing public sector innovation to deliver on cross-sectoral goals

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Public Sector Innovation: Partnerships, technology & cultural change

Public demand and new challenges due to fiscal pressures require innovative public-sector approaches.

- **Partnerships with citizens and civil society:** The engagement of individual citizens and civil society organizations as partners in the delivery of public services
- **Partnerships with the private sector:** Commissioning or partnering with the private sector can reduce the costs of service provision to government and provide innovative approaches.
- **Digital technologies:** Information and communication technologies (ICTs) enable governments to meet new demand for online services, to tailor services to individual needs through service personalization, and to reduce transaction costs.
- **Solutions to improve access conditions:** Some approaches to innovation in service delivery focus on bringing the service closer to the user by improving access conditions

Completing the Learning Cycle is needed for Innovation

Good ideas are needed to find the best solution for a problem. How these ideas could be get and reviewed and find the best solutions could be explained with innovation life cycle.

Stakeholder participation will help bring better ideas for new opportunities and for right policy development and regulation making.



<https://www.oecd.org/governance/observatory-public-sector-innovation/blog/page/howdoyougetthebestideas.htm>

Innovation in Policy Development and Regulatory Governance

RECOMMENDATION OF THE COUNCIL ON REGULATORY POLICY AND GOVERNANCE – 2012 states that;

Commit at the highest political level to an explicit **whole-of-government** policy for regulatory quality. The policy should have clear objectives and frameworks for implementation to ensure that, if regulation is used, the economic, social and environmental benefits justify the costs, distributional effects are considered and the net benefits are maximized.



Existing policy development mechanisms have problems in developing policies for creating solutions to the problem. **New innovative consultation mechanisms are needed** between different government institutions and ministries so that conflicting policy development and regulation making could be eliminated.

Promoting a Robust Stakeholder Engagement Culture in All Aspects of the Governance Cycle

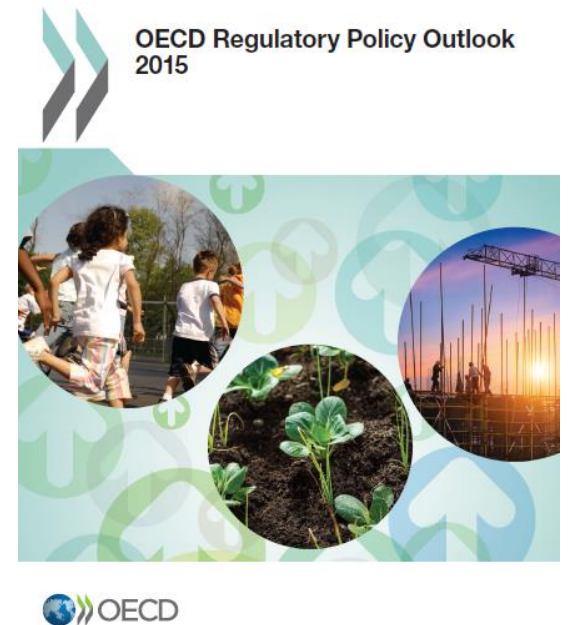
OECD has conducted a research on quality of implementation of regulatory policy making tools in OECD Countries and the report has been released in 2015.

Research has been conducted in there areas;
Stakeholder Engagement, Regulatory Impact Assessment (RIA)
and **Ex-post Evaluation**.

Findings showed that stakeholder engagement is a running process but efficiency and participation performance changes according to policy issues and ICT does not stimulate much **citizen participation** to consultation process new encouraging systems may improve participation.

RIA has been used by many governments however there is still room for improvement especially in stakeholder engagement and effect of regulation in different groups.

Ex-post Evaluation could be most valuable tool for improving quality life but it is not widely used by governments. Report states that: ***Ex post evaluation methodology could do more to assess the outcome desired or potential better ways to achieve the outcome.***
Stakeholder involvement is key for success.



SMEs & Start-ups need to be incorporated into Policy and Procurement Cycles

A stable, predictable, and consistent regulatory environment is crucial to avoid **heavy regulatory and policy burden**, and **high compliance costs**.

- The project's size and requirements must be proportionate and commensurate.
- **Quality and flexibility are sometimes more important than price**: more consideration can be given to performance or functional requirements, as well as to a **full life-cycle costing**.
- The **quality and transparency of the information provided by procurers** can be improved (on procurement opportunities or tender documentation).
- A **better dialogue culture** can be promoted e.g. by organizing opportunities for face-to-face exchange of information, helpdesks, one-stop shops, training opportunities etc.
- SMEs are particularly vulnerable to **late payments or non-payment** and the G20 report on SME financing assessed that "Government to Business (G2B) transactions could be encouraged to enhance the cash flow of small business suppliers": late payments should not be common practice.
- Promote demand-side innovation policies such as **Public Procurement of Innovative Solutions (PPI)** and **Pre-Commercial Procurement (PCP)**, which are insufficiently used in many countries.

