In Search of Successful Governance: good news from around the world

Speaker
Professor Scott Douglas
Assistant Professor of Public Management
Utrecht School of Governance

Speaker
Nic Blakeley
Deputy Chief Executive
Insights and Investment
Ministry of Social Development

Moderator
Monica Pfeffer
Director, Applied Learning
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In Search of Successful Governance: Lessons from around the world

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Utrecht University / ANZSOG Visiting Scholar
July/August 2017
We are excellent at ...

Measuring

Moaning about

Minimizing

... public governance FAILURE
We must get better at ...

Tracking

Talking about

Transplanting

... public governance SUCCESS
Failure is easy to track, success is hard to grasp

Avoiding failure

Avoid ministerial complaints
Avoid citizen complaints
Meet standards

Achieving success

Avoid failure AND
Engage all stakeholders
Contribute to multiple goals
Meet demands of context
We must get better at ...

Tracking

-build stakeholder systems for mapping both failure and success-

Talking about

Transplanting

... public governance SUCCESS
Systems currently focus on beliefs and numbers, little development on boundaries and interaction

Beliefs

Boundaries

DO NOT CROSS

Interaction

Measurement

Shared reviews supported with data enrich judgement

We must get better at ...

Tracking

- build stakeholder systems for mapping both failure and success-

Talking about

- turn public opinion into collective judgement-

Transplanting

... public governance SUCCESS
Success stories often followed by failed transplant, careful adaptation to own context required

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<th>Much attention for own context</th>
<th>Not-Invented-Here-Syndrome</th>
<th>Careful yet ambitious adaptation</th>
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<td>Little attention for own context</td>
<td>Copy-Paste Syndrome</td>
<td>Success-Systematization-Syndrome</td>
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<td>Modest transformation</td>
<td>Ambitious transformation</td>
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Hartley & Benington (2006)  
Trappenburg (2012)
We must get better at ...

Tracking
- build stakeholder systems for mapping both failure and success-

Talking about
- turn public opinion into collective judgement-

Transplanting
- borrow ambitious questions not standard answers-

... public governance SUCCESS
In Search of Successful Governance
Good News From New Zealand

Nic Blakeley, Deputy Chief Executive Insights & Investment,
Ministry of Social Development
“What gets measured gets managed.” - Lord Kelvin
Managing for Outcomes
Managing for Outcomes

1980s 1990s 2000s 2010s

Better Public Services
DAILY NEWS

EXTRA!

EXTRA!

EXTRA!
$13.7 billion
$13.7 billion
2.9 years
What Next?

Wider lens on success
What Next?

Wider lens on success

More innovation
What Next?

Wider lens on success

More innovation

Public sector capability
What Next?

- Wider lens on success
- More innovation
- Public sector capability
- More cross-sector
What Next?

- Wider lens on success
- More innovation
- Public sector capability
- More cross-sector
- Trust and transparency
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### Upcoming Applied Learning Seminars

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<td>‘Lean’ in public services: panacea or paradox?</td>
<td>Wellington</td>
<td>23 August</td>
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<td>Diversity, multiculturalism and Interculturalism</td>
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Upcoming Executive Education Workshops

‘Lean’ thinking in government
Course leader: Professor Zoe Radnor

Canberra 17 August

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Details online at anzsog.edu.au
The ANZSOG Experience

Our Impact

ANZSOG and New Zealand School of Government have been ANZSOG’s global leader in executive education and research, providing support to government leaders and civil servants across the region. As this

ANZSOG alum Darren Foster to become WA’s top public servant

Published Date: 27 July 2017

WA’s public service will be headed by a ANZSOG alum after the State Governor officially confirmed the appointment of Darren Foster last week. Mr Fo...

How New Zealand got government agencies working together to deliver real results

Published Date: 26 July 2017

A recent experiment in New Zealand has shown how clearly defined outcomes, targets and an approach that calls for government agencies to take collective...

Lean Thinking in Government

Event Date: 17 August 2017
Location: Christchurch