



ReSPA

Regional School
of Public Administration

BUILDING TOGETHER
GOVERNANCE FOR THE FUTURE

CAF2020 - Towards Public Administration Reform and European Integration

ReSPA CAF experience

17 February 2021

Goran Pastovic, Senior Expert in Quality Management



ReSPA activities are funded
by the European Union

Building blocks

01

Establishment of ReSPA CAF Working group in 2015 / KDZ Conference 2018

02

Regional study on service delivery 2018

03

Institutionalization of CAF at ReSPA and within the WB6 administrations / BACID II

04

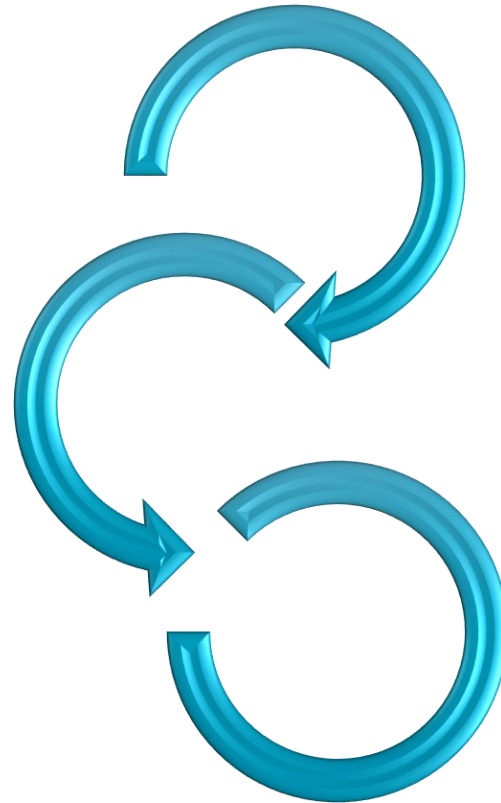
RESPA is issued with CAF user label



First phases

PHASE 2:

Partnering &
networking
(e.g. KDZ /
2018)



PHASE 1:

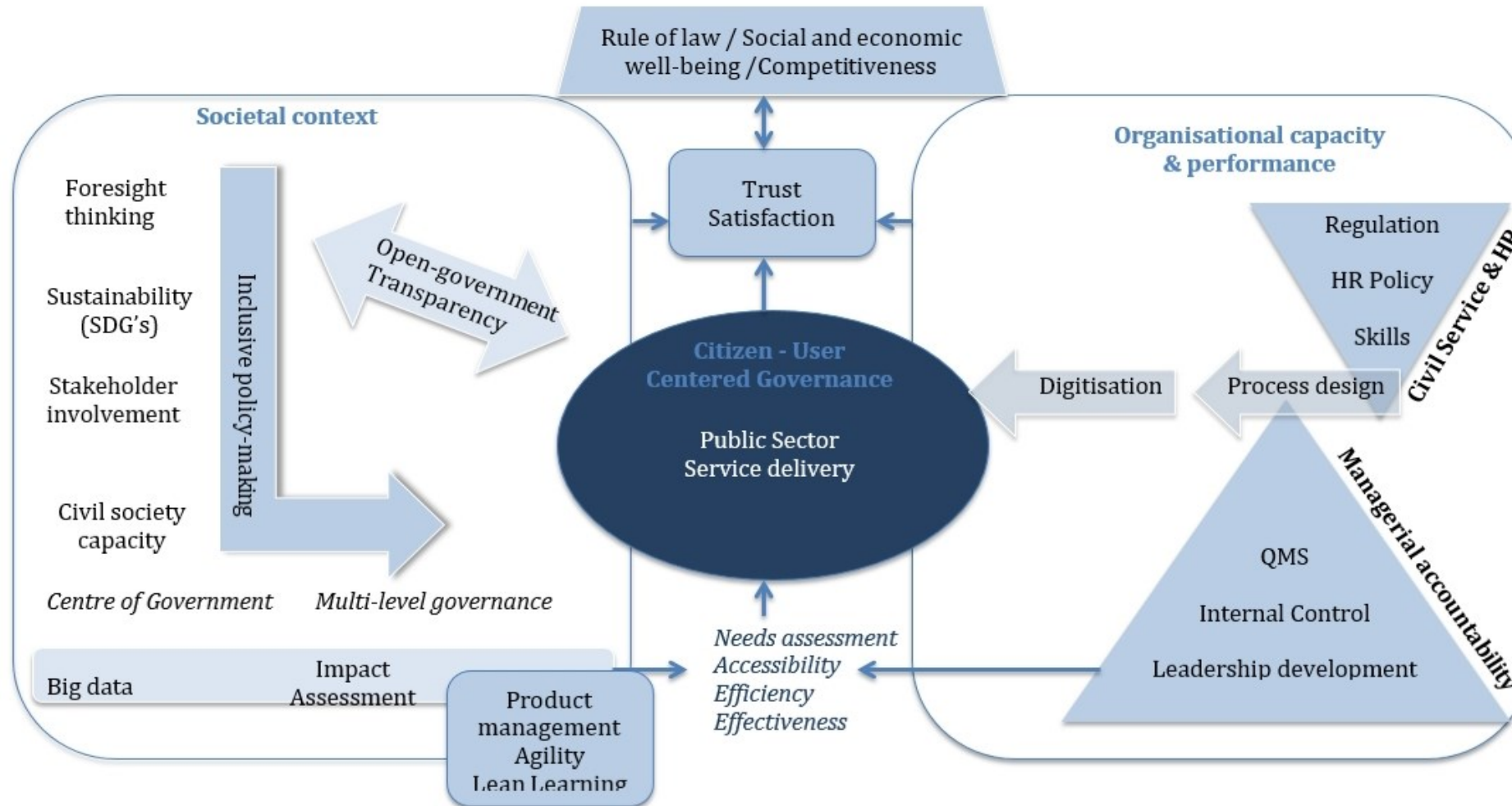
High level
endorsement &
engagement /
2015

