



NZ State Services Commission, Victoria University of Wellington & the Australia and New Zealand School of Government present:



Do you have a question
for today's speakers?

Send this through to:

021 0268 5305

to be answered at the end of
the presentation

In Search of Successful Governance: good news from around the world

Speaker

Professor Scott Douglas

Assistant Professor of Public
Management
Utrecht School of Governance

Speaker

Nic Blakeley

Deputy Chief Executive
Insights and Investment
Ministry of Social Development

Moderator

Monica Pfeffer

Director, Applied Learning
ANZSOG

In Search of Successful Governance: Lessons from around the world

Scott Douglas, DPhil
s.c.douglas@uu.nl

Utrecht University / ANZSOG Visiting Scholar
July/August 2017

We are excellent at ...

Measuring

Moaning about

Minimizing

... public governance FAILURE



We must get better at ...

Tracking

Talking about

Transplanting

... public governance SUCCESS





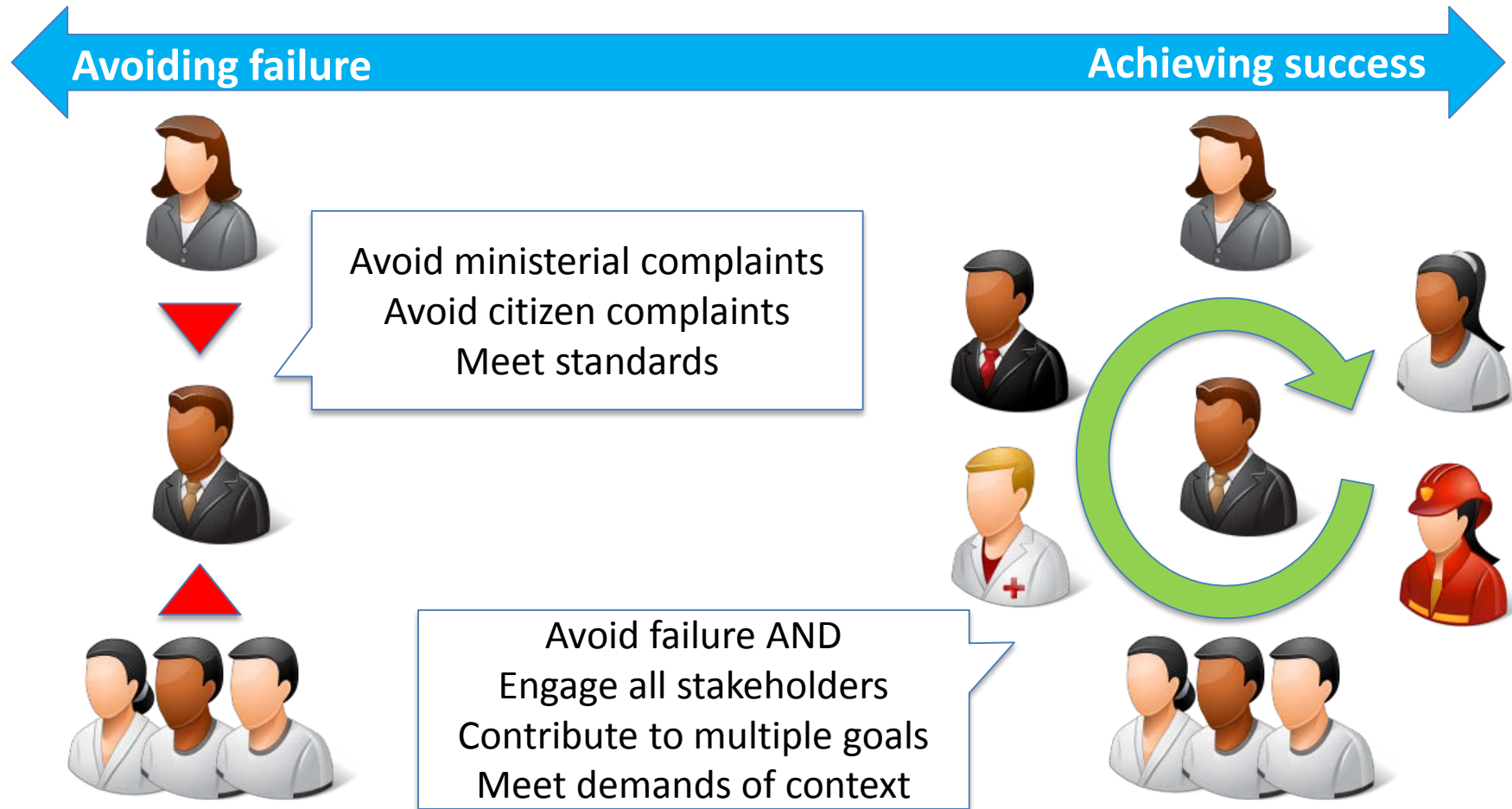
DUAL CONTROL

LEFT HAND DRIVE

IVECO

AJ-41-XN

Failure is easy to track, success is hard to grasp



We must get better at ...

Tracking

-build stakeholder systems for mapping both failure and success-

Talking about

Transplanting

... public governance SUCCESS



Systems currently focus on beliefs and numbers, little development on boundaries and interaction

