



## For whom?

#### **DEPARTMENTS / MINISTRIES**

- Responsible authority for realization of measures
- Managers
- Decision makers

# PRIVATE SECTOR INVESTORS PUBLIC - GENERAL, MEDIA, ASSOCIATIONS... AUDITORS - EC, OECD, WB, .... PARTNERS / CONTRACTORS

### **OUR VISION**

Public administration
SHOULD BE EFFECTIVE SERVICE
FOR CITIZENS, BUSINESS AND
PUBLIC SERVANTS

#### Slovenian Public Administration in figures

**PUBLIC SECTOR** 

158 000 civil servants

CENTRAL PA 32 000 civil servants

#### Central Public Administration:

- 14 Ministries (+ 2 without portfolio)
- 9 Government offices
- 58 Administrative units

#### Local Self-Government:

212 municipalities



#### **OUR SOLUTIONS**

Setting up an uniform concept that includes initiatives and proposals as an "One stop shop" – web portal STOPtheBureaucracy.si

The establishment of a single IT solution for supporting the classification and management of proposals - a single set of measures (Enotna zbirka ukrepov – EZU) - Working Pogramme of the Government of the RS



# Bureaucratic procedures concrete proposals for a possible solutions submit your initiative

www.STOPtheBureaucracy.si

## Stop the Bureaucracy! PORTAL



- PROPOSALS, INITIATIVES AND PROBLEMS SUBMITTED BY CITIZENS AND ENTREPRENEURS,
- ASSIGNMENT OF PROPOSALS TO COMPETENT MINISTRIES,
- AVERAGE FEEDBACK TO USERS IN 13 DAYS,
- BEST PRACTICES.

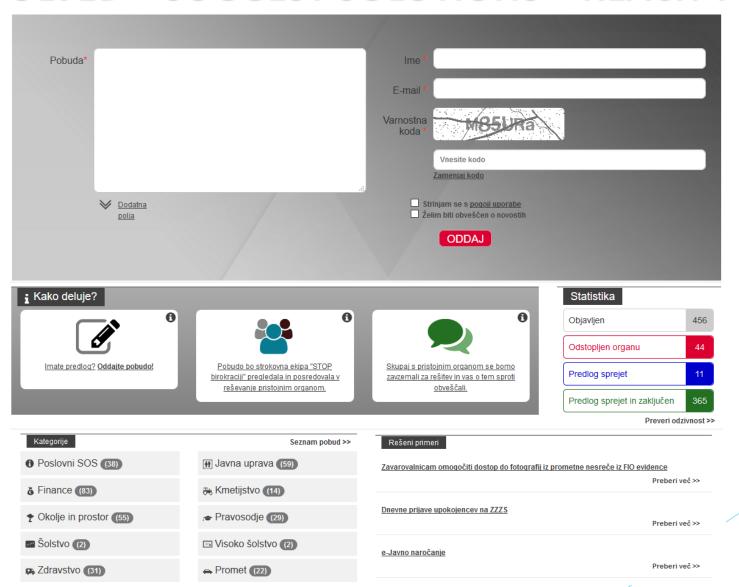
# Concrete example from "the field" on YouTube

https://www.youtube.com/watch?v=cE4DkYB1BBU

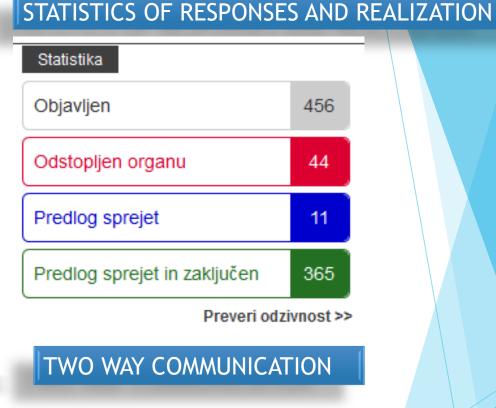
http://www.stopbirokraciji.si/en/stop-the-bureaucracy/



#### **GET INVOLVED – SUGGEST SOLUTIONS – REACH YOUR GOALS**



#### MONITORING OF RESPONSES AT ALL TIMES • Statistični urad Republike Slovenije Zavod za pokojninsko in invalidsko zavarovanje •• Zavod RS za zaposlovanje Zavod za zdravstevno zavarovanje Organ je odgovoril v 15 dnevnem roku Organ je odgovoril po preteku 15 dnevnega roku. Organ ni odgovoril.