Need for Finding Innovative Ways in Improving the Efficiency of Regulatory Tools and Stakeholder Participation

Stakeholder participation is key for successful policy and regulation making.

Stakeholders contain:

- Government itself
- Ministries
- Other public-sector institutions
- Local authorities
- Related civil society organizations
- Citizens

RIA and ex-post evaluations will allow to make better regulations by analyzing the possible impacts at the beginning, and analyzing the actual results after the implementation.

Stakeholder participations and insights will help to improve regulations and optimize benefits for all therefore, quality of life.

However stakeholder participation needs to be encouraged with innovative mechanisms.

Mechanisms for Collecting Ideas

- Crowd sourcing
- Third party platforms to connect communities with governments
- Governments working with different groups to generate ideas
- Processes for generating the ideas within public sector organizations.
- Policy Labs

Existing Public Sector Innovation Systems to collect ideas – Canada (Collecting Ideas From Public - Crowdsourcing)

Canada's Innovation Agenda

We're committed to making Canada a global innovation leader—and we want to hear from you!

[Submit my innovative idea →](#)

Or share it on social media:



Six areas for action. One way forward.

Start

Adapt

Grow

We and the [innovation leaders](#) want to hear ideas from YOU on how to take action in six areas.

Entrepreneurial and
Creative Society



Global Science
Excellence



World-Leading Clusters
and Partnerships



Grow Companies and
Accelerate Clean Growth



Compete in a
Digital World



Ease of Doing
Business



Existing Public Sector Innovation Systems to collect ideas – USA (Collecting Ideas From Public - Crowdsourcing)

<https://www.challenge.gov/list/>

Collecting ideas with prizes

The screenshot displays the Challenge.gov website interface. At the top, the logo for Challenge.gov is visible, with the tagline "Government Challenges, Your Solutions". Below the header, a search bar and a navigation menu are present. A banner indicates "732 Competitions Found". The main content area features a grid of challenge cards. Each card includes a title, a logo, a prize amount, a description, an "Open Until" date, and the posting organization. The challenges shown are:

