



SURVEY ON PUBLIC SECTOR INNOVATION ENABLERS

OBJECTIVE

The OECD's Observatory of Public Sector Innovation (OPSI) aims to build knowledge on public sector innovation to support governments in achieving their innovation objectives. With this survey the Observatory of Public Sector Innovation collects additional data for the Government at a Glance (G@G) 2017 edition. The aim is to create better evidence of innovation enablers used at the national/federal level in OECD countries. (Other sources of G@G data include the Survey on Strategic Human Resources Management 2016 and Open Government Data survey 3.0.)

The survey follows the conceptual framework developed in the publications "The Innovation Imperative in the Public Sector" and the forthcoming "Fostering Public Sector Innovation." According to the former, four broad areas enable public sector innovation in the public sector:

1. People (e.g. skills, culture and values, leadership and engagement)
2. Knowledge (e.g. data, openness, learning)
3. Ways of working (e.g. partnerships, structures, collaboration)
4. Rules and processes (e.g. regulations, budgeting, project management)

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Respondent information:

***Country:**

***First name:**

Please do not use any special characters.

***Last name:**

Please do not use any special characters.

***E-mail address:**

Please provide a valid e-mail address.

***Organisation:**

Please do not use any special characters.

***Status/position:**

Please do not use any special characters.

PLEASE NOTE

To start the survey, also to move to the proceeding page, please click "NEXT" button found at the bottom of the page.

To correct your answers click "BACK" button found at the bottom of the page.

To save your answers and return to them later click "SAVE AND EXIT" button found at the bottom of the page.

For your reference, please review the definition of terms used in the survey.

PDF version of the questions is available [HERE](http://oe.cd/spsie) (<http://oe.cd/spsie>) for preview purposes only.



DEFINITION OF TERMS

Public sector innovation: is a new or significantly altered process or approach that is novel, that has been implemented in some form, and that is intended to deliver better public outcomes by achieving increased efficiency, effectiveness, and citizen, user or employee satisfaction.

Innovation funds: is any financing directed to initiating, carrying out or scaling up innovation projects/programs in the public sector (including but not limited to innovation grants, social innovation bonds, efficiency dividends that have been used for innovation).

Innovation labs: are organisations (e.g. institution/agency/unit/laboratory/hub) dedicated to public sector innovation and supporting government in finding and implementing new ways of doing things that improve how the public sector performs (e.g. creating better public services, better outcomes, greater efficiency or more effective public policies etc.).

Prototyping/piloting: is a way of testing early-stage ideas with service users to help choose between alternatives. It can also be used to identify key aspects of how a service would function and for user testing.

Design thinking: a method used by designers to solve complex problems and to find desirable solutions for end-users. Design thinking emphasises understanding the problem in different ways, making assumptions visible and/or tangible, eliciting feedback from those involved in the problem, and repeated testing and iteration.

Systems thinking: a method for analysing the inter-dependencies connected to complex problems and structures surrounding them. Systems thinking is used to understand purpose of systems, visualising the functioning of the system and redesigning systems for a new purpose.

PLEASE NOTE

Some definitions are inserted directly in the questions. You can access them by hovering your mouse over the **bold and underlined** terms. This function may not be available in some browsers for technical reasons.

Click "NEXT" to continue.

1. Innovation funds

This section addresses the existence of special innovation funds for **public sector innovation** at the national/federal government level.

*Q1. Are there funds at the national/federal government level earmarked for public sector innovation?

Check one. If you choose "No", click on the "NEXT" button at the bottom of the page to progress to the following section of the survey.

- Yes
- No

Since you selected "Yes", please name and describe the type of funding **FOR EACH** of the innovation funds and answer a series of related questions **FOR EACH fund**.

For multiple funds or fund sources, please check the "ADD FUNDS" box to generate additional entry field(s).

Provide your responses below in any order.

*1A. Please provide the name and the type of the funding scheme.

*1B. Please indicate the annual budget for this fund in 2016 (please also specify currency and the date period for the budget).

*1C. Which public sector organisation/s decide(s) the distribution of this fund?

- Central ministry (such as the ministry of finance or ministry of public administration)
- Sectoral ministries (such as the ministry of health or the ministry of education)
- Government agency
- Inter-organisational committee
- Other, please specify:

*1D. Where does this fund originate from?

Please check all that apply.

- From central budget
- From individual minister/agency budgets
- Combination of public and private resources
- Other, please specify:

*1E. Please describe the criteria used to distribute this fund:

***1F. For whom is this innovation fund intended?**

Please check all that apply.

- All public sector organisations
- Public sector organisations at the national/federal level
- Public sector organisations at sub-national level
- Public sector organisations meeting specific requirements (e.g. hospitals, schools)
- Private for-profit organisations
- Private not-for-profit organisations
- Other, please specify:

***1G. What is/are the objective(s) of this fund?**

Please check all that apply.

- Finding innovative solutions for public sector problems/projects
- Prototyping/piloting** public sector innovation projects
- Scaling public sector innovation projects
- Implementing public sector innovation projects
- Facilitating experimentation
- Supporting innovative approaches (e.g. use of randomised control trials (RCT)) to evaluate interventions
- Supporting innovation projects with higher levels of risk
- Awarding public sector innovation
- Other, please specify:

***1H. How are the achievements of these objectives measured?**

To add more funds, please check the "ADD FUNDS" box below.

