

SUPPORTING CIVIL SERVICE REFORM BY ENHANCING CIVIL SOCIETY-GOVERNMENT COOPERATION IN UKRAINE (2018 – 2019)



Norwegian Ministry
of Foreign Affairs



This project was implemented with the aim of strengthening cooperation between the state executive authorities and civil society, enhancing the good governance practices of the key national state institutions and fostering capacity development of civil servants on efficient modes of cooperation between the public/civil society and state bodies.

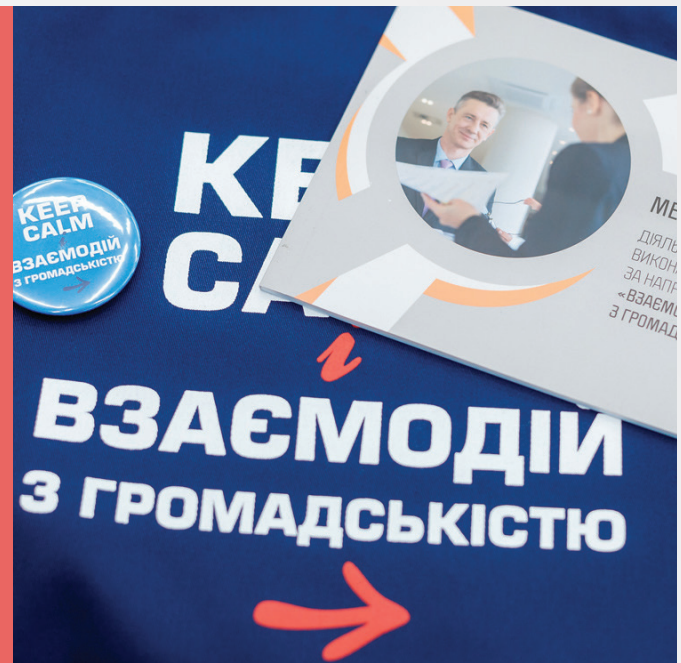
KEY RESULTS

13 state executive agencies were assessed by experts

on 4 levels of their interaction with the public:

- INFORMATION
- CONSULTATION
- DIALOGUE and
- PARTNERSHIP

according to the developed methodology



13

policy documents

were prepared by civil society experts jointly with the respective state agencies to help them streamline cooperation with the public



13

CSO-led advocacy and citizens' outreach campaigns

were held to lobby for the implementation of the recommendations prepared by experts for state agencies on improving cooperation with the public

311

people

enhanced their knowledge on current problems, and tools for improving cooperation between state bodies and the public at **13 subnational events** within the CSO-hubs events

90



221

91% declared that their knowledge on state – public cooperation has improved

95% declared they would enrol in **the online course** and would recommend it to their colleagues or peers



The blended learning programme for public servants was developed and launched in partnership with the NACS (National Agency for the Civil Service)

The programme consists of online and offline parts. It has been included in the mandatory curriculum at the Ukrainian School of Governance and the NASC

98

civil servants



from central executive bodies enhanced their skills in cooperating with the public in offline training and completed the online part of the course. The training was organized by the Ukrainian School of Governance, the National Agency for the Civil Service, and UNDP Ukraine



The online course “**Cooperation of the State Bodies of Executive Power with Public**” was launched on the Prometheus online learning platform on 12 July 2019 to enhance civil servants’ capacities for implementing the state development policies with efficient public participation.

Structure of the course:

- **Module 1.** The principles of interaction between state executive authorities and the public
- **Module 2.** Levels and stages of such interaction
- **Module 3.** Organization of consultations with the public
- **Module 4.** Assessment of the state executive authorities on their interaction with public



6975

people



enrolled in the course, and **3,990 of them** (2,726 women, 1,264 men), constituting

57.2% of the total number of registered course participants, completed the course and received certificates

According to the results of the assessment of 13 state agencies, experts developed the following key recommendations, which are applicable to other state institutions in Ukraine:

- ✓ Develop a communication strategy
- ✓ Publish reports on state bodies' activities and use of budgetary funds
- ✓ Prepare and publish frequently asked questions (FAQs) on their websites
- ✓ Modernize websites and make them more user-friendly and accessible
- ✓ Launch online virtual platforms and conference rooms for public consultations
- ✓ Develop strategies for cooperation with CSOs
- ✓ Conduct online broadcasts of advisory bodies' meetings
- ✓ Create a databases of partner CSOs to improve openness and transparency in policy-making
- ✓ Conduct project competitions among CSOs working in the area of reform promotion
- ✓ Increase the number of staff responsible for interaction with the public and members of public councils

