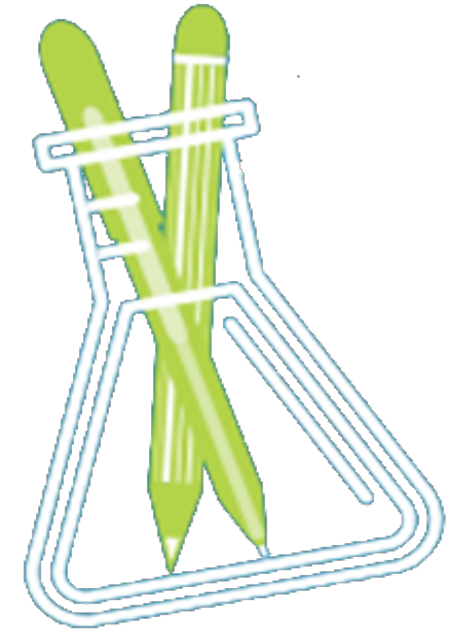


Measuring and Evaluating Determinants of Public Administration Productivity

Bureaucracy Lab

Development Impact Evaluation | Global Governance Practice

October 22-25, 2019, Brussels, Belgium



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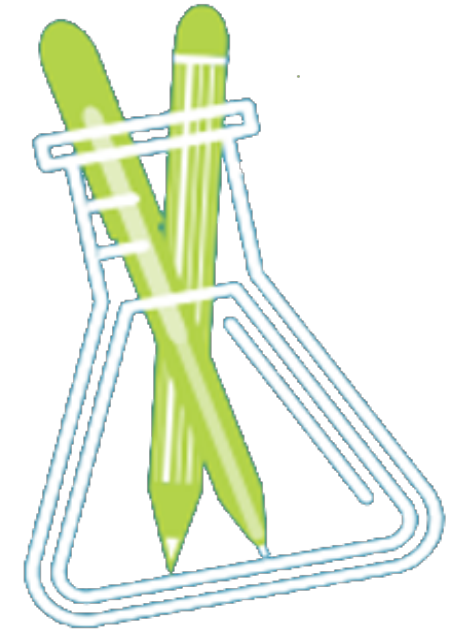
Improved performance of local governments

Estonia

Bureaucracy Lab

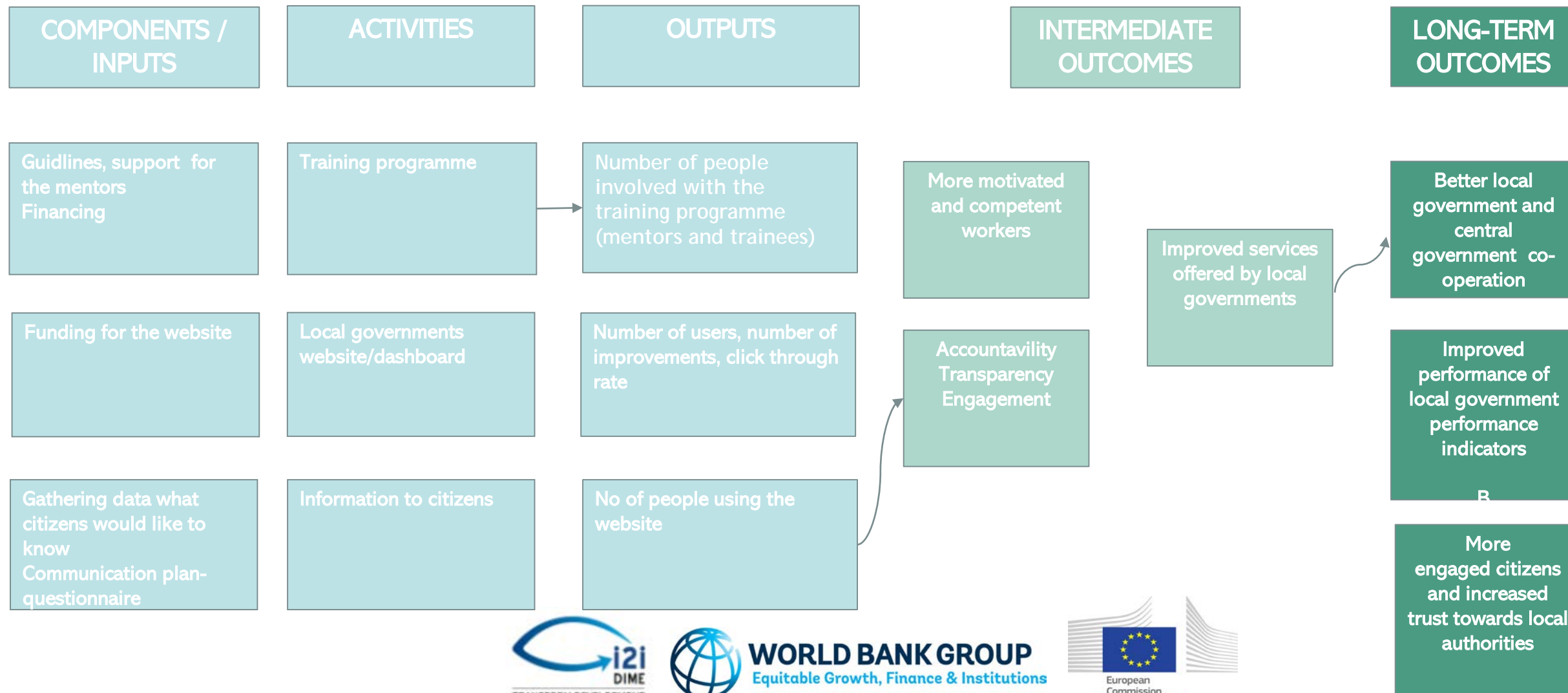
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Theory of Change