Beliefs



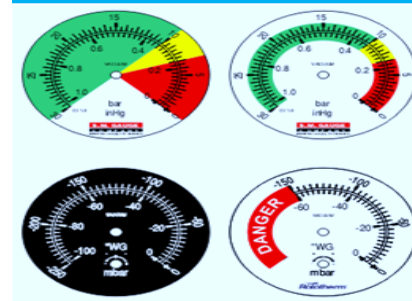
Boundaries



Interaction

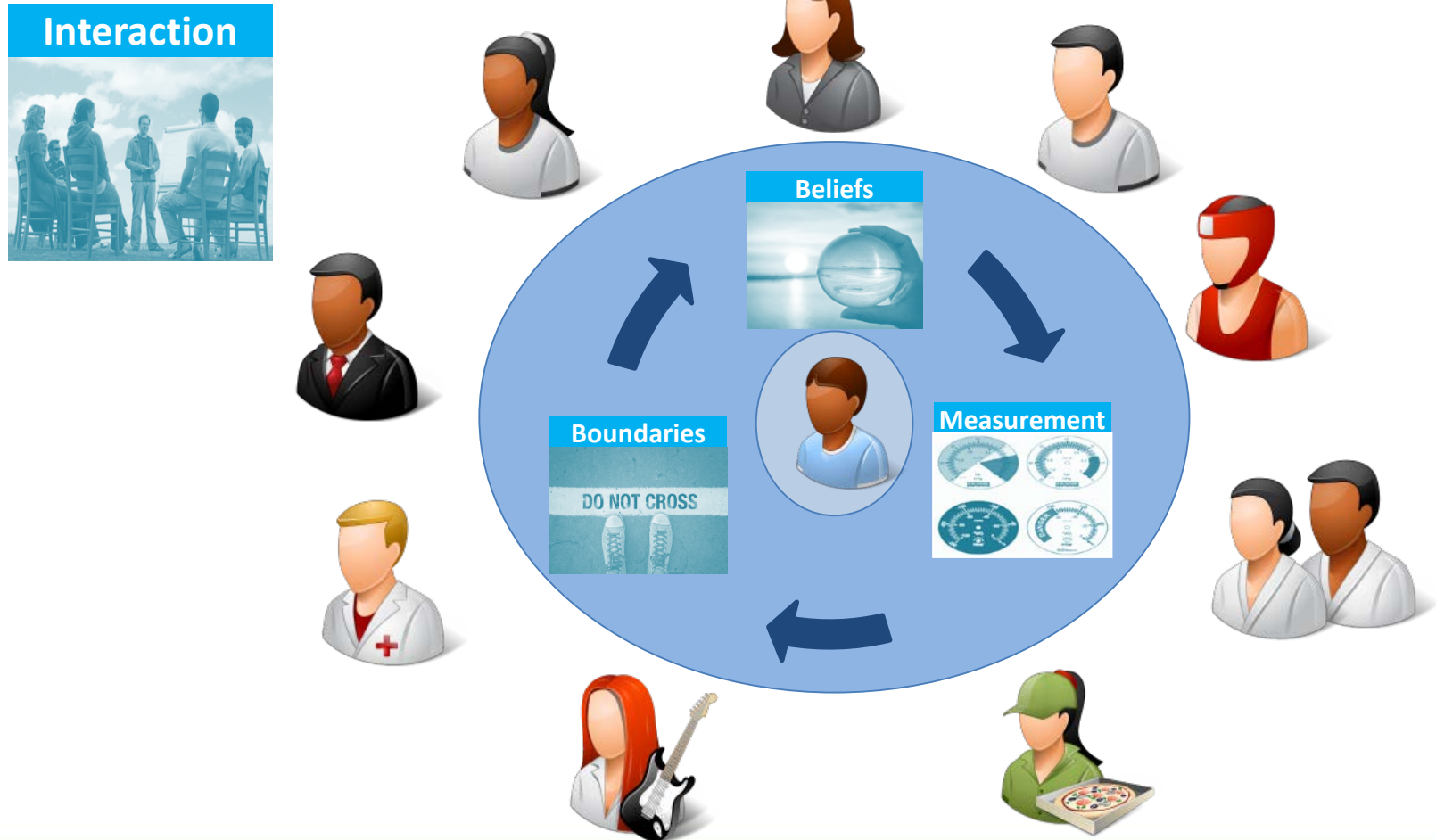


Measurement





Shared reviews supported with data enrich judgement



We must get better at ...

Tracking

-build stakeholder systems for mapping both failure and success-

Talking about

-turn public opinion into collective judgement-

Transplanting

... public governance SUCCESS





Success stories often followed by failed transplant, careful adaptation to own context required

Much attention for own context	Not- Invented-Here- Syndrome	Careful yet ambitious adaptation
Little attention for own context	Copy-Paste Syndrome	Success- Systematization -Syndrome
	Modest transformation	Ambitious transformation

We must get better at ...

Tracking

-build stakeholder systems for mapping both failure and success-

Talking about

-turn public opinion into collective judgement-

Transplanting

-borrow ambitious questions not standard answers-

... public governance SUCCESS




@ANZSOG #SuccessfulGovernance




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the Australia and New Zealand
School of Government

In Search of Successful Governance

Good News From New Zealand

Nic Blakeley, Deputy Chief Executive Insights & Investment,
Ministry of Social Development

“What gets measured
gets managed”



