

# SERVICE DELIVERY FOR AN INCLUSIVE SOCIAL DEVELOPMENT AS A GOVERNANCE PRIORITY IN THE ARAB REGION

EGM on Inclusive Social Development (Beirut, 4-5 November 2014)

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- SDGs and Governance
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- More efficient and effective service delivery
- Focus areas and the way forward

## Goal 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels

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- 16.1: reduce violence and related death rates
- 16.2 end abuse, exploitation, trafficking and all forms of violence
- 16.3 promote the rule of law
- 16.4 reduce illicit financial and arms flows
- 16.5 substantially reduce corruption and bribery in all its forms
- 16.6 develop effective, accountable and transparent institutions
- 16.7 ensure responsive, inclusive, participatory decision-making
- 16.9 by 2030 provide legal identity for all including birth registration
- 16.10 ensure public access to information and protect freedoms
- 16.a strengthen relevant national institutions
- 16.b promote and enforce non-discriminatory laws and policies for sustainable development

## MDG Review and What We Learned from It

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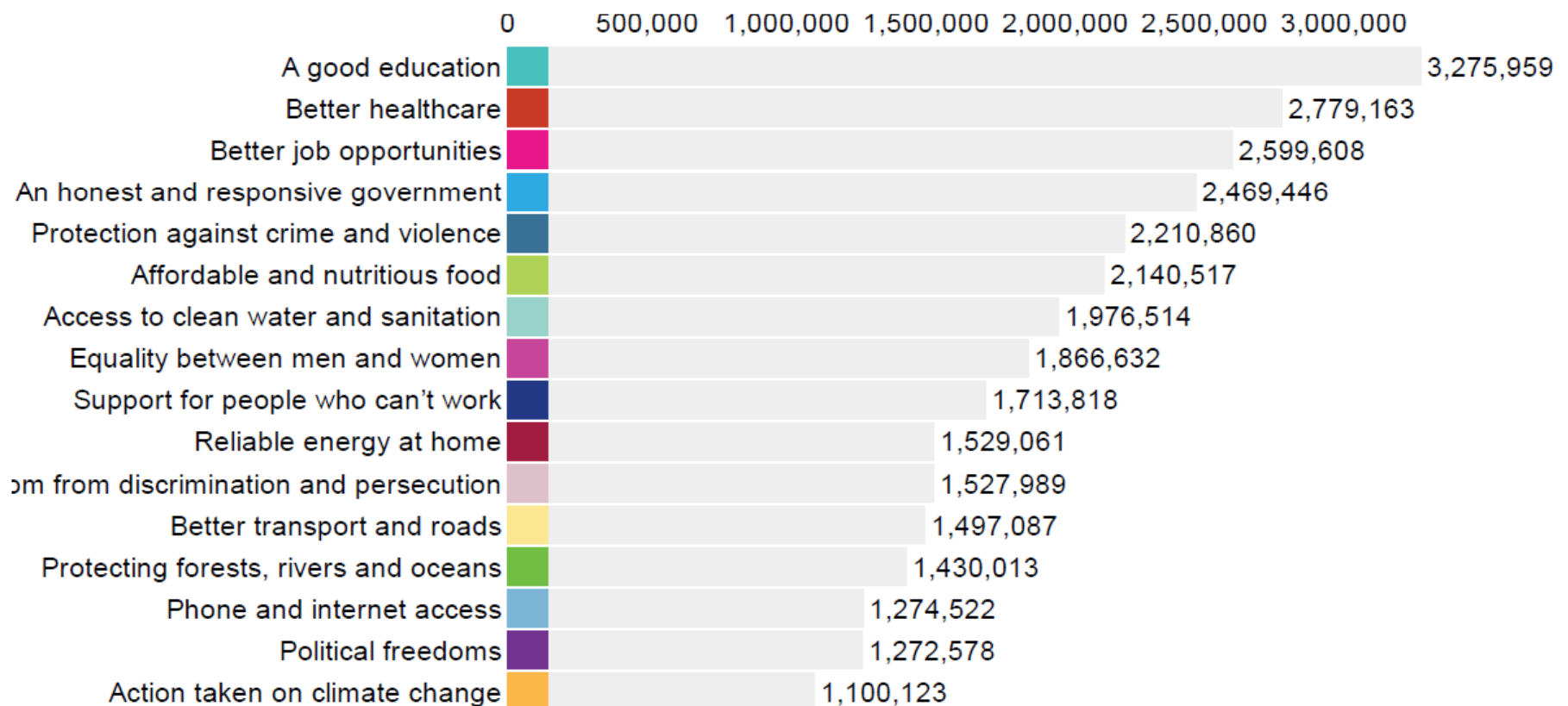
*“Governance was a blind spot of the Millennium Development Goals...”*