PHASE 3:

Realization of CAF
related activities



Mapping the Pivotal Role of Public Sector Service delivery within RESPA – Service delivery study



CAF process in ReSPA

- Three consecutive activities (starting with CAF training, ending up with improvement action plan)
- CAF ToT
- Interconnected Conflict resolution training
- Simultaneous gaining practice within BACID II CAF pilots
- Ending up with CAF label in 2020
- Building trust in the region due to successful implementation of the PA AWARDS (benchmarking process)
- Introducing – aligning CAF with other corresponding methodologies such as Agile management (within ReSPA seasonal schools)

Institutionalization of CAF at ReSPA and within the WB6 administrations / BACID II

BACID II project funded by Austrian development Agency (2019-2020)

CAF Pilot - Bureau of Metrology (Montenegro),

- CAF Pilot - Ministry of Public Administration (Montenegro),*
- CAF Pilot - Ministry of Public Administration and local self-government (Serbia),*
- CAF Pilot - Ministry of Justice (Bosnia and Herzegovina) (1st phase realized),*
- CAF Pilot - ADISA (Albania) (preparation of 1st phase);*

Lessons learnt (preconditions / what worked well / what did not)

CAF Publications

- Contribution to CAF Book with design of articles "Transforming Public Administration with CAF" (2020)*

Obtaining CAF label

Procedure of External Feedback (PEF) process in ReSPA Based on the recommendations deriving from a Feasibility study on setting regional Quality Management Centre within RESPA, the Secretariat of ReSPA initiated the implementation of CAF (Common Assessment Framework) in 2018.

- After more than two years of CAF implementation within ReSPA, it has been decided to start the CAF External Feedback procedure
- PEF process has been transformed into online, and that process required intensive consultations during March and April 2020
- Gathering o the documentation (December 2019 – April 2020)
- Fulfilling the preparatory questionnaires, organizing and conducting individual and team interviews
- The process engaged two independent experts, who made essential analysis, including the interviews with ReSPA stakeholders. The initial interviews have been made with ReSPA multifunctional team composed of different profiles as well as with one number of ReSPA Governing structures representatives.



Thank you for attention



ReSPA activities are funded
by the European Union