If you have finished responding to this section of the survey and do not have any additional funds you wish to add, please click the "NEXT" button at the bottom of the page to progress to the following section of the survey.

ADD FUNDS

2. Innovation labs

This section addresses the existence of innovation labs for public sector innovation at the national/federal government level.

***Q2. Are there any central government organisations (e.g. institutions/agencies/units/laboratories/hubs/or other dedicated units within or embedded in a public sector organisation) in charge of promoting innovation within the public service?**

Check one. If you choose "No", click on the "NEXT" button at the bottom of the page to progress to the following section of the survey.

- Yes
 No

Since you selected "Yes", please name all the innovation organisations **INDIVIDUALLY** and answer a series of related questions **for EACH ORGANISATION**.

For multiple innovation organisations, please check the "ADD ORGANISATION" box to generate additional entry field(s).

Provide your responses below in any order.

***1a. Please name the innovation organisation (e.g. institution/agency/unit/laboratory/hub).**

***1b. Please indicate the annual budget for this innovation organisation in 2016 (please also specify currency and the date period for the budget).**

***1c. What is the organisational status of the innovation organisation (e.g. institution/agency/laboratory/hub)?**

Please select all that apply.

- It is an autonomous unit
 It is part of an individual ministry
 It is established by several ministries
 It is part of a directorate/unit within ministry
 Other, please specify:

***1d. What is the scope of the innovation organization's (e.g. institution's/agency's/laboratory's/hub's) work?**

Please select all that apply.

- Whole central government
 Individual ministry
 Several ministries

- Directorate/unit within ministry
- Other, please specify:

***1e. In which policy areas does the innovation organisation (e.g. institution/agency/laboratory/hub) work?**

Please select all that apply.

- General public service delivery
- Public order and safety
- Recreation, culture and religion
- Health
- Social protection
- Defence
- Economic affairs
- Housing and community amenities
- Public infrastructure
- Education
- Environmental protection
- Other, please specify:

***1f. What are the activities of the innovation organisation (e.g. institution/agency/laboratory/hub)?**

Please select all that apply.

- Build awareness of public sector innovation
- Advise ministries/public sector organisations on public sector innovation
- Provide trainings, workshops, seminars, etc. on innovation for public sector organisations
- Support and coordinate public sector innovation projects
- Engage in public sector innovation experimentation
- Support innovation delivery
- Invest in public sector innovation projects
- Support networking for innovation in the public sector
- Other, please specify:

***1g. What are the main methods the innovation organisation (e.g. institution/agency/laboratory/hub) uses?**

Please select all that apply.

- Design thinking**
- Systems thinking**
- Ethnography
- Co-creation
- Behavioural insights
- Horizon scanning, futures tools
- Peer to peer learning
- Data analytics
- Crowdsourcing
- Prototyping**
- Other, please specify:

***1h. How are the impacts of the innovation organisation (e.g. institution/agency/laboratory/hub) evaluated?**

Please select all that apply.

- By quantitative indicators
- By qualitative indicators
- Quality standards for production/service delivery
- Customer surveys

- Quality management systems (i.e. ISO, BSC)
- Internal units monitoring quality
- Organisation's boards monitoring quality
- User or customer panels
- Other, please specify:

To add more innovation organisations, please check the "ADD ORGANISATION" box below.

If you have finished responding to this section of the survey and do not have any additional organisations you wish to add, please click the "NEXT" button at the bottom of the page to progress to the following section of the survey.

ADD ORGANISATION

3. Training for innovation

***Q3. Are there training programs aimed at increasing skills for public sector innovation at the central government level?**

Check one. If you choose "No", click on the "NEXT" button at the bottom of the page to progress to the end of this survey.

- Yes
 No

Since you selected "Yes", please name and provide a brief outline **OF EACH** of the training programs and answer a series of related questions **FOR EACH program**.

For multiple training programs, please check the "ADD PROGRAM" box to generate additional entry field(s).

Provide your responses below in any order.

***1a. Please name and provide a brief outline of the training program that includes these objectives.**

***1b. Which skills does this program concentrate on?**

Please describe.

***1c. Which public sector workers is this program aimed at?**

Please select all that apply.

- Senior management
 Middle management
 Professionals/policy analysts
 Legal experts
 IT specialists
 Administrative support staff
 Direct service delivery staff
 Other, please specify:

***1d. How many public servants have received training in this program during 2016?**

Please answer the question.

To add more training programs, please check the "ADD PROGRAM" box below.

If you have finished responding to this section of the survey and do not have any additional programs you wish to add, please click the "NEXT" button at the bottom of the page to progress to the end of this survey.

ADD PROGRAM

Please send information related to additional training programs by e-mail to:

Piret.Tonurist@oecd.org

Your answers will be sent to the e-mail address you have provided in the beginning of this survey.

END OF THE QUESTIONNAIRE

please click on "Finish" to submit your responses.

Your Answers will be sent to the e-mail address you have provided in the beginning of this survey.