*ODI Report “What’s behind the demand for governance” 2014*

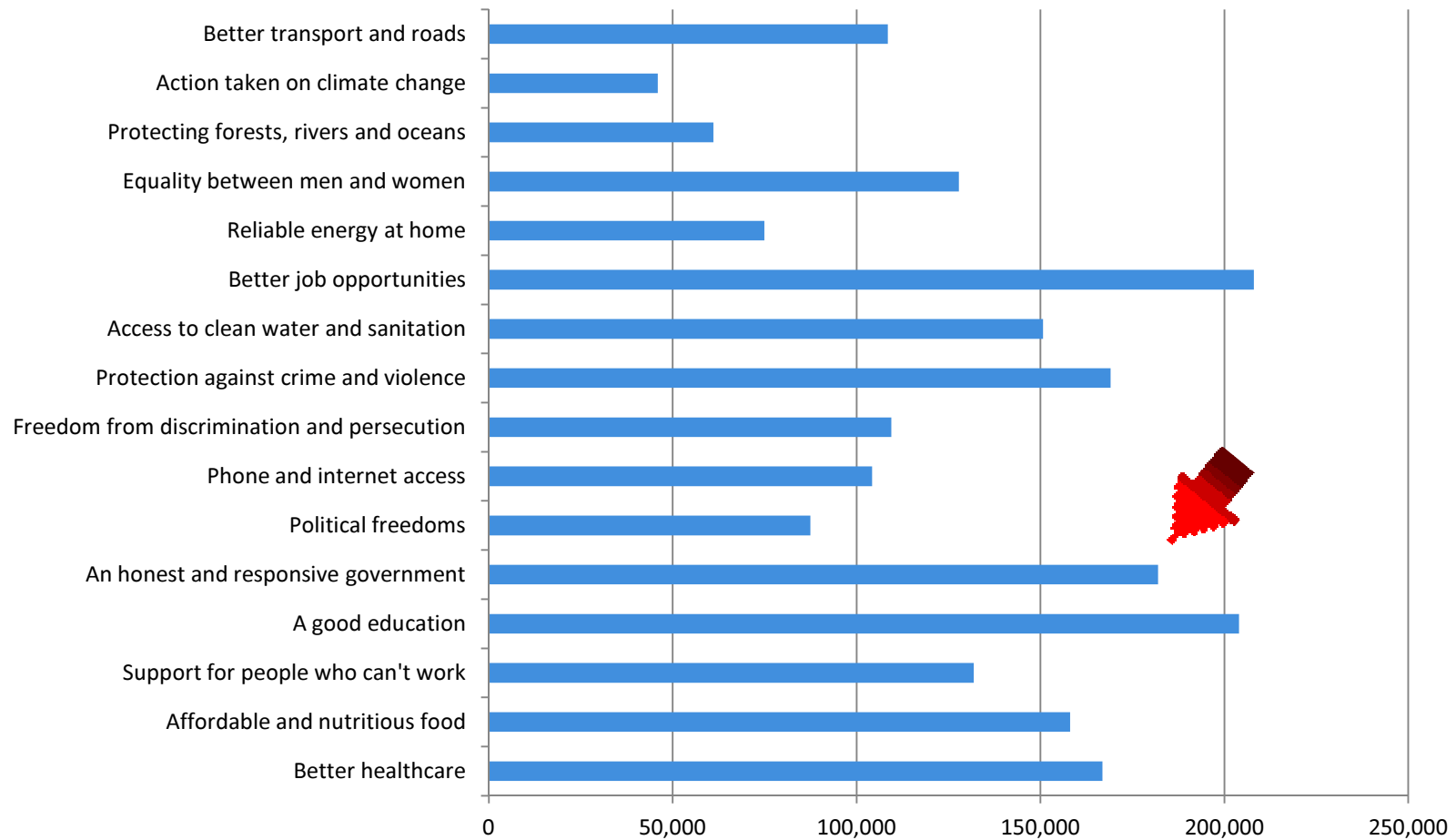
- Evidenced by global and regional opinion surveys
- **Honest and responsive government** as one of the top development priorities, after better economic opportunities
- “Honest and responsive government” manifests as addressing financial and administrative corruptions, ensuring security and accountability

