



Evropská unie  
Evropský sociální fond  
Operační program Zaměstnanost



MINISTERSTVO VNITRA  
ČESKÉ REPUBLIKY

# CLIENT-ORIENTED PUBLIC ADMINISTRATION 2030

**1**

**ACCESSIBLE  
AND QUALITY  
SERVICES**

**2**

**EFFICIENT  
SYSTEM OF  
PUBLIC  
ADMINISTRATION**

**3**

**EFFICIENT  
PUBLIC  
INSTITUTIONS**

**4**

**QUALIFIED HUMAN  
RESOURCES**

**5**

**INFORMED AND  
ENGAGED  
CITIZENS**



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## VISION

**„In 2030, the public administration will be as client-oriented as possible and will thus contribute to further increase in the quality of life of the citizens and the growth of the prosperity of the Czech Republic.“**

- The maximum possible number of services will be provided electronically.
- An efficient branch network of public administration offices will be in place, territorially distributed in a way to meet the real needs of citizens and their daily commutes
- Citizens will have the possibility to evaluate the quality of public services.
- The cooperation of public administration authorities will improve thanks to the clarification of competences and their consistent enforcement.
- Improved mutual inter-municipal cooperation.
- Authorities will generate innovative solutions and make responsible decisions based on data-evidence.
- The authorities will strategically manage their overall development as well as the development of specific policies.
- Public administration will be more understandable for citizens and it will also improve the communication of the results of their work to the citizens.
- Citizens will be better informed about how to participate in public affairs, and new tools for participation will be introduced.

**VISION: A CLIENT-ORIENTED PUBLIC ADMINISTRATION CREATING CONDITIONS FOR THE GROWTH OF PROSPERITY IN THE CZECH REPUBLIC AND FURTHER INCREASING THE QUALITY OF LIFE OF ITS POPULATION**

**GLOBAL OBJECTIVES :**

1. HIGH QUALITY PUBLIC ADMINISTRATION SERVICES, ACCESSIBLE TO THE CLIENTS
2. WELL-MANAGED PUBLIC ADMINISTRATION AND ITS INSTITUTIONS, QUALIFIED HUMAN RESOURCES
3. PUBLIC ADMINISTRATION CREATING CONDITIONS FOR THE PARTICIPATION OF CITIZENS IN PUBLIC AFFAIRS

**STRATEGIC AIM 1**  
QUALITY SERVICES OF PUBLIC ADMINISTRATION ACCESSIBLE FOR THE CLIENT

**STRATEGIC AIM 2**  
EFFICIENT SYSTEM OF PUBLIC ADMINISTRATION

**STRATEGIC AIM 3**  
EFFICIENT PUBLIC ADMINISTRATION INSTITUTIONS

**STRATEGIC AIM 4**  
COMPETENT HUMAN RESOURCES

**STRATEGIC AIM 5**  
INFORMED AND ENGAGED CITIZENS

**Key projects:**

- Draft of a new competence law;
- Introduction of an information system of central electronic registry office (e-Matrika);
- A new structure for the exercise of delegated competences;
- Systematic development of innovations in public administration;
- Use of Big Data analysis for improving availability of services;
- Strengthening the performance-based financing of tasks in delegated competences.

**More information in Czech on:**

**[www.mvcr.cz/clanek/koncepcie-klientsky-orientovana-verejna-sprava-2030](http://www.mvcr.cz/clanek/koncepcie-klientsky-orientovana-verejna-sprava-2030)**

# OBJECTIVE 1: ACCESSIBLE AND QUALITY SERVICES OF PUBLIC ADMINISTRATION

- **Improve the quality of public services of the public administration**
- **Ensure optimal availability of services**

By 2030, public administration services will be provided electronically in the highest possible extent and also accessible from one place (internet self-service). At the same time, however, the possibility of off-line access will be maintained for those groups of people who do not want or cannot communicate electronically.

However, the network of public administration offices must meet the principles of 3E and not excessively burden the public administration financially, so it needs to be located in the places with the highest concentration of citizens.

Citizens will have the opportunity to assess the quality of the services provided in order to provide feedback and thus stimulating the authorities to improve the quality of services, particularly their quickness and friendliness.

