Public administration and ICT for development, including e-government.

DESA’s work in this area is broadly aimed at strengthening governance and public administration capacities in developing countries to achieve national development objectives and the IADGs. Capacity development in this area is achieved through the sharing of information, knowledge, innovations and best practices in public administration among countries, predominantly through the United Nations Public Service Awards (PSA), and knowledge networks, particularly the United Nations Public Administration Network (UNPAN), and the Public Administration Knowledge Space (PAKS).

Capacity development in this area also draws guidance from inter-governmental agreements, notably the United Nations Convention against Corruption and the outcome of the World Summit on Information Society. DESA’s research and analytical work, supported by the United Nations Committee on Experts on Public Administration, enables the Department to generate timely up-to-date knowledge on trends, issues, innovations, and best practices in the area of governance systems and public sector institutions world-wide and to link these with inter-governmental policymaking.

DESA’s capacity development support to developing countries has four main objectives: (i) to transform governance and public administration institutions to be effective, efficient, transparent, accountable, innovative, and citizen-oriented in pursuit of development and delivery of public services; (ii) to develop public sector human resources capacities, including leadership, for effective, efficient, and responsive delivery of services, professional competence, ethical conduct and commitment to public service; (iii) to devise strategies for strengthening institutional capacities for engaging citizens in governance, public administration and development management for responsive, transparent, and accountable delivery of services; and (iv) to harness the potential of information and communications technology (ICT) for effective performance of governments. These involve the strengthening public administration capacity both at central and local (sub-national) levels and in all branches of government, including the Executive, the Legislative, and the Judiciary.
The Division pursues these objectives by providing advisory services on the design and application of ICT in governance and on public sector reforms (such as improved budgetary practices, regulation of revenue earning sectors, and change management for effective public service) with particular emphasis on least developed countries, countries with economies in transition. It also provides on-line training courses and materials such as on professionalizing the management of human resources in the public sectors; strengthening leadership capacities for local governance and poverty reduction; strengthening institutes responsible for public administration education and training; citizen engagement in public administration and development management; and improving performance of public sector institutions through the use of ICT.

DESA’s periodic survey on e-government provides a basis for assessment of countries’ capacities in the use of ICT for governance and for raising awareness of the important of role of ICT in improving the performance of public sector institutions.

The Arab Centre for e-Content Development

DESA’s e-government project in the Kingdom of Bahrain provided advisory support through its review and recommendations on its e-government strategy, content and capacity building. DESA consequently provided further support to the creation of the Arab Centre for e-Content Development. The goal of the project is to increase the capacity and knowledge of e-Government across government institutions and agencies in the Kingdom of Bahrain.