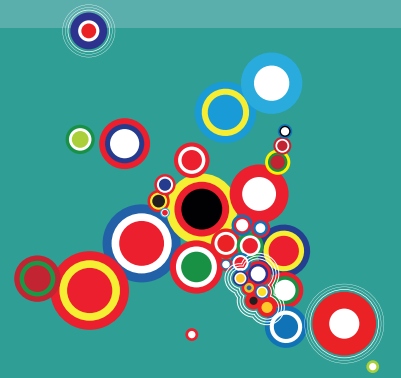


# Public Administration

**TRANSPARENT, ACCOUNTABLE AND EFFECTIVE  
PUBLIC ADMINISTRATION IS VITAL FOR COUNTRIES  
WISHING TO JOIN THE EU TO IMPLEMENT  
EU RULES AND STANDARDS.**



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.



Sound management of **PUBLIC FINANCES** is needed, including of the overall budgetary process.



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



Government policies need to be properly developed and effectively coordinated at the centre of government, with solid **INTER-MINISTERIAL COORDINATION**.



The public service needs sound **HUMAN RESOURCES MANAGEMENT**. This means depoliticisation and more merit-based recruitment, and a focus on professionalism and training.



The **REGIONAL SCHOOL OF PUBLIC ADMINISTRATION** is an international organisation working to improve public administration in the Western Balkans.