

EIPA will examine and compare the performance of the public services across 35 countries

EIPA will start next year a new international benchmarking study to evaluate the performance of public services, their (cost)-effectiveness, efficiency, the satisfaction level and trust of citizens, enterprises and other societal actors towards their public administrations.

Between 2022 and 2025 EIPA, in cooperation with the Dutch Ministry of the Interior and Kingdom Relations and academic and research institutes, will be examining and comparing the performances of the public services in 35 countries (27 EU Member States plus United Kingdom, Norway, Iceland, Switzerland, Australia, New Zealand, Canada, and United States) across 10 policy areas. As of 2022, in particular, four policy areas will be in focus: Public Administration, Education, Housing and Social Safety.

The study aims to find out how efficient are countries in the process of service delivery. What is the perception of citizens and other relevant stakeholders, regarding service delivery? How can the similarities and differences between countries be explained? Which countries perform best and where is the potential for improvement?

Where applicable, the study will analyse mechanisms, regulations, policy-systems, and other relevant contexts that have an impact on the success or failure of public services, their effectiveness and efficiency and outcome in the four selected domains. The report will include additional indicators and results to support better insight in the achievements of every policy area. That will allow to learn about good practices and the most important factors to guarantee the successful functioning of public services and a high level of achievement of policy objectives.

The upcoming study is the continuation and an update of the third edition of the SCP report published in 2015. The 2015 study examined performance of public services in 36 countries in nine policy areas, with an in-depth analysis only of three of them (education, health and public administration). This time around the ten policy areas will be analysed in-depth and separately.