# MY World Survey Results: Global

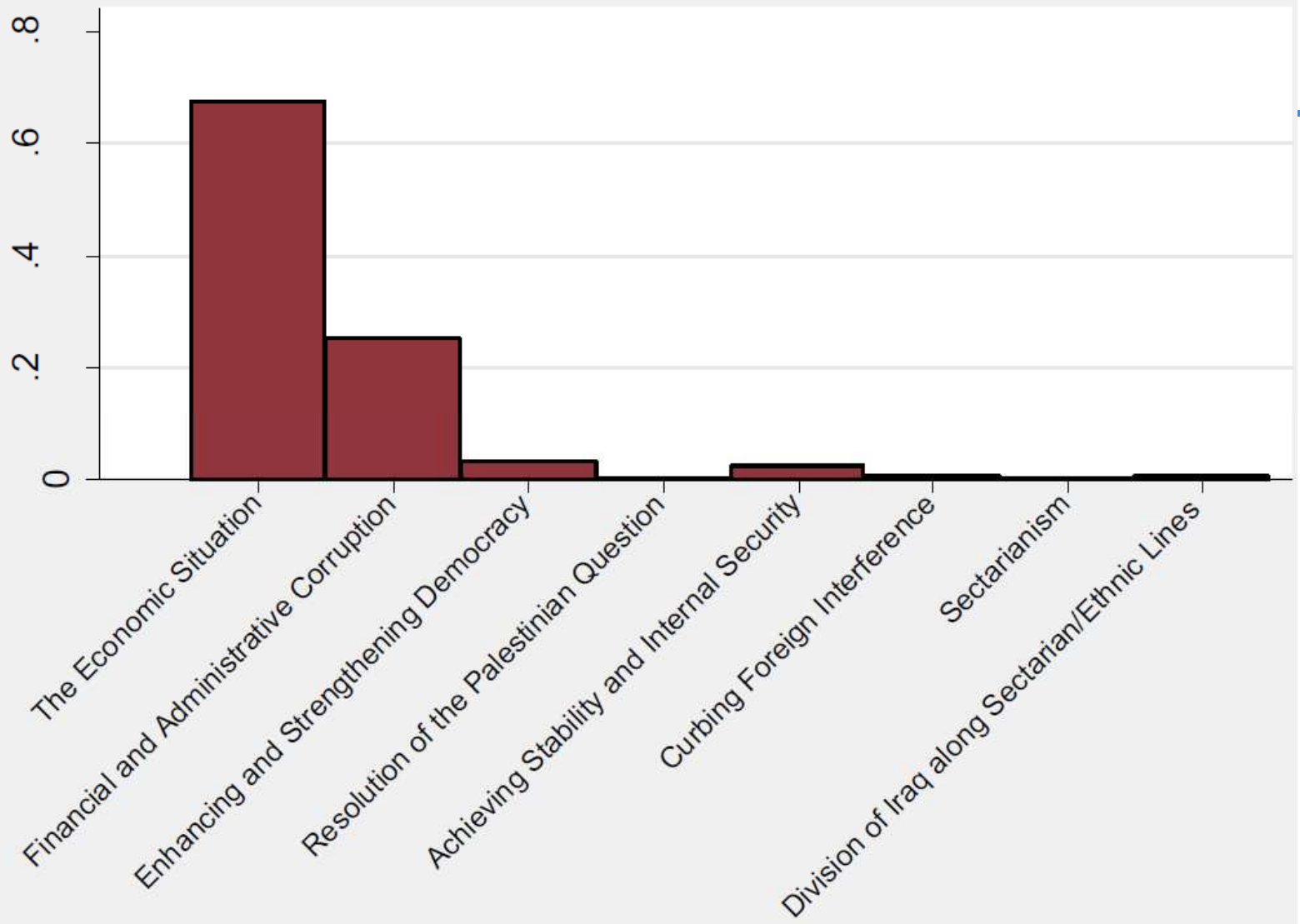
5,160,656 votes for All Countries & Country Groups / All Genders / All Education Levels / Age Group (All Age Groups)