1980s

1990s



Managing for Outcomes

1980s

1990s

2000s



Managing for Outcomes

1980s

1990s

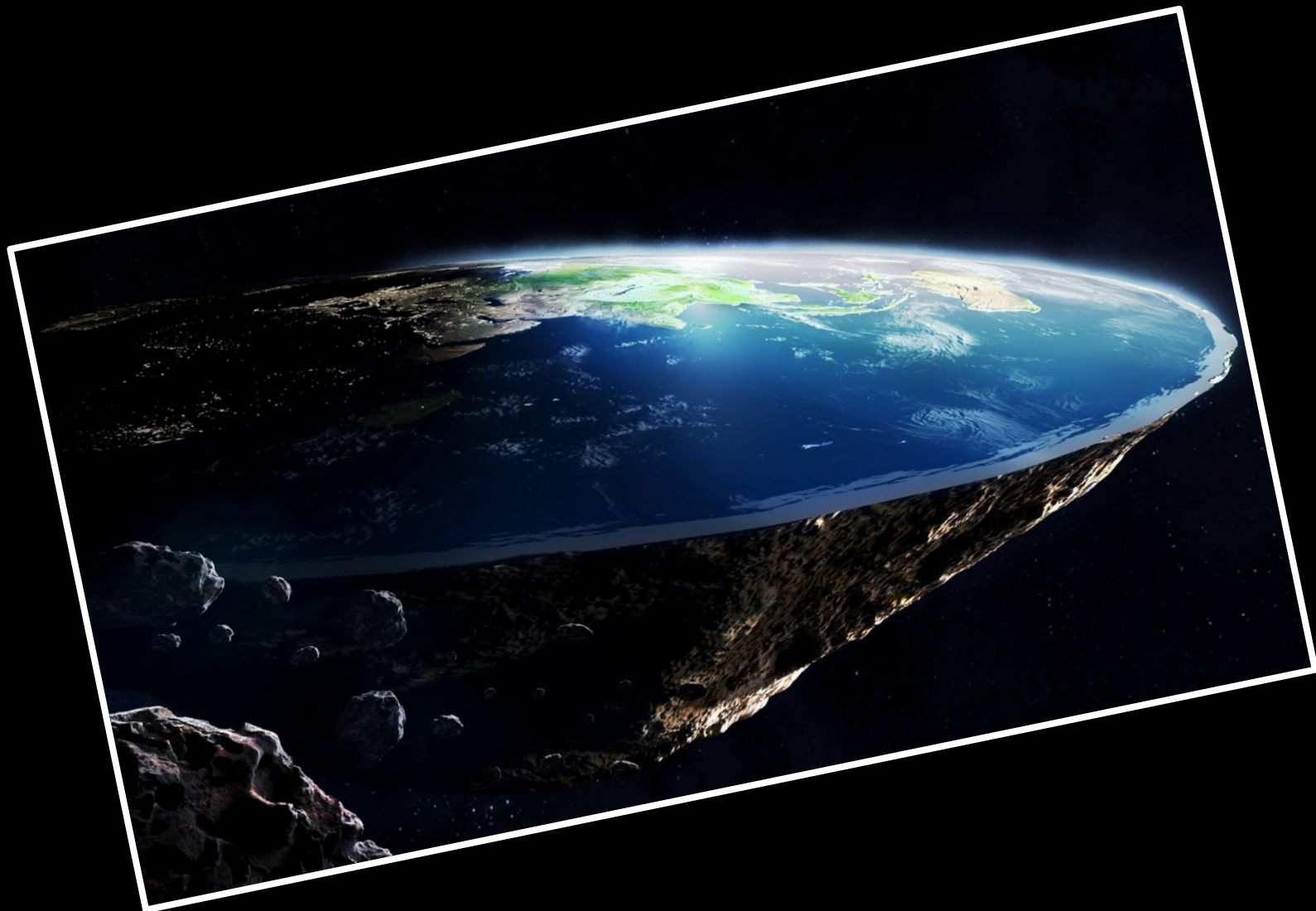
2000s

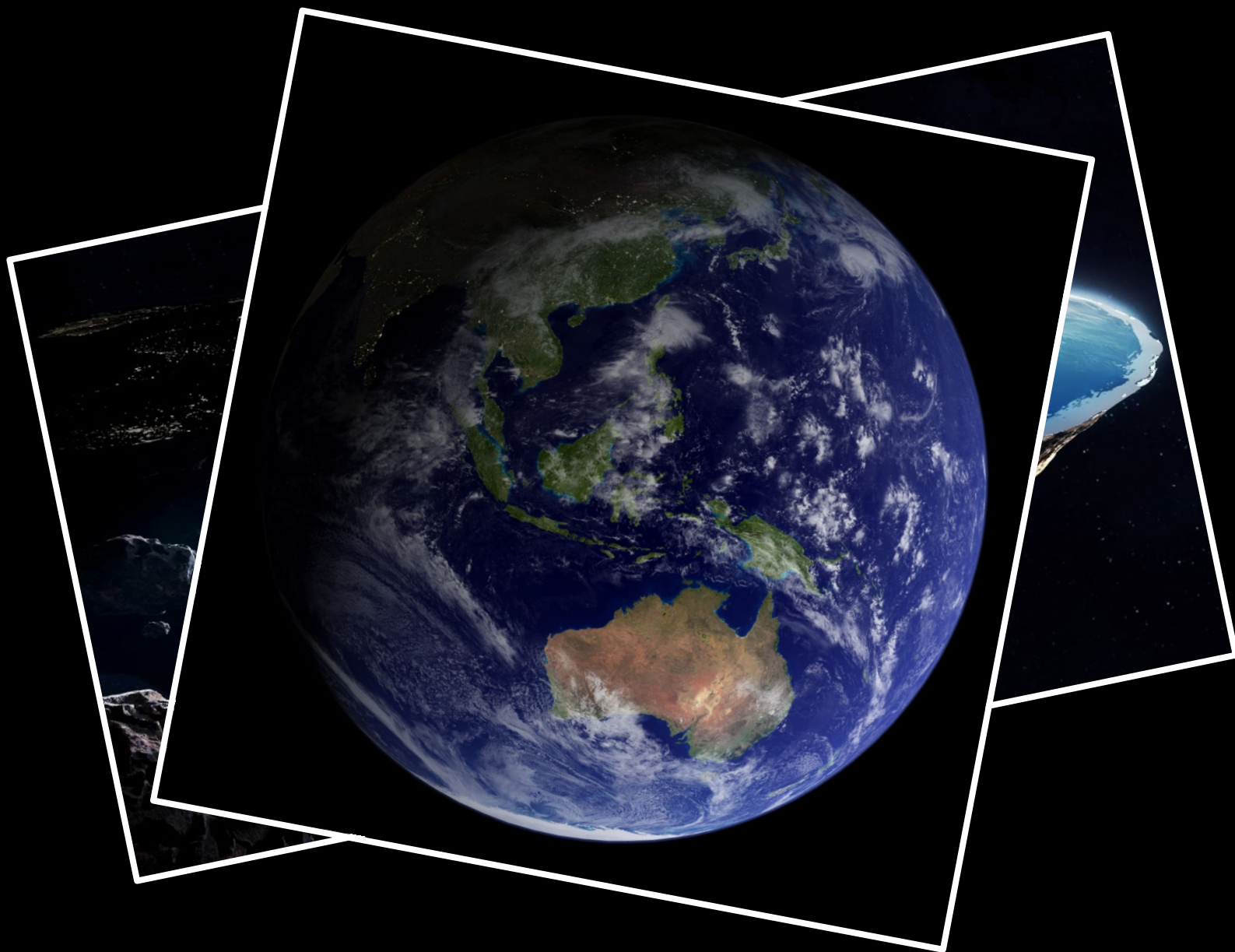
2010s

Better Public Services