Reforms to Be Measured and Evaluated

- **Objective:** local government service levels
 - Overall goals: (service) performance increases (by using the LG personalized dashboard)
 - Components/inputs: data, funding for the website, development of databases
 - Agencies involved: LGs
- **Scope:** personalized dashboard, training how to use the dashboard
- **Target:** all LGs



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Measurement Goals

- **Focus:** website usage information (no of users, time spent), change of service performance
 - At what level: LG
 - Over what period of time: most likely over two years
 - With what frequency: monthly/yearly
- **What are the existing data systems:** national registers and manually collected data, website usage data (AI)





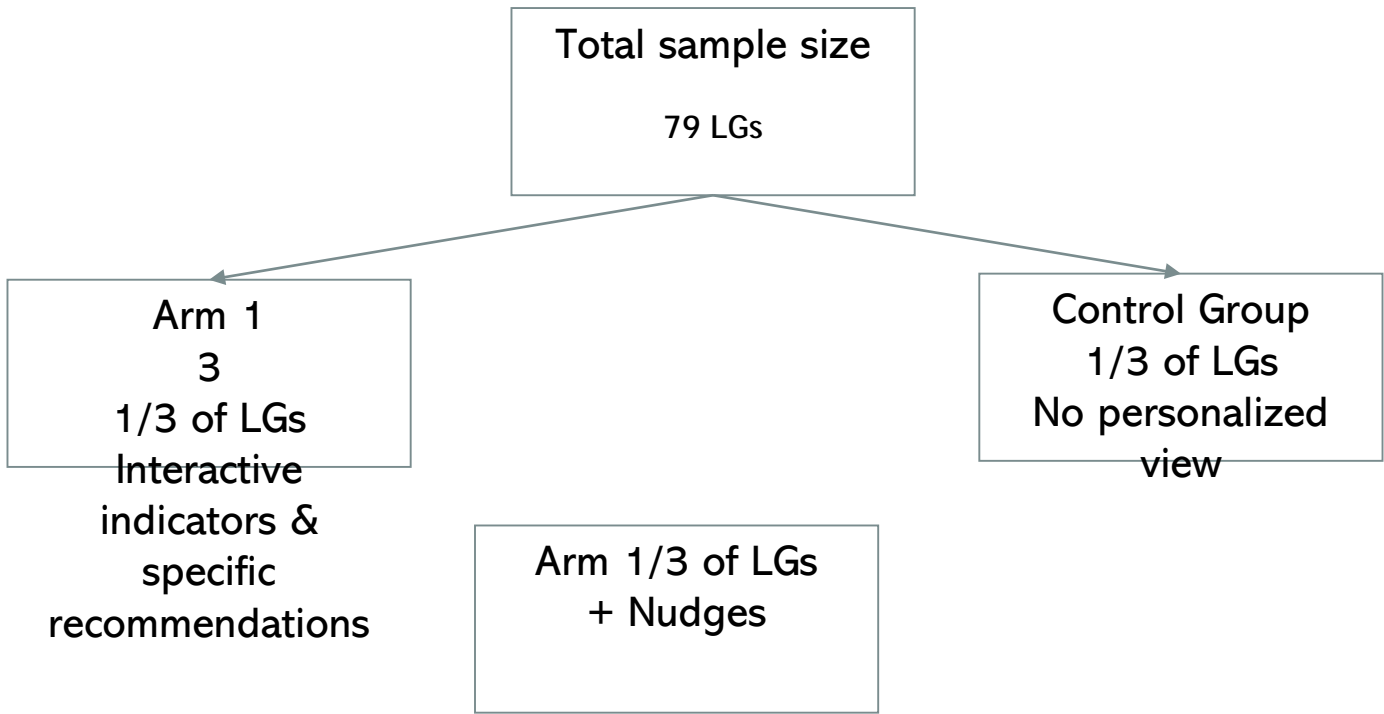
Impact Evaluation?

- What is the impact of personalized websites on LG service performance?
 - Have the LGs with a dashboard progressed more quickly (measured by service levels)?





Impact Evaluation Methodology



Challenges

- Discuss potential challenges/risks and how to tackle/mitigate them
- Four common examples:
 - LGs not interested
 - Unuseful indicators, lack of communication (unable to attract LGs), burdened by data (parallel systems?) etc
 - Unable to evaluate impact
 - Other factors/interventions impacting (new laws, support schemes etc)
 - Lack of or manipulation of data
 - Not motivated to provide data, malevolence etc

Timeline and Outputs



- Methodology

- Data analysis (incl verification) with LGs

- Monitoring reports (monthly)
- Lessons note

- Data analysis (incl verification) with LGs
- Client workshop (?)
- Technical paper (?)
- Policy note (?)

- Client workshop (feedback)
- Technical paper
- Policy note

Thank you!

