



***The Public-Private Partnership: the Solution  
for Increasing the Satisfaction Degree  
Among Citizens***

**Adriana Cîrciumaru**

**National Agency of Civil Servants**

**Romania**

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## Who we are



The National Agency of Civil Servants (NACS)  
established through Law no. 188/1999 regarding the  
Statute of Civil Servants

**Main activity:** management of the civil service and civil servants and  
professional training of civil servants

### Management

- a president, with a state secretary rank
- a vice-president with the rank of undersecretary of state

**Beneficiaries** of the NACS's services are:

1. civil servants
2. public authorities and institutions from local and central public administration
3. citizens





## Public-private partnership - History

Since 2006, NACS has developed projects in partnership with the civil society, promoting the same methodology for public-private partnerships with citizens' involvement

*INNOVATION*

In partnership with the Association Assistance and Programs for Sustainable Development - Agenda 21 (AAPSD - Agenda 21), NACS has developed the following projects:

- Transparency and Ethics in Public Administration
- Prefect's Institution's Observer
- Ethical Policies: mechanisms and tools
- Transparency and Participation in Public Administration
- Citizen's Charter
- Corruption regards us all!

*SUCCESS*



## Public-private partnerships – in 2010

The project **Corruption** regards us all!

**General objective:** increasing the involvement of civil society in preventing and combating corruption at local level and in promoting integrity, ethics, transparency, accountability and good governance

### Objectives:

- identifying and experimenting with mechanisms for the civil society to monitor the way the 16 local public institutions and authorities included in the project apply the provisions of the National Anti-corruption Strategy
- encouraging volunteerism by including 30 civil society's representatives in the monitoring process
- training (the trainers) 32 management civil servants in order to promote integrity, ethics, but also transparency in delivering public services, accountability of civil servants and their actions



**Local partners:** 16 institutions – County Councils and City Halls in Harghita, Neamț, Dolj, Cluj and Ilfov





## Public-private partnership – the methodology (1)

- Solidarity in preventing and combating corruption - established through a public-private partnership model and by actively involving volunteers to monitor the activity of public institutions and authorities
- The main parts of the methodology cover the ability to develop a model of public-private partnership for a matter of public interest:
  - collaborating with the civil society in ensuring good governance
  - attracting citizens in the process of decision-making
  - promoting voluntary work in the interest of the community
  - increasing interaction between civil servants, citizens, NGOs, media and profile universities
  - institutional capacity building based on performance indicators for the public institutions
  - increasing the quality of service delivered





## Public-private partnerships – the methodology (2)



Volunteers  
catalysts for the creation of GALs  
promoting a model of civic attitude by involving  
volunteers

- The established public-private partnership was beneficial for both the actors involved and for their purpose to combat corruption and *contributed substantially to maintaining a balance between*
  - *exercising public duties*
  - *using the monitoring mechanisms by the civil society*







## Activities to achieve objectives

1. Training 30 volunteers from each county
2. Training 32 civil servants, representatives of the local partners
3. Developing the study ***Citizens' Perception on Corruption in the Public Institutions: Causes, Practices and Prevention***
4. Organizing local public debates ***Transparency and Integrity in the Public Administration*** in the 6 counties - the principle of participative governance
5. Creating several Local Action Groups (GAL) to prevent and combat corruption composed by representatives of local authorities and civil society





# 1. Training the volunteers (1)

- They were trained on:
  - specific laws
  - communication
  - monitoring procedures
  - issues of ethics and integrity
- They were involved in specific activities of the project:
  - implementing the methodology and the working tools for the study of perception based on a survey - asking the citizens about their perceptions regarding corruption, the causes that generate it and how to prevent and combat it



# 1. Training the volunteers (2)



- They were involved in specific activities of the project:
  - organizing **local public debates** *Transparency and Integrity in the Public Administration* and participating at the discussions
  - contributing to the formation of the **Local Action Groups** and being active members in them





## 2. Training the civil servants



Training sessions for 32 civil servants from the 16 institutions

- They were trained on
  - issues regarding corruption
  - the effective model for good governance the collaborative type of governance – between authorities and citizens

After their trainings, the 32 civil servants delivered another 16 training sessions in their own institutions to civil servants in the most vulnerable to corruption departments:

- audit,
  - investment,
  - public procurement,
  - persons performing duties of ethical counselors,
  - civil servants with special status (police, customs)
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### 3. Developing the study (1)

- Coordinated by NACS and AAPSD - Agenda 21
- Based on interviewing 1,200 citizens from the 6th District Bucharest and the counties of Cluj, Dolj, Ilfov, Harghita and Neamt and also on the personal observation sheets of each volunteer



- The volunteers participated in every stage of its development, collecting and processing the data and customizing and designing the report
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### 3. Developing the study (2)

- The purpose
  - contributing to the measurement of perception of citizens on the corruption phenomenon in Romania
  - proposing an interpretation of the data obtained from the perspective of ethics and integrity of civil servants
  - identifying the citizens' role in preventing corruption
- The questionnaire had four parts
  - interaction
  - awareness
  - perception
  - practices
- Academic involvement - the data were interpreted by a professor and a sociologist







## 4. Organizing local public debates

- Local public debates - **Transparency and Integrity in the Public Administration** - were held in the 6 locations from different parts of the country - 6th District of Bucharest and the counties of Cluj, Dolj, Ilfov, Harghita and Neamt
- Coordinated by representatives of **NACS** or **AAPSD - Agenda 21** and the **local partners**
- They were attended by representatives of the **public institutions** and of the **civil society** - NGOs, citizens, media, and municipalities' associations
- During these debates
  - the results of the **study of perception** were discussed
  - **Local Action Groups were formed** and their regulation approved







## 5. Creating Local Action Groups (1)

- GALs are local interest structures – are not legal entities
- **Members:** representatives of local authorities and civil society
  - 12 members
  - president of GALs - the representative of the local partners in the project, from the County Councils
- By their activity
  - stimulate **transparency** in decision making process
  - stimulate the diversification of forms of **dialogue with citizens**
  - stimulate the **improvement of the quality of public services**
  - stimulate the **improvement of the degree of satisfaction of citizens** towards public services offered to them





## 5. Creating Local Action Groups (2)

- The purpose of creating GALs:
  - preventing corruption and limiting the possibility of abuse of civil servants in exercising their duties for their own personal gain
  - increasing confidence of citizens, traders and investors in the integrity and capacity of intervention of the local public administrations in order to prevent and combat corruption



The GALs were established to function after the closure of the project





## 5. Creating Local Action Groups (3)

- GALs are currently
  - monitoring and evaluating the implementation of strategies and action plans on preventing and combating corruption at local level
  - reporting identified issues and proposing solutions to solve them
  - supporting the initiatives of the local authorities to involve more citizens in public debates on topics of general interest of the community

QUESTIONS?



Thanks for your attention

For any further information

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