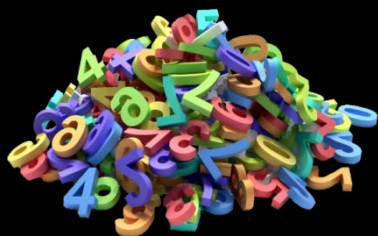
WELFARE
WORKING GROUP

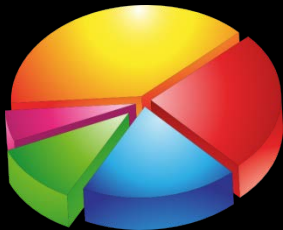
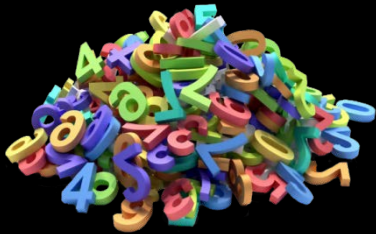


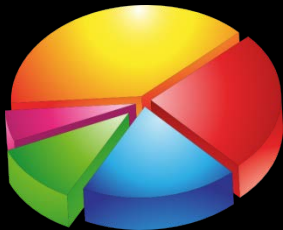
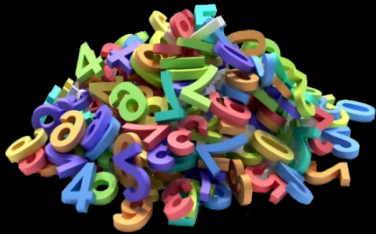