Collecting proposals for reducing administrative burdens via the portal

Monitoring the net effects of amendments on regulations

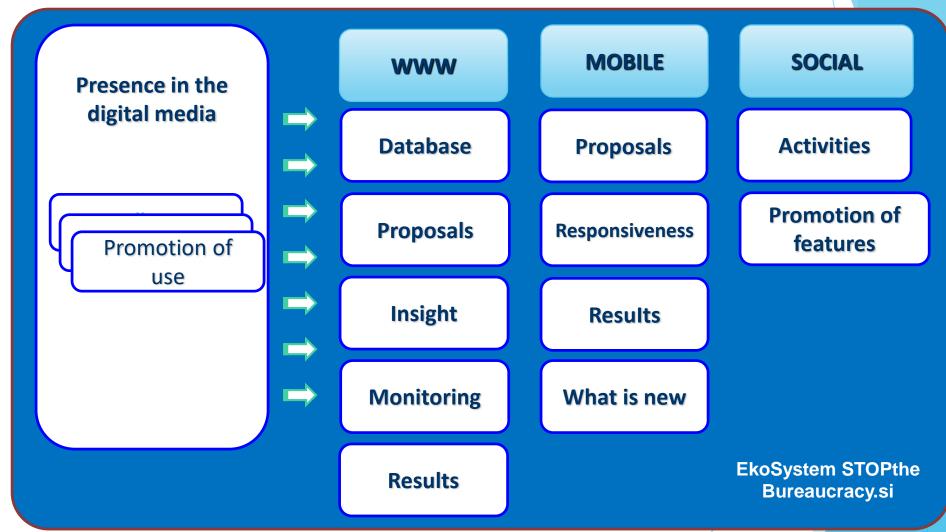
http://www.stopbirokraciji.si/komentarji-in-pobude/?priority\_area\_id=17

# Two-way communication via multiple channels





# Flow of our users through a set of functionality





### TRIPARTITE STRUCTURE

Interested public



ADMINISTRATOR (Ministry of Public Administration)

**COMPETENT MINISTRY** 

#### Collection modul -Key Performance Indicators (KPI)

	apr.16	dec.16
WEB SITE		
The total number of visitors on website	171.112	385.116
Number of new visitors	1.051	5.162
Pageviews	1.373	1.495
Number of page views per user		8,25
The average time of the visit (s)	30	114
Number of share s website	560	3.702
PROPOSALS		
New initiatives announced	15	71
Initiatives eligible for Working Programme	4	26
FACEBOOK		
Number of likes on fb	4.800	12.360
ADVERTISING		
The number of ads shown on Google		62.867
The number of clicks on ads on Google		588
Click through this rate		0,94
The number of ads shown on facebook		2.075.799
The number of clicks on the ads on fb		6.052
Click through this rate		0,29
OPTIMIZATION OF WEBSITE		
The average position of words that are		12,7
ranked as Keyword:		12,1
stop bureaucracy		1
stopbirokraciji.si		1
bureaucracy		2
administrative burdens		1
legislative burden	/	1
elimination of administrative barriers		1
simplification of procedures		1

PURPOSE = monitoring the implementation of measures from Working Programme of Government of the RS - ensuring transparency and predictability

- simple reporting through web application for ministries / relavant authorities,
- transparent list of measures and responsible ministries,
- monitoring of the status of the implementation of measures 24/7,
- graphical and tabular representations of individual measures (PRIORITIZATION, STATISTICS, STATUSES)
- users can obtain additional information about the responsiveness of individual ministries regarding measures in the field of the competent ministry.



- Single document unification and unified coordination of all projects and programmes for improvement of business environment regarding Strategy of Public Administration Development 2020 in ONE PLACE,
- document with concrete measures, commitments, proposals for solutions, providers and deadlines for realization,
- unified reporting,
- coordinated by the Ministry of Economic Development and Technology (MEDT) and the Ministry of Public Administration,
- supervision of implementation performed by the Prime Minister's Office.