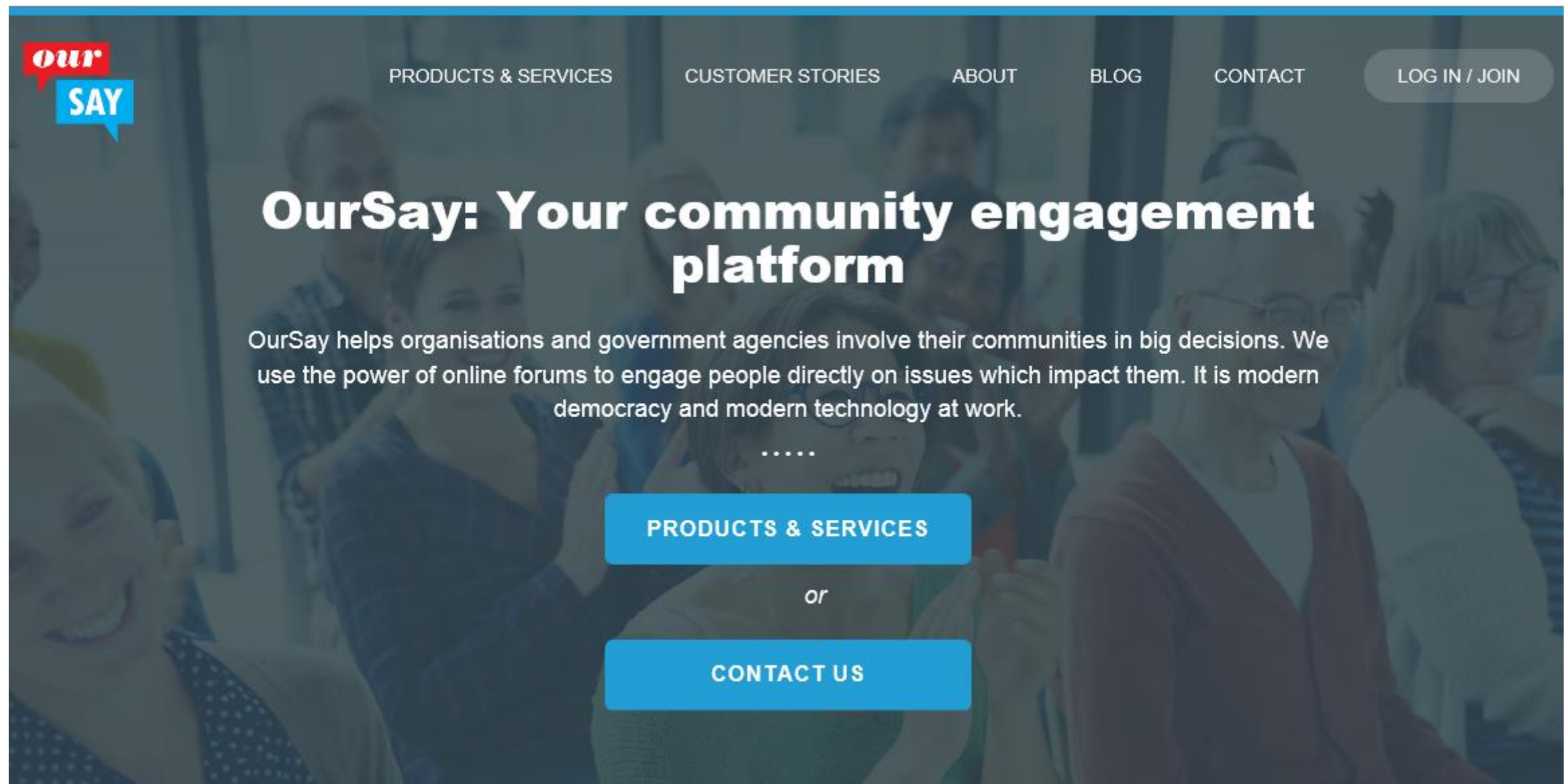
- Counter-Unmanned Aerial System (C-UAS) Hard Kill Challenge**: \$500,000 in prizes. Physically defeat unmanned aerial systems (UAS). Open Until: Dec 02, 2016. Posted by: Department of Defense.
- Ed Sim Challenge**: \$680,000 in prizes. Seeking next-gen educational simulations that strengthen career and technical skills. Open Until: Jan 17, 2017. Posted by: Department of Education.
- Community College Innovation Challenge**: \$2,700 in prizes. Community College teams proposing innovative, STEM-based solutions for real-world problems. Open Until: Feb 15, 2017. Posted by: National Science Foundation.
- Space Poop Challenge**: \$30,000 in prizes. Seeking novel solutions for in-suit waste management systems for any long duration tasks. Posted by: NASA Tournament Lab.
- 3D-Printed Habitat Challenge, Phase 2: Structural Member**: \$1,100,000 in prizes. Develop technologies for additive manufacturing of an off-world environment using recycled and/or indigenous materials.
- Generation Nano: Small Science, Superheroes**: \$3,250 in prizes. High school students design nanotechnology-enabled gear for an original superhero.

Existing Public Sector Innovation Systems to collect ideas – India (Collecting Ideas From Public - Crowdsourcing)

The screenshot displays the MyGov India website interface. At the top, the Government of India logo and navigation links (Skip to main content, Login, Register, English, हिन्दी, A⁻, A, A⁺, A, A⁺, f, t, MyGov States) are visible. A banner at the top right reads: "Let us join this mass movement towards **Surajya**. Realise the hopes and aspirations of the people and take India to greater heights! सत्यमेव जयते". Below the banner, a navigation bar includes "TRENDING", "Select Groups", "Do", "Discuss", "Poll/Survey", "Blog", and "Talk". A filter section shows "Filters: All (selected), Open, Closed Under" and "All Sectors". The "Sort By" dropdown is set to "Newest First". The main content area, titled "All Discussions Under MyGov", features three featured discussions: 1. "Thiruvananthapuram Smart City Challenge" with the text "Inviting suggestions for Thiruvananthapuram Smart City Challenge Proposal". 2. "Suggest a Theme for Oil & Gas Conservation Fortnight (OGCF) 2017". 3. "#Sandesh2Soldiers" with the text "This festive season, let's take moment to thank those who are away from their families and keeping us safe. Express your gratitude by writing #Sandesh2Soldiers." and "#Sandesh2Soldiers - Express your Gratitude Towards Soldiers". On the left sidebar, under "TRENDING", there are three items: "Increasing non-fare revenue for Indian Railways", "Vidyanjali - (School Volunteer Programme)", and "Design eGreetings for Guru Nanak's Birthday 2016". Under "IN FOCUS", there are two items: "Inviting suggestions on Increasing Steel Demand" and "Inviting suggestions for Thiruvananthapuram Smart City Challenge Proposal".