# MY World Survey Results: Regional (as of 8 October)



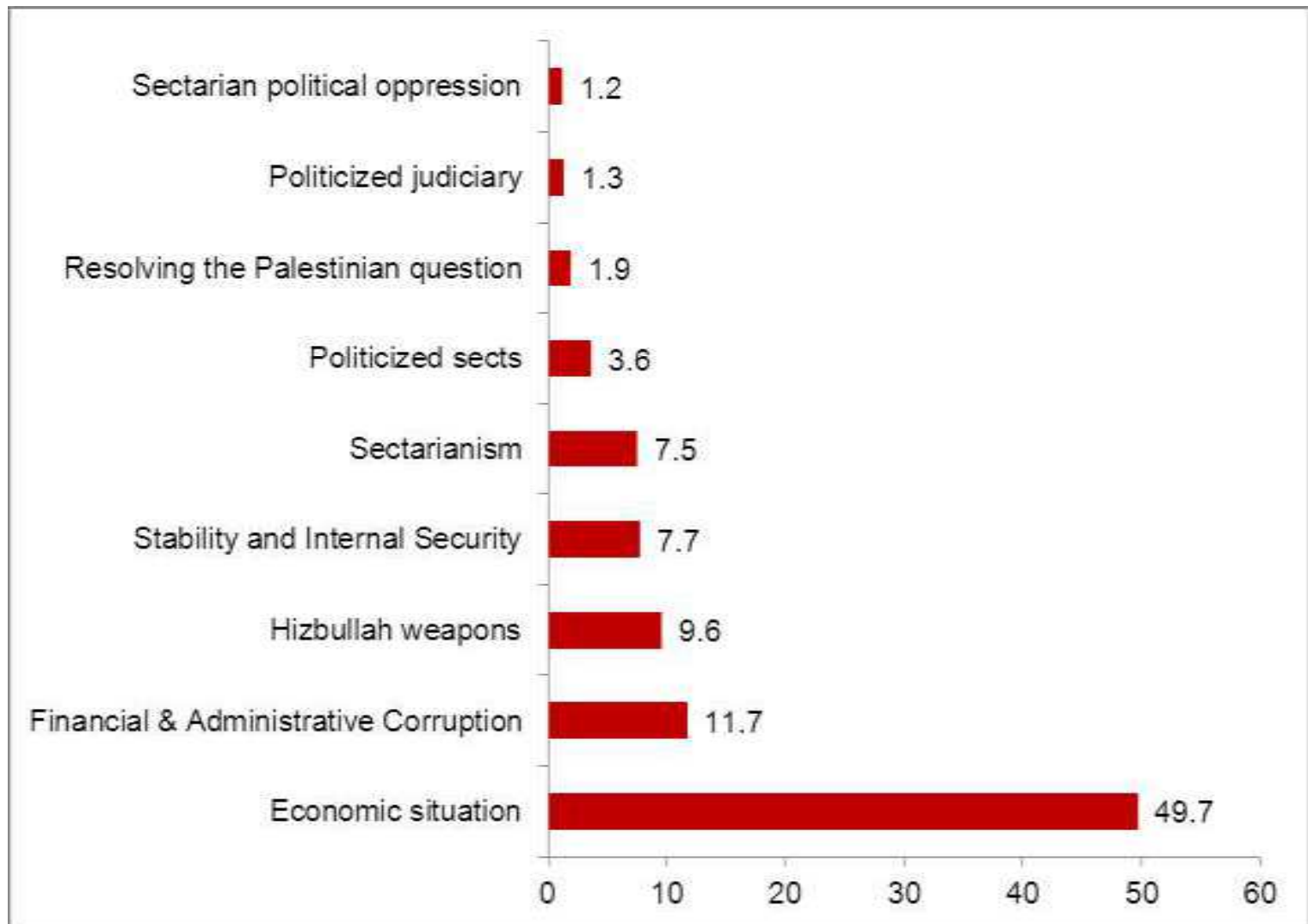
## Arab Barometer Survey II (2012): Iraq