#### COOPERATION AND COMMUNICATION WITH STAKEHOLDERS

- Chamber of Commerce and Industry of Slovenia
- The Chamber of Craft and Small Business of Slovenia,
- The Association of Free Trade Unions of Slovenia

GOAL = better business environment and increase of competitiveness

#### **Public part - Front-end**

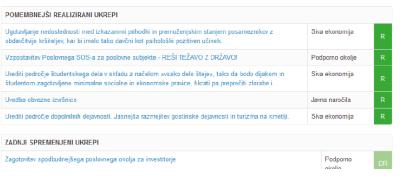


Cilj Vlade Republike Slovenije je korak za korakom popeljati Slovenijo iz gospodarske in finančne krize, pri čemer so ključnega pomena nadaljevanje aktivnosti za izboljšanje poslovnega okolja ter posledično doseganje večje stopnje konkurenčnosti slovenskega gospodarstva Blotvenega pomena za to so implementacija in realizacija ukrepev iz Enotnega dokumenta za zagotovitev boljšega zakonodajnega in poslovnega okolja ter dvig konkurenčnosti kot tudi preglednost in sinergija aktivnosti.

#### Kako deluje?

S pomočjo aplikacije »Realizacija ukrepov za boljše zakonodajno in poslovno okolje« je na enem mestu omogočeno ažumo pregledovanje in spremljanje realizacije vseh ukrepov iz Enotnega dokumenta, v katerem so prvić na enem mestu pregledno vkljućeni vsi ukrepi iz 11 strateških dokumentov, predlogi rešitav, nosilci ter roki realizacije.

Za lažje razumevanje so poleg vsebinskih opisov ukrepov na voljo tudi grafični in tabelanični prikazi, s pomočjo katerih je možno v vsakem trenutku pridobiti še dodatne informacije o odzivnosti posameznega ministrstva v zvezi z ukrepi iz področja, ki ga ministrstva pokriva. Dodano vrednost za uporabnike predstavlja iskalnik, s pomočjo katerega je možno izbrati niz podatkov, ki vas posebej zanimajo, ter si na ta način lahko proravite individualna poročia.





Skupno realizirano Ministrstva



- Separation of entities entities for the realization and permanent entity (entities that do not have a deadline for implementation).
- Searching entities according to general criteria, such as: title, description, an area involved ministries, the reporting period, the status of realization, etc.
- For each objective and its tasks, list of all reporting (history overview) on the status of implementation is available.
- In the public part of the application there is display of statistics for the selected module. Statistics are displayed in an interactive way (with infographics).

### Process related to our Working Programme

Users (Private sector, citizens, Public sector)

Proposal / Comment

Feedback regarding realization of measures



- communication
  - monitoring
- integrated control
- clear insight into the realization of work
  - transparency

Analysis of proposals - Administrator (MPA)

Working Programme of theGovernment of the RS (PA Strategy 2020) 1 REPORTING FORM
1 ENTRY POINT
THE SAME TYPE OF INFORMATION
ONLY ONCE

Monitoring Tool (EZU)

# Planning, monitoring and implementing concrete measures Working Programme of the

Publishing the content (concrete measures) on the web portal

Government of the RS

#### Statuses:

Administrator - responsible

for overall monitoring and IT

support - Ministry of Public

Administration

password

- Realize
- Unrealize
- Partialy realized
- Partialy realized with delay
- Unacceptable

After confirming the content of reporting

- communication
  - monitoring
- integrated control
- clear insight into the realization of work
  - transparency

Administrator - responsible for monitoring for each specific area (Grey Economy, field of Internationalization,...)
- competent ministry or central
Government Project Office

Feedback regarding realization of
Measures (3-times per year)

Public servants responsible for implementation of each measures and reporting through web application "Front office"