The provision of services falling within the scope of so-called delegated competence must, in all appropriate cases, be completely rid of obligatory local jurisdiction and of any multiple reporting. Only municipalities with sufficient personnel and expert background should exercise the delegated powers. For this reason, a new structure of delegated powers in the Czech Republic will be created .

Quality provision of services is not only the result of changes within the front office, but also the so-called back office. In this field, the highest possible degree of electronisation of internal processes is an absolute necessity by 2030, leading also into a significant reduction of bureaucracy.



Improve the quality of services provided by public administration

- ✓ Optimization and digitalization of services and processes (according to Digital Czech Republic Strategy)
- ✓ Extension of online services of the Citizen's Portal and the Portal of Public Administration (gov.cz)
- ✓ Online instructions for life situations of clients
- ✓ Analyses for effective digitalization
- ✓ Training of public administration officials in the client approach
- ✓ Involvement of the public in the evaluation of the quality of public administration services
- ✓ Digitalization of registry offices

Ensure appropriate availability of services

- ✓ Better performance of delegated powers in municipalities
- ✓ Increasing the number of municipalities of the second type and their competences
- ✓ Reduction of the burden of state administration in small municipalities
- ✓ More public administration services outside the client's place of permanent residence
- ✓ Modification of the performance of public administration in agglomerations
- ✓ Use of „Big Data“ to improve service availability
- ✓ Creation of a network of effective offices with professional employees performing state administration

**More information about availability in Czech:  
[www.mvcr.cz/clanek/dostupnost-verejne-spravy](http://www.mvcr.cz/clanek/dostupnost-verejne-spravy)**

## OBJECTIVE 2: EFFICIENT SYSTEM OF PUBLIC ADMINISTRATION

- Strengthening the management and coordination mechanisms in public administration, particularly by means of a new competence law
- Improving the legal environment
- Streamlining control mechanisms in the management of public funds
- Streamlining cooperation between municipalities
- Creating an environment supporting innovations and developing AI and automation

Apart from accessible and high-quality services, the client expects internal efficiency from public administration - i. e. that public administration does not waste resources, is organized rationally, thoroughly managed, sensibly creates policies and chooses solutions sustainable in the long-term perspective.

To this end, it is necessary to clarify the competences of individual central state administration bodies by 2030 and, on this basis, to stimulate them to cooperate and coordinate their activities and decisions. At the same time, not only the central state administration bodies should cooperate more intensively, but also individual municipalities, where joint cooperation will save resources based on the scope or sharing of know-how and resources.

Based on a systemic approach, innovative solutions will be created and applied in practice, there will be a significant streamlining of control mechanisms for the spending of public funds. Regulatory impact assessment will become a common part of drafting legislation and all legal regulations, including regulations of municipalities and regions, will be available in one place.



## Strengthen management and coordination mechanisms

- ✓ Elimination of duplications in competences of central state administration bodies
- ✓ Strengthening cooperation and information sharing between ministries
- ✓ More intensive and more uniform support of municipalities in the performance of state administration
- ✓ Improving the overall management of public administration
- ✓ Increasing the powers of the state in the event of a threat to the functioning of municipalities due to lack of interest in self-government compared to today's municipal administrators
- ✓ Further implementation the performance based financing of the delegated state administration
- ✓ Definition of uniform conditions for the establishment and operation of statutory cities
- ✓ Creation of a new competence law

## Streamline control mechanisms in the management of public funds

- ✓ Evaluation of the system of controls over the management of public funds
- ✓ Revision of the Act on Financial Control

## Improve the legal environment

- ✓ Increased support for RIA reporting (regulatory impact assessment)
- ✓ Linking case law to legislation in the eCollection (eSbírka, i. e. digitalized Czech legislation)
- ✓ Electronisation of legal regulations of municipalities and regions and their connection to the eCollection

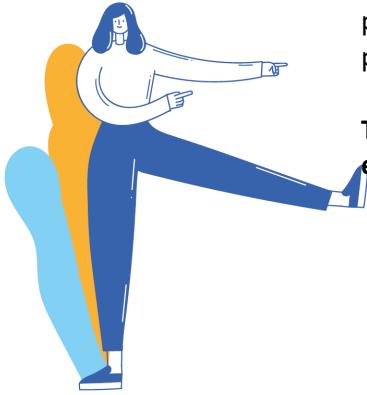
## Streamlining the co-operation of municipalities

