



Original : Français

CONFERENCE OF MINISTERS

***Theme: Establishment and Evaluation of the Quality of
Public Service in Africa in the Light of the Principles of
Responsible Public Governance (RPG) in Pursuance of
Sustainable Development Goals (SDGs)***

CONCEPT PAPER

***28-30 January 2019
Rabat (Morocco)***

I) Background and justification

African countries in an internal context marked by economic crises, political and various changes in the international order remain determined to pursue the vision of emergence. Thus, they resolutely follow their different projects in each area and undertake to satisfy optimally the quality needs in the public service or the quality of the public service emanating from various claims including political powers, companies, citizens and even agents.

Thus, these countries have embarked on a major dynamic of administrative and institutional reforms aimed in particular at improving a certain value judgment. They are determined by a mission, a vision and the pursuit of a goal of quality of public service. The said quality is as much a citizen's requirement as much as it is a responsibility of the authorities and agents of the State. This quality of public service means a probably permanent tension towards the better being of the Administration or the public service. It presupposes, at the same time, the assumption of a certain idea of the public thing, as, foundation and destination of the realization of the good, the well-being and the-better-living-together.

All this indicates both the importance and attention that the African States bear on this mode of management. It is then advisable to see and specify the elements of its implementation in order to allow the Public Administration to genuinely inscribe in a perspective of performance and efficiency of its action, able to qualitatively accompany the changes underway in the countries. It is in this logic that today the establishment of the quality of the public service, just as its evaluation becomes a responsibility as indicated by the GPR defended by CAFRAD. It involves carefully conducting the implementation of quality in a comprehensive, integrated and flexible way in the light of the experiences of each country while respecting international standards.

Therefore, setting up and evaluating the quality of Public Service is an indispensable step, because it is part of the logic of global strategies and practices, more inclusive and closer to current aspirations, built around what it is now agreed to be called the Sustainable Development Goals (SDG) that have been adopted by the United Nations and which constitute or must now constitute the path towards which all forms of reform and governance should focus.

In this context, it will be a question of the means used by the leaders for the effective implementation of this quality within the public services of the African countries that want to be more effective, efficient, transparent, and responsible. It will also examine the progress of the implementation process and assess the quality of public services underway in the light of the principles of Responsible Public Governance (GPR) and the pursuit of Sustainable Development Goals (SDGs).

This meeting on the establishment and evaluation of the quality of the public service far from being a proposal for discussion, becomes, therefore, object of multiform interest. It will help to build one or new perspectives and innovative, likely to report, but especially to meet, in particular, expectations increasingly pressing and otherwise legitimate populations and peoples of Africa.

Then, this conference on the establishment and evaluation of the quality of public service in African countries that is built around the Responsible Public Governance (GPR) and the pursuit of the SDGs will thus offer grids of reading likely to get closer to the

complex reality of the contemporary world in a burst of pursuit of interests and shared values.

Finally, it will also make it possible to rethink the habits and traditions of public services, until then in force, to evaluate their relevance and to suggest new ways to improve them.

The purpose of this conference is to provide participants with the opportunity to deeply examine the issues involved and to find practical answers that can reconcile national, regional and international requirements.

Topics to be discussed :

1. General considerations around the notion of "quality of public service" faced with the idea of accountability supported by the RPG and the SDGs;
2. The role and benefit of modernization and reform of institutions in strengthening and implementing a quality public service in the light of the SDGs;
3. Evaluation of the quality of public service: What prerequisites? What difficulties? What procedures in the light of the RPG?
4. Issues and challenges of NICT in the implementation and evaluation of the quality of public service in the light of the principles of Responsible Public Governance (RPG) and the pursuit of Sustainable Development Goals (SDGs);
5. ISO standards and the establishment and evaluation of the quality of Public Service: Advantages and disadvantages in the light of the RPG and the achievement of the SDGs;
6. Capacity and effectiveness of leadership in setting up and evaluating the quality of public service;
7. The National Schools of Administration and training institutions: issue and importance of taking charge the training of agents and administrators in improving the quality of public service in the light of responsible governance in the implementation of SDGs;
8. Responsible Public Governance: the trajectory towards effective transversal governance based on the quality of public service with a view to the optimal achievement of the SDGs.

II) Target audience

This is a high-level political and strategic conference for Ministers and their senior officials, namely:

- Ministers in charge of Public Service, Labor, Administrative Reform and the State, including their advisers (and Directors) in charge of reform and innovation;
- Ministers in charge of Governance, Planning and Policy Development;
- Presidents of National Commissions in charge of Public Administration, Governance and State Reform;
- Presidents and senior officials of the Courts of Auditors;
- Directors General of National Schools and Institutes of Public Administration;
- Special Advisers in the offices of the Prime Minister and the Presidency, in charge of Planning, Innovation and Governance;
- The academics ;
- Representatives of Partner Institutions involved in the issues of the forum.

III) Expected results

Given the various issues that will be discussed during the sessions, this could contribute toward improving the performance of public services in African countries and give Africa a new motivation for building a quality public service from 'shared values', that are compatible with the international standards. In addition, it will be about putting in place strategies to better move towards a Responsible Governance of public services as well as to the evolution of the NICT in order to reach the Objectives of Sustainable Development targeted by the States at the International level.

IV) Resource persons

The proceedings will take place in plenary sessions. Each presentation will be made as both Word and Power Point document. They will be conducted under the guidance of experienced people who will reproduce the problem of setting up and evaluating the quality of the public service in the context of a theoretical and contextual questioning. They will facilitate the debates, give the floor and guide the discussions, in the direction of the construction of a strategy aimed at establishing a real synergy, based on the goal of Responsible Public Governance and that of Sustainable Development.

V) Registration fees

As a contribution to conference costs, participants will pay a token fee of US \$ 300 (Three hundred dollars). This amount will be paid on the first day, at the time of registration.

Date: 28 -30 January 2019

Venue: Rabat (Morocco)

Languages: The proceedings will be conducted in French and English (with simultaneous translation)

For more information about the conference or CAFRAD, please visit our website: www.cafrad.org or contact us at the following address:

**CAFRAD (African Training and Research Centre in Administration for Development),
B.P. 1796, TANGIER 90001 - MOROCCO.**

Office mobile (+212) 661 30 72 69

Tel. (+212) 539 32 27 07

Fax (+212) 539 32 57 85

E-mail: cafrad@cafrad.org ; Website: www.cafrad.org