**transparent list** of measures and responsible ministries,

**monitoring** of the status of the implementation of measures 24/7,

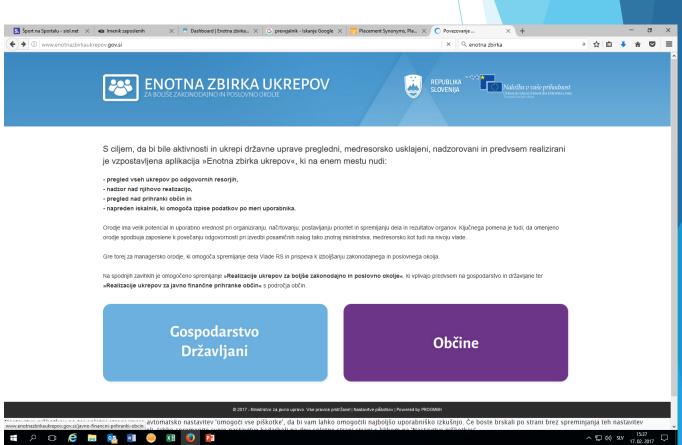
**graphical** and **tabular** representations of individual measures (PRIORITIZATION, STATISTICS, STATUSES)

ENOTNA ZBIRKA UKREPOV

#### **Landing page - generic view:**

- Modul for business entities and for citizens
- Modul for municipalities

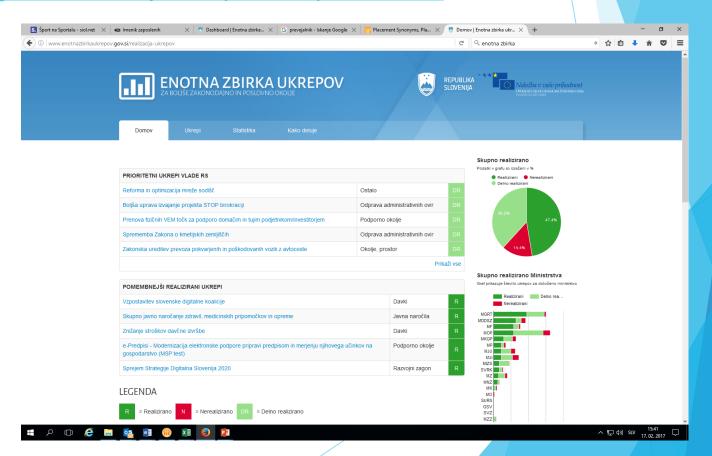
http://www.enotnazbirkaukrepov.gov.si/



Main page for EZU (prioritization, measures, statuses, statistics)

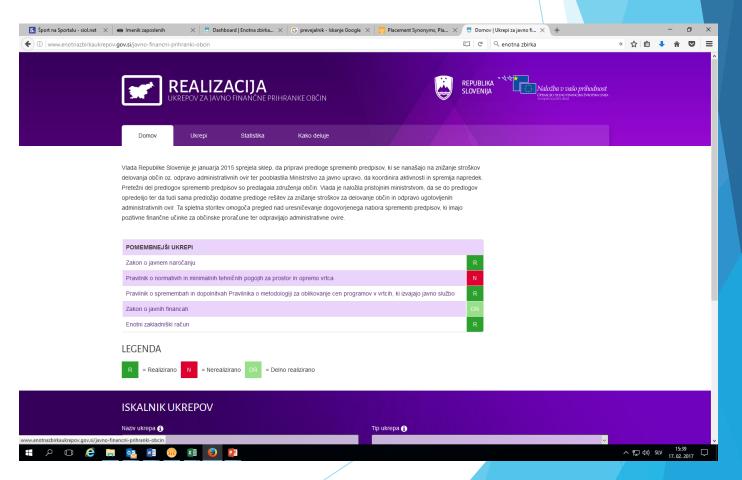
http://www.enotnazbirkaukrepov.gov.si/realizacija-ukrepov

http://www.enotnazbirkaukrepov.gov.si/realizacija-ukrepov/ukrepi/realizirani



Main page for municipalities (prioritization, measures, statuses, statistics)

http://www.enotnazbirkaukrepov.gov.si/javno-financni-prihranki-obcin http://www.enotnazbirkaukrepov.gov.si/javno-financni-prihranki-obcin/ukrepi



### Monitoring Tool (EZU) – Back-office

