

# Fostering human-centred public services

## Global Trends on Innovation in Public Services



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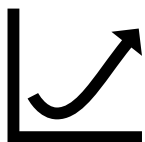
# PUBLIC SERVICES AT THE CENTER OF REFORMS



Public services are **where governments interact with citizens and businesses** most often. Public policies translate into practice and generate impact at these junctions.



**Human-centred approaches** can help to improve public services for citizens, businesses and governments alike.



Using innovation, governments can **keep up with a constantly changing environment** and proactively **get an edge**.



Governments can embrace innovation as an intentional and action-oriented option to make the best out of current efforts and maximise existing solutions, **enhancing the administrative efficiency** and **simplifying the interactions for citizens and companies**.

# OECD RECOMMENDATION ON HUMAN-CENTRED ADMINISTRATIVE PUBLIC SERVICES

Establishing a clear, common policy framework to support Adherents in the development and implementation of services that put peoples' needs at the center of policy design and delivery.

## Strategic vision, values and rights

- **Whole-of-Government Strategy:** Develop human-centred services aligned with government-wide goals.
- **Foster a Human-Centred Culture:** Promote services that prioritize user needs and public engagement.
- **Protect Rights:** Ensure services respect rule of law, providing procedural guarantees and transparency.

## Core foundations

- **Leadership and Roles:** Clearly define leadership and coordination responsibilities for service design and delivery.
- **Skills and Competencies:** Build capacity in public servants to design and deliver human-centred services.
- **Digital Infrastructure:** Develop scalable, secure, and interoperable digital infrastructure to support service delivery.

## Seamless and accessible services

- **User-Centred Design:** Design services based on user needs, ensuring inclusivity and accessibility.
- **Omni-Channel Approach:** Provide consistent, high-quality service across all channels (digital, physical).
- **Simplified Services:** Streamline processes, reduce administrative burden, and anticipate user needs.

## Measurement, engagement, improvement

- **Measure User Experience:** Track user satisfaction and service performance.
- **Data-Driven Improvement:** Use data and feedback to continuously enhance services.
- **Public Engagement:** Involve users in the co-design and evaluation of services.



**However:**  
**less than one in four citizens** feel that a public agency would **innovate** to **improve a public service**

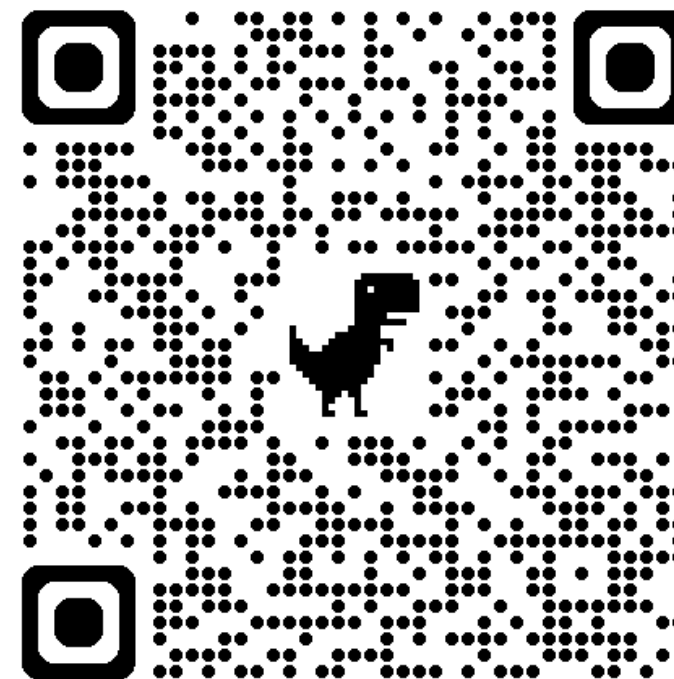
Improving the speed of a public service contributes to overall service satisfaction

**+13%**

People who *believe they could **not** easily access public benefits* if they needed them (27 OECD countries)

**42%**

# INNOVATION STAYS ASPACE



# FIVE GLOBAL EMERGING TRENDS

1

Future-oriented and  
co-created public  
services



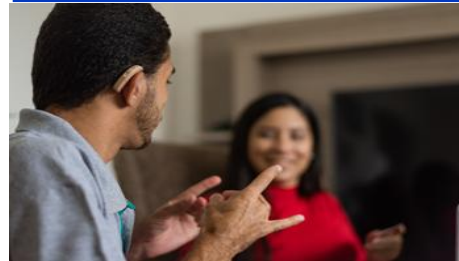
2

Digital and  
innovative  
foundations for  
efficient public  
services



3

Personalised and  
proactive public  
services for  
accessibility and  
inclusion



4

Data-powered public  
services for better  
decision-making



5

Public services as  
opportunities for  
public participation



# Trend 1

**Governments are embracing  
future-oriented and co-created  
public services**



Proactive life-event service to anticipate future needs of newcomers

## Trend 2

**Governments are embedding digital and innovative foundations for efficient public services**



Proactive and  
automated social  
benefits for newborns

## Trend 3

**Governments are making services more personalised and proactive for accessibility and inclusion**



# AI to assist deaf travellers

## Trend 4

**Governments are creating  
data-powered public services  
for better decision-making**



Leveraging IoT to  
monitor unused  
buildings

## Trend 5

**Governments are reframing public services as opportunities for public participation**



Improving services  
through citizen  
engagement



Faisons connaissance!

Bienvenue  
dans  
Le Lieu  
de la transformation

MINISTÈRE  
DE LA TRANSFORMATION  
ET DE LA FONCTION  
PUBLIQUES

# OPPORTUNITIES AHEAD



**Moving from data to impact:** providing evidence-based support to policies and, at the same time, bringing strategic direction and strong leadership to innovative initiatives to be adopted and implemented.



**Bridging the gap between innovators and decision makers:** ensuring that decisions can lever strong evidence and innovative approaches, while public sector innovation addresses policy priorities.



**Gathering a community of interests across borders:** Open up a space for exchanges and mutual learning that shares common challenges and transfers skills and tools.

# Thank you!



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