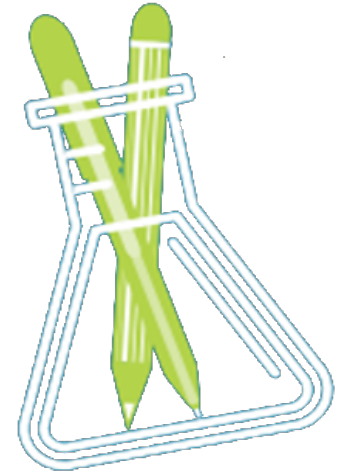


# Measuring and Evaluating Determinants of Public Administration Productivity

Bureaucracy Lab

Development Impact Evaluation | Global Governance Practice

October 22-25, 2019, Brussels, Belgium



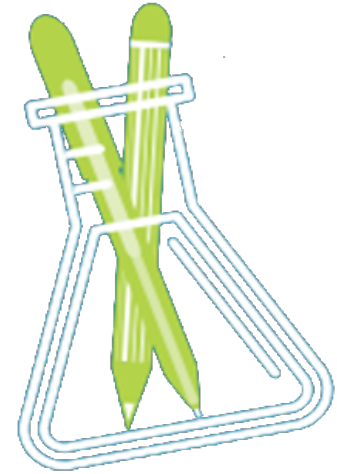
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# Collaborative Networks Portugal

Bureaucracy Lab

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Practice

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# Reforms to Be Measured and Evaluated

- **Objective:** Improve the productivity of the public administration through creation/expansion of collaborative networks in three/four domain::
  1. Contracting (active w/ different format)
  2. Healthy Workplace practices (new)
  3. Strategic management tools (next year)
  4. Other government support services (procurement/HR/etc)
- **Scope:** Network components
  - Web platform
  - Wiki/chat for troubleshooting/discussion
  - Meeting place for focal points in each department
- **Target:**
  - Central Public Administration Secretariats general (10)
  - Departments of state (Direcções gerais/Institutos públicos, ~ 150)



# Impact Evaluation?

- What is the impact of accessing the network on adoption of practices and public sector productivity?
  - Are contracts written more consistently? Following best practices? Does this improve procurement effectiveness?
  - Are healthy workplace practices followed? Does this improve worker wellness?
  - Do strategic management plans help offices focus on their core business activities, and achieve their short- and long-term goals?



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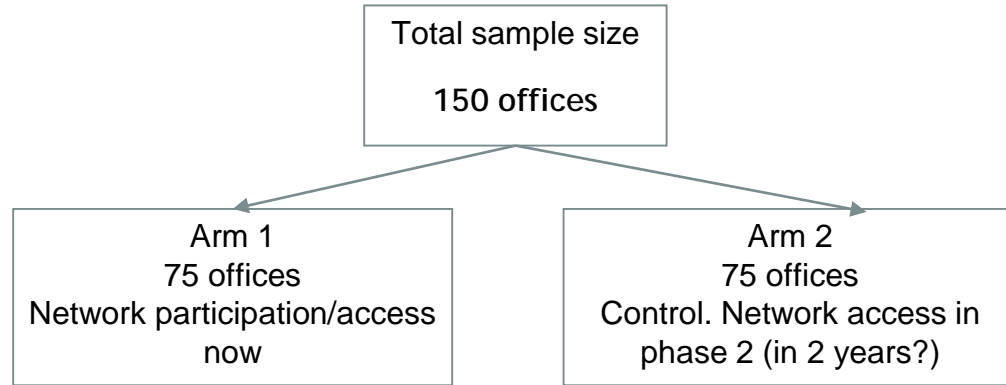
# Measurement Goals

- **Focus:** The key variables/topics on which data will be collected are
  - On-line exchanges (network, contributions to the wiki)
  - Contract texts (text analysis, real time; time to write a contract)
  - Procurement outcomes (centralized dataset, real time, + surveys)
  - Compliance with occupational health & safety requirements (admin data, surveys)
  - Optional healthy workplace practices (surveys, baseline/endpoint)
  - Worker health/subjective well-being (surveys, baseline/endpoint)
  - Worker absenteeism/retirement/transfers (HR data)
  - Strategic plans. Balance between support and business areas. (expert evaluation, real time)
  - Plan completion (expert evaluation, real time)
- **What are the existing data systems:** are there any pre-existing mechanisms that collect proxies of the variables/topics of interest?
  - Procurement databases
  - Contract litigation database (if available)
  - HR Database



# Impact Evaluation Methodology

## Randomized Rollout of Trainings for Network Access

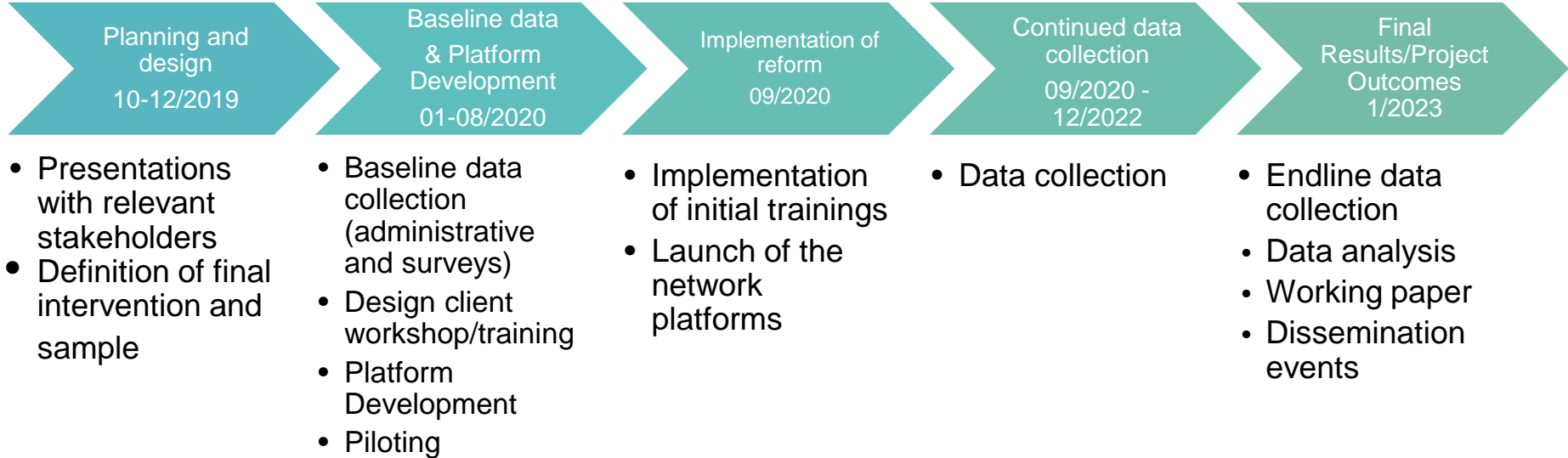




# Challenges

- Spillovers
  - Control group learns and accesses the network - mechanisms to prevent it?
  - We will be able to see the frequency with which the control group access the online platform
- Network externalities: The value of the network is larger, the more people use it.
- Need to hire developers/facilitators to create platform, run trainings.
- Government is currently being restructured after recent election. Uncertainty regarding which ministry will be responsible for spearheading the project (will hopefully be resolved in next 1 month).

# Timeline and Outputs





Thank you!



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