What is the most important challenge Iraq is facing today?

## Arab Barometer Survey II (2012): Lebanon

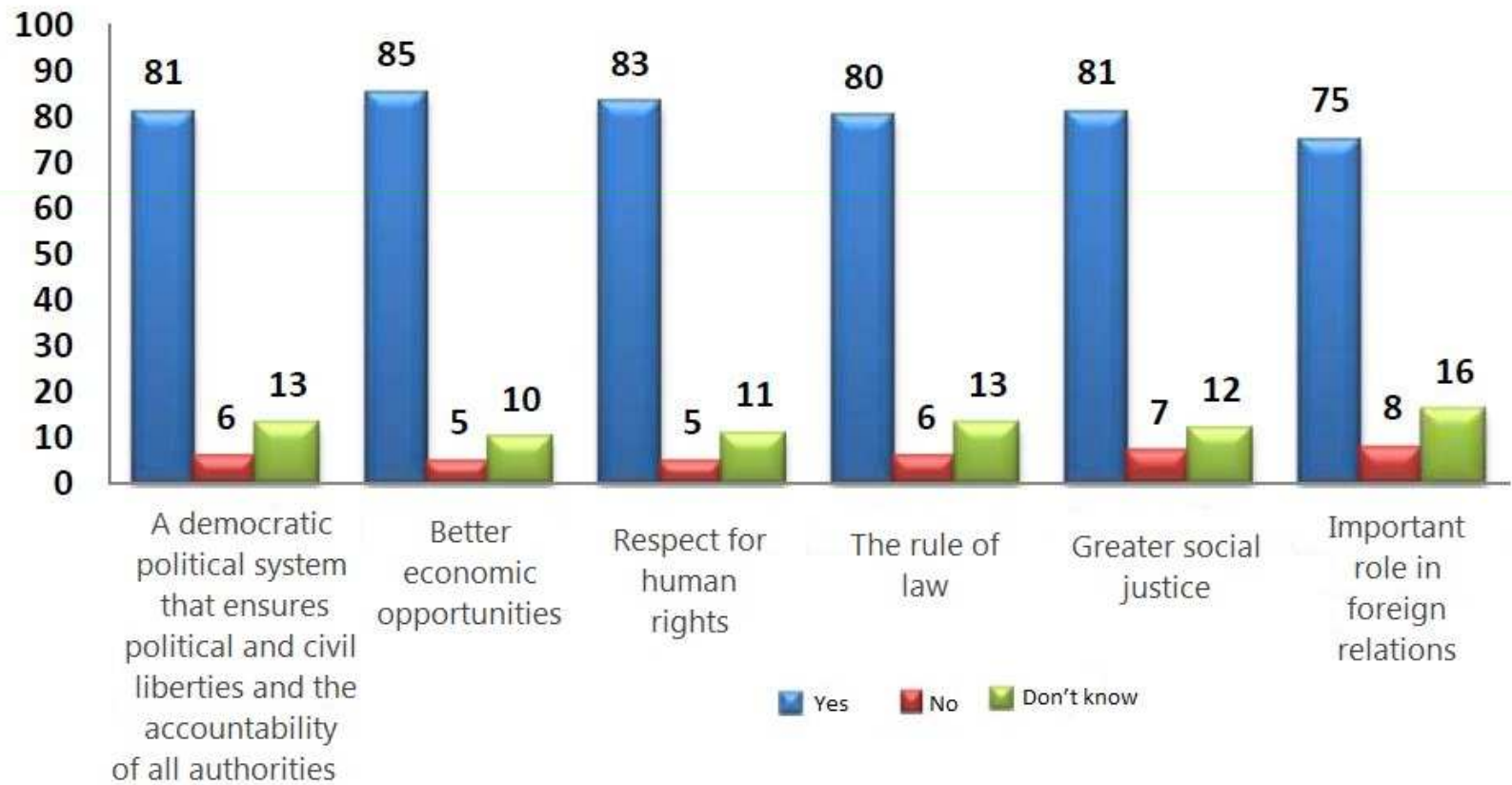
### Important Challenges Facing Lebanon





# Arab Barometer Survey II (2012): Tunisia

Respondents who reported that Tunisia will succeed in achieving a range of issues



# Observations from the Surveys:

## What they mean for inclusive development

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### Service Delivery

- more concerned about the governments' capabilities to delivery public goods and services for the betterment of people's lives, over the forms of governance

### Democracy

- not satisfied over the quality of democracy and the fact that democracy has not yet delivered concrete development outcomes

# Arab Governance Report: Building Block of Governance

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**Clear  
constitutional  
and human  
right principles**