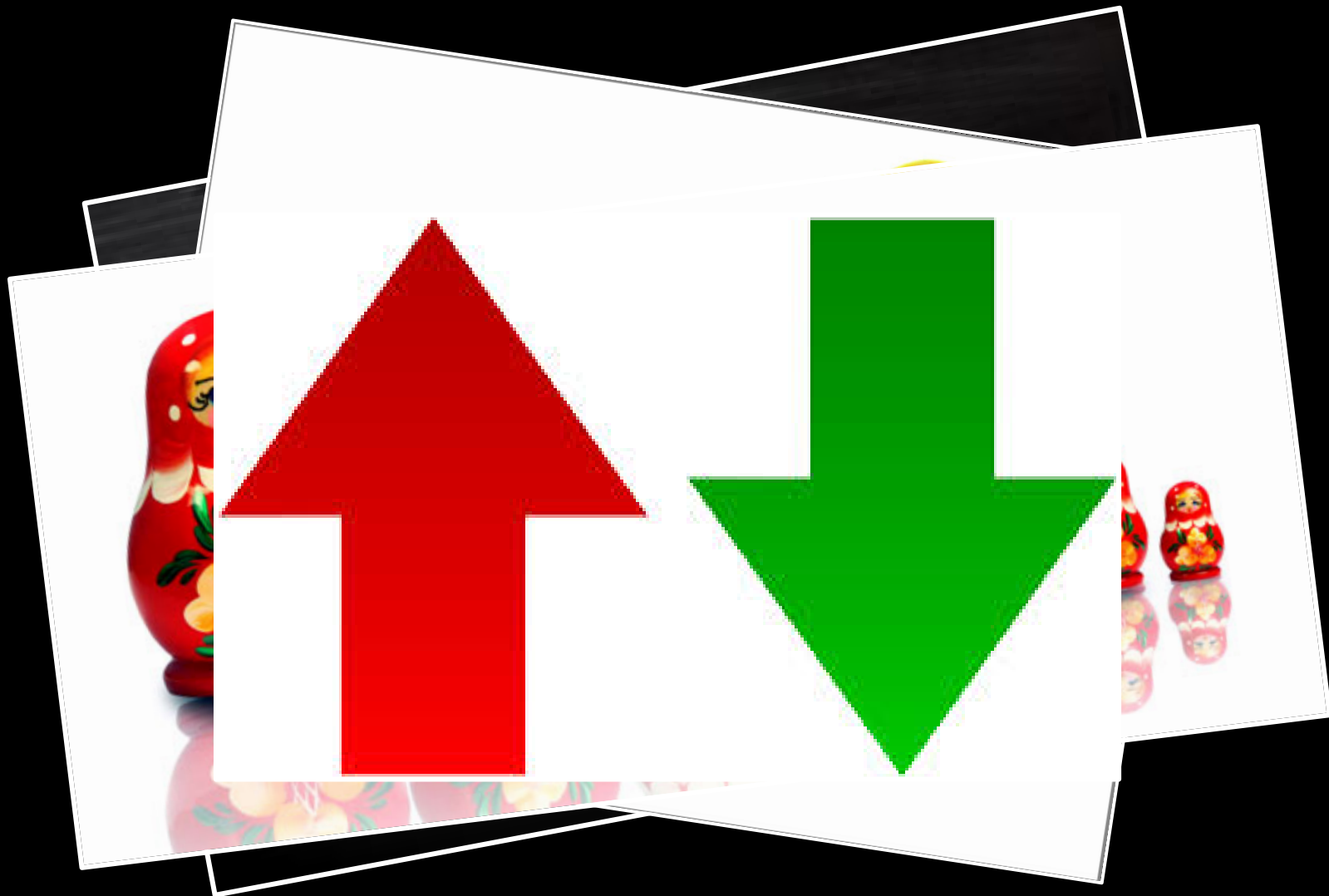


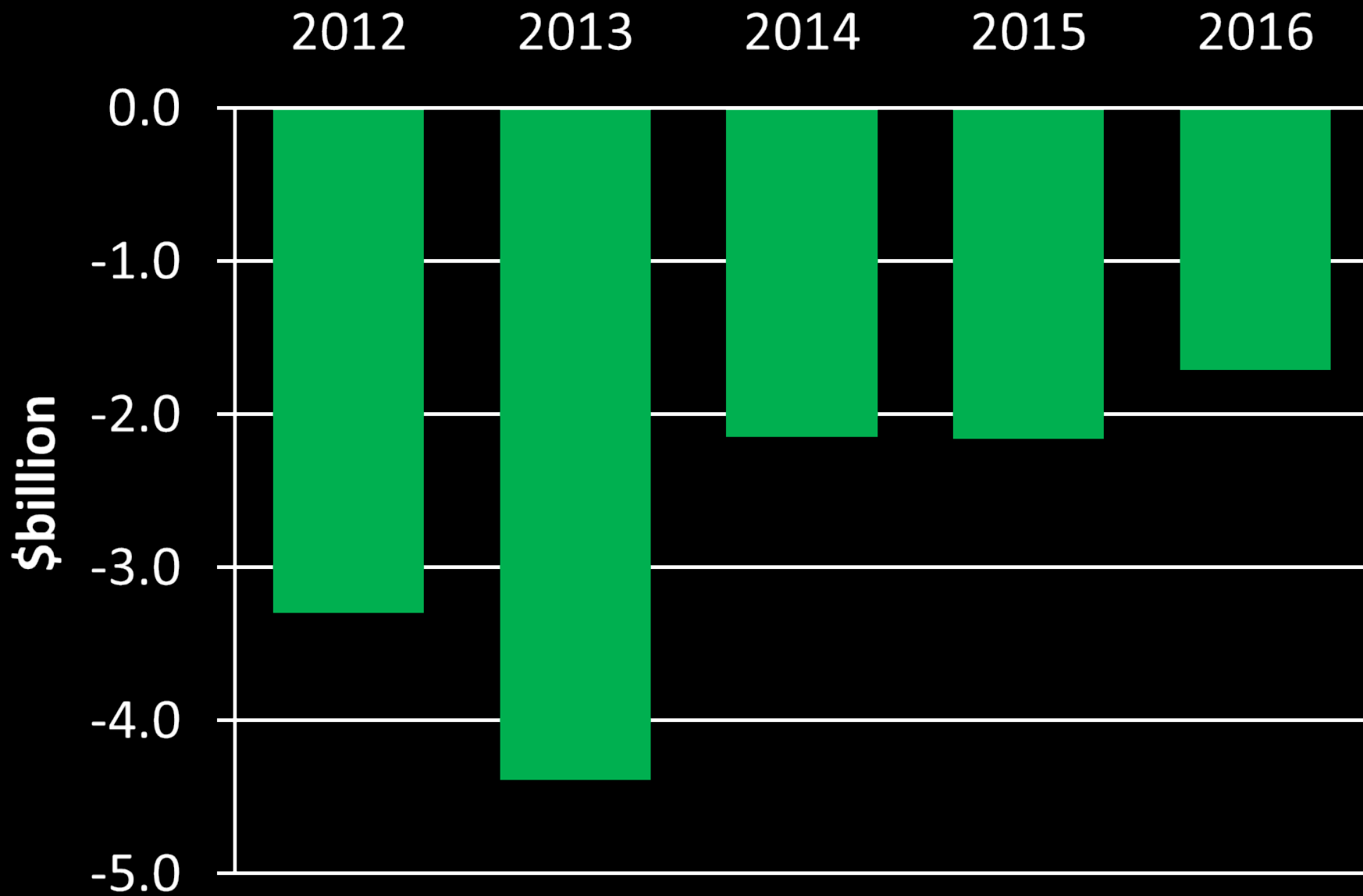












\$13.7 billion

\$13.7 billion

2.9 years

What Next?



Wider lens on success

What Next?



Wider lens on success

More innovation



What Next?



Wider lens on success

More innovation



Public sector capability

What Next?



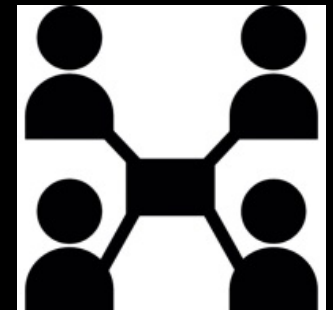
Wider lens on success

More innovation



Public sector capability

More cross-sector



What Next?



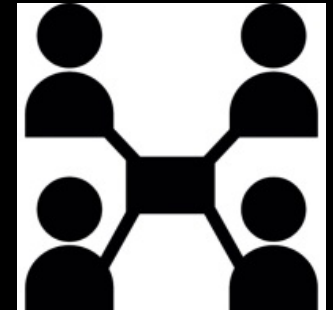
Wider lens on success

More innovation



Public sector capability

More cross-sector



Trust and transparency







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Upcoming Applied Learning Seminars

'Lean' in public services: panacea or paradox?
Speaker: Professor Zoe Radnor

Wellington

23 August

Diversity, multiculturalism and Interculturalism
Speaker: Dr Glenda Ballantyne

Wellington

TBC

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Upcoming Executive Education Workshops

'Lean' thinking in government
Course leader: Professor Zoe Radnor

Canberra

17 August

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Our Impact

The Australia and New Zealand School of Government (ANZSOG) is a global leader in education and government-focused research relevant to the public sector. We support the development of better educated, informed and motivated public sector leaders and the work to ensure the development of better ideas, evidence and networks. All this delivers public value through better government and better outcomes for citizens.

News & Media



ANZSOG alum Darren Foster to become WA's top public servant

Published Date: 27 July 2017

WA's public service will be headed by a ANZSOG alum after the state Governor officially confirmed the appointment of Darren Foster last week. Mr Fo...

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News & Media



How New Zealand got government agencies working together to deliver real results

Published Date: 26 July 2017

A recent experiment in New Zealand has shown how clearly defined outcomes, targets and an approach that calls for government agencies to take collecti...

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Education & Events

Workshop



Lean Thinking in Government

Event Date : 17 August 2017
Location : Canberra