

**Towards an Arab Administrative Reform Process for the SDGs**

**“Institutional Performance Measurement and Management. “**

**Virtual Meeting**

Day, 9 March 2023, 2:00 pm – 3.30 pm (Beirut time)

**Concept Note**

**Background**

Sustainable Development Goal (SDG) 16 is one of the 17 SDGs adopted by the United Nations (UN) in 2015 as part of the 2030 Agenda for sustainable development. It aims to promote peaceful and inclusive societies, provide access to justice, and build effective accountable, and transparent institutions at all levels.

The adoption of the 2030 Agenda for Sustainable Development has been a critical milestone for global public administration. After eight years, many countries have made significant progress in implementing Sustainable Development Goals (SDGs), while others still face numerous challenges. In this context, it is important to examine the public administration frameworks of Arab countries and identify the challenges they face in achieving the SDG goals.

Arab countries need to focus on strengthening their public administration frameworks to achieve SDG goals. They need to enhance governance structures, adopt innovative practices, and improve public participation in decision-making processes.

Institutional Measurement and Management is considered an important area that should be strengthened to ensure the success of agenda 2030. It involves various aspects, including the development of indicators to measure progress, data collection and analysis, and reporting on progress toward achieving the Goals. It creates a result-oriented framework that focuses on delivering quality services in an accountable efficient, and effective manner.

The use of Key Performance Indicators (KPIs) is a widely accepted practice for measuring the performance of institutions especially in the health, education, and social affairs sectors since they provide quantitative measurements, necessary for monitoring progress toward achieving strategic objectives.

A structured approach of Institutional performance measurement using KPIs, if well assimilated and properly used and maintained, will help not only to monitor performance against strategic objectives but also to identify areas where performance is on track and areas where it needs attention and improvement; not to forget the data aspect of this area which will result and help to provide evidence-based decisions, generated from facts and not just assumptions; the use of specific and measurable indicators (KPIs) in the public health, education, and social affairs sectors will increase trust and confidence, promote transparency and enhance accountability in the public sector.

Efforts are exerted to measure and evaluate public institutions’ performance, and work has been initiated at the legal institutional and implementation level, but still, challenges are faced, and support is needed to improve this practice; this will raise also the need to reconsider the mechanisms used in the training and rehabilitation programs used in the public sector, to build the institutional and functional capabilities that enhance the measurement and management practice which will result in improving the performance and the capacities of the public sector.

Within this context, ESCWA, launched, in November 2022, a survey to know where Arab states stand in this practice, especially for the 3 priority sectors (health, Education, and social affairs) which are crucial for the citizen’s Trust and confidence. The results of this survey constitute a starting point (a baseline) to know about institutional performance measurement management, from legal, institutional, and implementation aspects, and to identify challenges and prioritize the support needed in this area.

**Objective**

The meeting will present the survey results and will discuss challenges faced in implementing institutional performance management and measurement. It will discuss the importance of institutional performance and management in modernizing the public sector and moving it to a result-oriented sector thus helping the public sector reform process.

**Format**

This meeting will be held on 9 March 2023, starting at 2:00 pm, via Zoom, and will run for about 90 minutes (1.5 hours). It will be conducted in Arabic.

**Expected Results**

The main outcome of this meeting is to obtain member states’ insights into prioritizing the needs requested in the survey and their ideas for moving forward in other administrative reform areas.

**Participation**

This virtual meeting targets the countries that responded to the survey, which are mainly public officials from the ministries of Public Health, Education, and social affairs from the following countries: Saudi Arabi, Kuwait, Jordan, Morocco, Tunisia, Syria, Palestine, Yemen, Somalia, Iraq, Libya, Qatar, and Oman. (Four ministries responded from Jordan, 2 from Yemen, KSA (Kingdom of Saudi Arabia), Palestine Kuwait, Tunisia, Iraq, and Morocco, and one from each of the following countries: Syria, Somalia, Qatar, Libya, and Oman.)

**Discussion topics**

During the meeting the following topics will be discussed:

* The importance of institutional performance management as an area of Administrative Reform.
* Survey of Institutional measurement and Management
* Open discussion and interventions from member states on the Administrative Reform Priority areas.
* Agreement on the way to proceed.

**Event page and contacts**

The meeting will be conducted through zoom on the following link: <https://zoom.us/meeting/register/tJMoc-GtqTMvHtfZme64zfxOMophwgjVODD6>

Correspondences can be sent to Younes Abou Ayoub, Chief of Governance and Public Administration Section, United Nations Economic Social Commission for Western Asia (ESCWA), e-mail: [abouyouby@un.org](mailto:abouyouby@un.org).

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