- ✓ Strengthening the cooperation of municipalities within the area of municipalities with extended powers
- ✓ Strengthening the role of the municipality with extended powers in the territorial development of the whole area
- ✓ Increasing the local cooperation of municipalities within the agglomeration (creation of the institute of the "metropolitan association of municipalities")

## Creating an environment supporting innovations and development of AI and automation

- ✓ Evaluation of the current state of innovations in public administration
- ✓ Setting up of a system support for innovations in public administration
- ✓ Evaluation of the potential use of robotics, automation and artificial intelligence in public administration

More information about innovations in Czech:  
[www.mvcr.cz/clanek/inovace-ve-verejne-sprave](http://www.mvcr.cz/clanek/inovace-ve-verejne-sprave)



**The Ministry of Interior** plays a coordinating role in the organization and performance of public administration, as well as in the areas of administrative punishment, file services and procedures under the Control Code.

**The Ministry of the Interior is the central body of state administration especially for:**

- names and surnames, registry offices, citizenship, identity cards, residence reports, population records and birth numbers,
- association in political parties and political movements,
- right of assembly, public collections
- travel documents, residence permits for foreigners and refugee status,
- territorial division of the state,
- archives.

#### Interesting publications of the Ministry of Interior:

- Annual reports on the state of public administration in the Czech Republic;
- Summarising publication „Public Administration in the Czech Republic“ (in English);
- Collections of examples of good practice from the „Friendly Office“ Competition and the Ministry of Interior’s „Awards for Quality and Innovations in Public Administration“;
- Analyses of particular areas of public administration;
- Educational materials for municipal officials and municipal elected representatives.

**Publications are available (in Czech) for download on:**

[www.mvcr.cz/clanek/verejna-sprava-publikace](http://www.mvcr.cz/clanek/verejna-sprava-publikace)

## • **OBJECTIVE 3: EFFICIENT PUBLIC INSTITUTIONS**

- **Better use of evidence-informed policy and decision making process**
- **Better use of the systemic approaches to quality management and the further improvement of quality management**
- **Improve the application of the principles of sustainable development**
- **Emphasize the importance and increase the quality of the implementation of strategic management**
- **Unify the quality of project management processes in state administration**

Efficiency in the functioning of public institutions will be achieved by promoting decision-making based on facts and systemic approach. Strategic and project management as well as quality management will be emphasized. Last but not least, it will also be necessary to raise awareness in sustainable development.

Supporting evidence-informed decision-making will include, among other things, creating analytical teams in state administration organizations and increasing the professional competencies of analysts alternatively creating a platform for sharing analyzes. The importance and quality of the implementation of strategic management will be increased, and project management in state administration will be unified, including the competencies of project staff.

Training of the employees in public administration will be extended by a special module to raise awareness of sustainable development in its entirety; the perspective of sustainable development will be included in the evaluation of subsidy policies.



## Better use of evidence-informed policy making and decision making process

- ✓ Development of skills of analysts in public administration
- ✓ Support for the creation of analytical teams in state administration
- ✓ Support of decision-making based on data and facts and their critical evaluation
- ✓ Publication of analyzes and accompanying data in one place to simplify their sharing

## Better use of the systemic approaches to quality management and the further improvement of quality management

- ✓ Support of quality management in municipal and regional offices
- ✓ Further support for established quality management systems in administrative offices
- ✓ Training of civil servants in quality management
- ✓ Introduction of a system for awarding the administrative offices for the development of quality management
- ✓ Support for benchmarking, ISO standards or the CAF model
- ✓ Sharing of good practice in quality management for motivation

More information about quality management (in Czech):

[www.mvcr.cz/kvalita](http://www.mvcr.cz/kvalita)

## Improve the application of the principles of sustainable development

- ✓ Incorporate the context of sustainable development in the education topics of civil servants ( in accordance with the “Strategic Framework Czech Republic 2030”), as well as the knowledge and skills necessary for good public policy-making (e.g. experimentation and piloting, human-centered design, participation or deliberation)
- ✓ Raising awareness in the environmental responsibility of organizations and individuals
- ✓ Raising awareness and support of socially responsible public procurement
- ✓ Evaluation of subsidy policies in accordance with the principles of sustainable development



More information about sustainable development (in Czech):

[www.mzp.cz](http://www.mzp.cz)

