A strategic framework for public administration reform is needed, with strong political support and leadership.

Public administration should improve service delivery. This includes improving services for citizens and business, including better administrative procedures and e-government services.

Public administration must be accountable – this includes transparency of administration, including access to information and possibility of administrative and legal redress.

The public service needs sound human resources management. This means depoliticisation and more merit-based recruitment, and a focus on professionalism and training.

Sound management of public finances is needed, including of the overall budgetary process.

Government policies need to be properly developed and effectively coordinated at the centre of government, with solid inter-ministerial coordination.

The Regional School of Public Administration is an international organisation working to improve public administration in the Western Balkans.