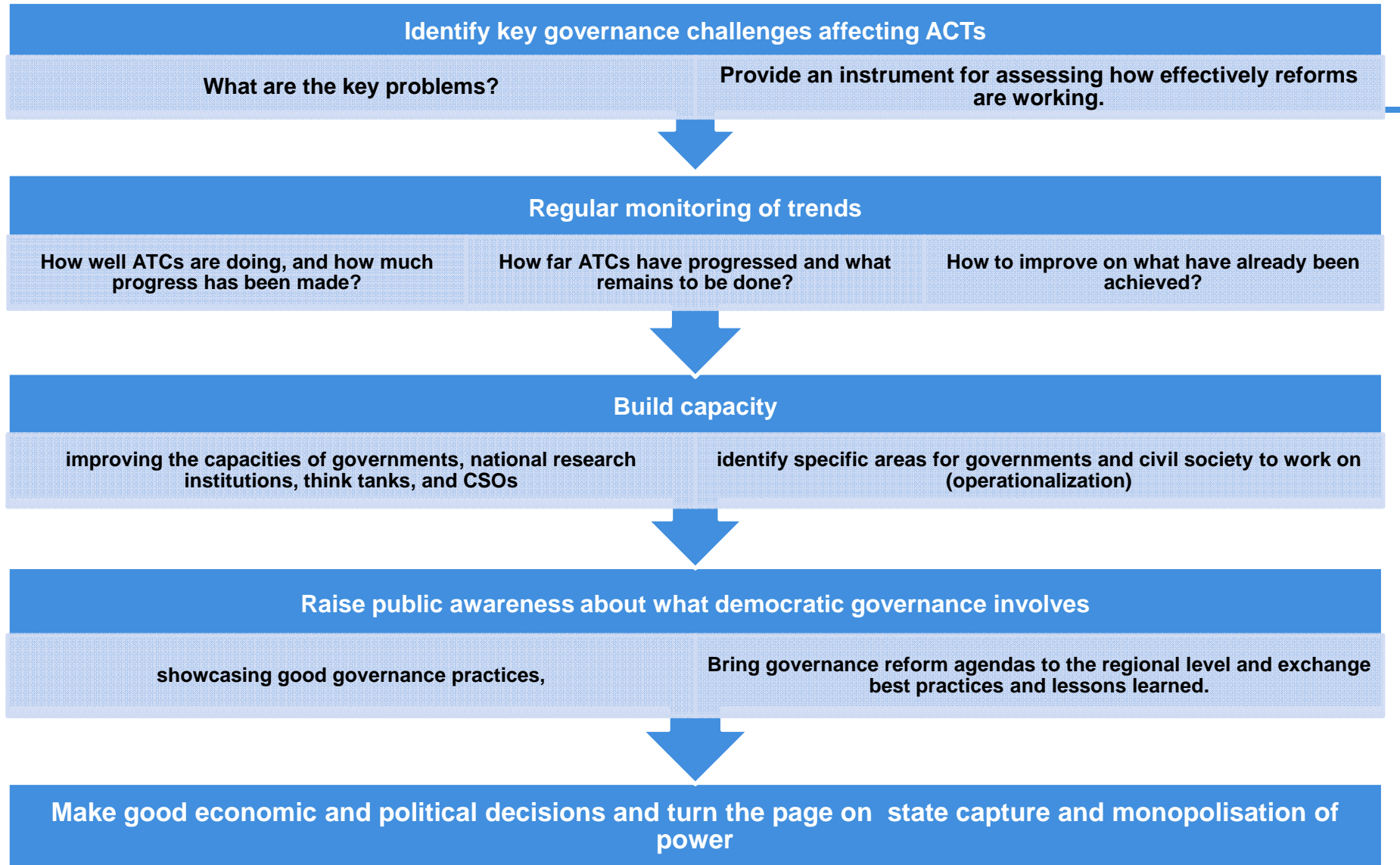
**Economic  
governance and  
effective  
service delivery**

**Inclusiveness  
of transition-  
related reforms**

**Political  
Stability and  
Absence of  
Violence**

**Institutional  
effectiveness  
and  
accountability**

# How AGR Indicators Can Help





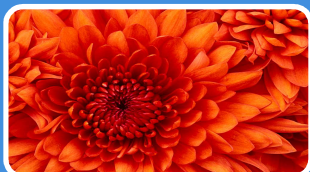
## Iraq Public Sector Modernization Programme



Quarterly e-newsletter issued by Higher Committee for Administration Reform, No. 5, October 2014

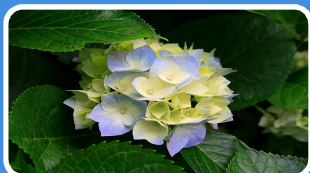
### Higher Committee for Administration Reform reviews progress and prepares for 2015 work plan

To follow up on the progress made in the implementation of Public Administration Annual Work Plan for 2014, The Public Administration Reform Higher Committee held its 13<sup>th</sup> meeting in Baghdad on the 22 of Oct. under the chairmanship of Mr. Thamer Al Ghadban, The Head of PARHC. Dr Mahdi Al Alak, Prime Minister's chief of staff and Dr. Hamed Khalaf, Head of COMSEC attended the meeting along with repre-



### Support to Public Sector Reform

- Civil Service Reform
- Capacity development of civil servants



### Decentralization and Support to Governorates

- Legal and legislative support to enable decentralization
- Capacity development for governorate administrations



### Support to ministries

- Education, Health and WATSAN
- E-government initiatives

# THANK YOU

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