<https://www.mygov.in/home/discuss//>

Existing Public Sector Innovation Systems to collect ideas –Australia (Third party platform to connect communities with government)



www.oursay.org

Existing Public Sector Innovation Systems to collect ideas –Australia (Government working with different groups for idea generation)

<http://www.apsc.gov.au/priorities/innovation>



Australian Government
Australian Public Service Commission

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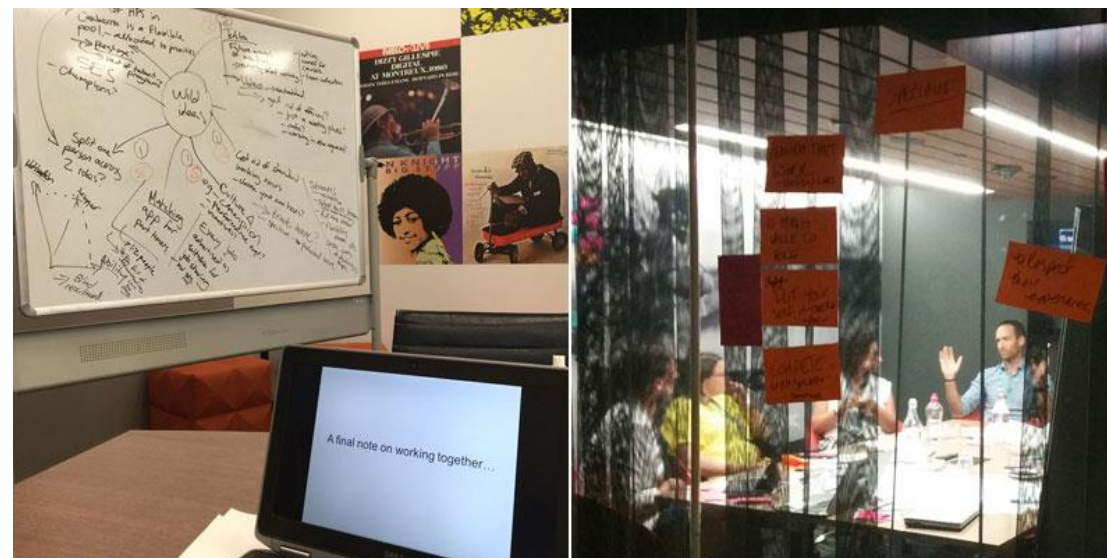
Innovation in the APS

Last updated: 22 Apr 2016

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Existing Public Sector Innovation Systems to collect ideas – USA (Idea Generation in Public Sector)

<https://www.digitalgov.gov/2016/02/25/bringing-agile-inside/>



Existing Public Sector Innovation Systems to collect ideas –EU (Policy Labs)



Policy Labs use experimentation, the use of multi-disciplinary approaches and design thinking, and systematic support for innovation. This makes room for acceptance of mistakes, sometimes embrace them for a learning opportunity. Such a system would create;

- openness and engagement with citizens
- ensuring leadership support and that senior government officials also have the opportunity to test and learn from these new approaches by working on real projects
- connecting innovation with mainstream issues and identifying what innovation leads to, including by sharing success stories, and
- building a habit of experimentation

27ème Region - Policy Lab



LA 27E RÉGION

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Residence in Marseille, 2015

La 27e Region conducts action-research programs to test new innovation methods for designing public policy involving all public stakeholders. To this end, it mobilizes the capabilities of multi-disciplinary teams composed of designers, idea generators, and social scientists from many fields (ethnography, sociology, participant observation) and engages in ground-level actions (do-it-yourself projects, adult education actions, etc.). Both these approaches prioritize the concrete experience of users, civil servants and citizens to serve as the starting point for re-examining public policy.

Innovation in Policy Development requires Innovation in Stakeholder Engagement Processes as well

- All the above tools are useful to encourage stakeholder involvement in policy development and regulation making process.
- Some of the includes physical participation of stakeholders through workshops.
- Policy Labs looks suitable for policy development, RIA, and Ex-Post Evaluation processes. Alternatives could be discussed and fall backs could be determined to shorten the policy development and RIA processes. Implementation of Ex-post Evaluation could be widened with this approach.
- Policy Labs could also contribute to cross border policy development process where appropriate solutions could be developed with the experiences of different cultures.
- Policy labs support learning process in international level as well.
- Evidence-Based Policies & Nudge Economics may also improve Stakeholder Engagement.

Thank you

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www.arge.com

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