## **Emphasize the importance and increase the quality of the implementation of strategic management**

- ✓ **Creation of a Support Center for strategic management enabling continuous consultation, communication and sharing of good practice across public administration**
- ✓ **Development and promotion of technical tools for strategic work (Strategy Database, ObcePRO, Regional Information Service)**
- ✓ **Creation and dissemination of innovations for strategic management (e.g. Strategic Impact Assessment)**
- ✓ **Support of strategic management teams in offices**

## **Unify the quality of project work performed in state administration**

- ✓ **Introduction of minimum standards of project management in public administration**
- ✓ **Unification of competencies of project managers**
- ✓ **Introducing “project management” in the catalogue of work types in state service**

**More information about strategic and project management:**

**[www.mmr.cz](http://www.mmr.cz)**

## **OBJECTIVE 4: QUALIFIED HUMAN RESOURCES**

- **Improving the knowledge and skills of elected representatives of self-governing units**
- **Improving the knowledge and skills of local government officials**
- **Enhancing the quality of training in state administration**

In order to ensure the proper administration in different types of municipalities and regions by their elected representatives and to prevent such a conduct that could be assessed as illegal, it is necessary to ensure a certain level of expertise. This will be guaranteed by their participation in the systemic training program.

Instead of comprehensive general education, a new multi-level training of municipal officials will be introduced, which will take into account the scope of the agenda that the official carries out in the given type of municipality. Training will also be conducted in a more modern way, it will pay attention to the development of personality characteristics and a wider range of knowledge and skills.

The system of training in state administration will focus on qualitative change, where a key factor is the orientation to the application of acquired knowledge and skills in practice, especially in connection with new legal regulations that employees encounter in everyday practice.



## Improve the knowledge and skills of elected representatives of territorial self-governing units

- ✓ Introduction of systemic education of representatives of self-government
- ✓ Use of modern educational tools
- ✓ Increase of expertise by introducing mandatory verification of special professional competence for mayors and deputy mayors exercising delegated powers

## Improve the knowledge and skills of local government officials

- ✓ Standardization of initial training of officials in self-governing units
- ✓ Adjustment of the examinations in public administration according to the real scope of activities in particular type of self-governing unit
- ✓ Improving the process of recognizing the equivalent education of the employees in public administration offices

## Enhance the quality of training in state public administration

- ✓ Launch of a central training in cross-sectional areas common to all branches of civil service
- ✓ Trainings to deepen the knowledge in the key administrative activities
- ✓ Central registry of the completed training events
- ✓ A new concept of enhancing the knowledge of civil servants

## **OBJECTIVE 5: INFORMED AND ENGAGED CITIZENS**

- **Improve the communication of public administration with the public**
- **Raise awareness of the possibilities of citizens' participation in public events, facilitate these opportunities**

In recent years, there has been a long-term decrease of interest in participation through the two dominant instruments of liberal democracy - elections and membership in political parties. This is also associated with a generally declining or stagnant level of trust in political institutions and elected representatives. Therefore, the public's awareness of the possibilities of participation needs to be continuously increased, as well as the public administration's awareness of less traditional tools of participation, whose wider use will be stimulated. The functioning of local democracy will also be examined.

It is also often possible to encounter a negative perception of public administration by citizens, in many cases it is caused by low awareness of what are the tasks of public administration. Information on the results of the work of officials must reach the citizen as quickly and seamlessly as possible. Public administration institutions must learn how to communicate as well as think strategically about this communication. In this regard, specific groups of the population and disabled citizens must not be left out; public administration must facilitate best possible access to services and information to these groups of citizens.



## Improving the communication of public administration with the public

- ✓ Providing a methodological support for communicating with the public
- ✓ Support for the creation of communication strategies of ministries and other central authorities
- ✓ Raising public awareness of activities performed by public administration
- ✓ Support for authorities in communicating with specific groups of the population
- ✓ Support for Easy-to-read methodology and simplified texts

## Raising awareness of the possibilities of citizens' participation in public events, facilitate these opportunities

- ✓ Raise public awareness of various possibilities of public participation in public affairs
- ✓ Increasing the participation of citizens in elections
- ✓ Analysis of sub-municipal structure



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[www.kvalitavs.cz](http://www.kvalitavs.cz)

[www.zastupitelvkurzu.cz](http://www.zastupitelvkurzu.cz)

[www.prispevekobce.cz](http://www.prispevekobce.cz)

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