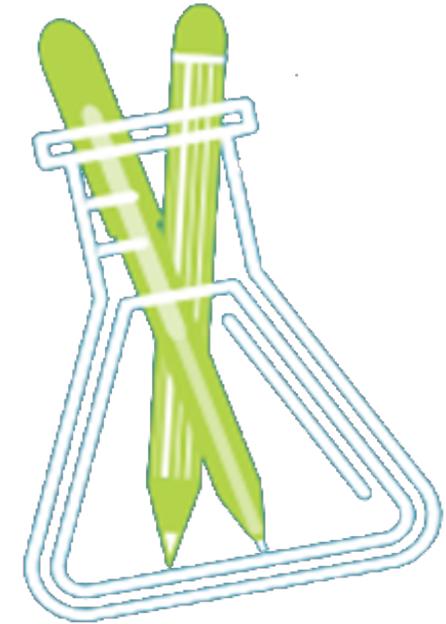


# Measuring and Evaluating Determinants of Public Administration Productivity

Bureaucracy Lab

Development Impact Evaluation | Global Governance Practice

October 22-25, 2019, Brussels, Belgium



**WORLD BANK GROUP**  
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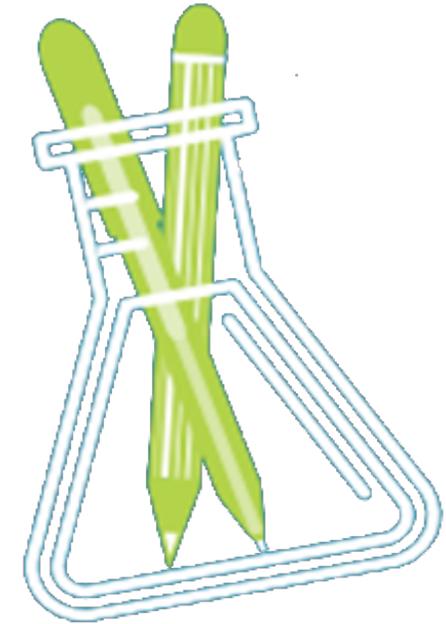
# Improving Access to Public Services

## Hungary

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# Reforms to Be Measured and Evaluated

- **Objective:** increase access to public service delivery
  - “Government windows” + buses
  - The Office of the Prime Minister is in charge of territorial government offices which are managing the government windows
- **Scope:** The government rolled out a program where buses are reaching small settlements with no “government windows” to provide direct access to a wide variety of government services
- **Target:** This program aimed at citizens living in small settlements targeted by the program

# Measurement Goals

- **Focus:** Office performance (number of services of each type, errors/complaints, wait time, processing time), number of clients, customer satisfaction, personnel data, staff performance evaluation, hours of operation of offices and buses, costs, office location, coverage area, frequency of visits, number of offices and buses
  - At the office level/district level
  - 2011 to today
  - Real time data
- **What are the existing data systems:** Government already collects administrative data on office performance (number of services of each type, errors/complaints, wait time, processing time), number of clients, hours of operation and personnel records of civil servants, complaints, number of offices and buses, coverage area, frequency of visits





# Impact Evaluation?

- What is the impact of the buses on access to public service delivery, customer satisfaction, and ultimately trust in government?
  - Does information on buses services and schedules increases utilization, customer satisfaction, and ultimately trust in government?
  - Does increasing the number of buses/frequency of visits increase utilization, customer satisfaction, and ultimately trust in government?



# Impact Evaluation Methodology

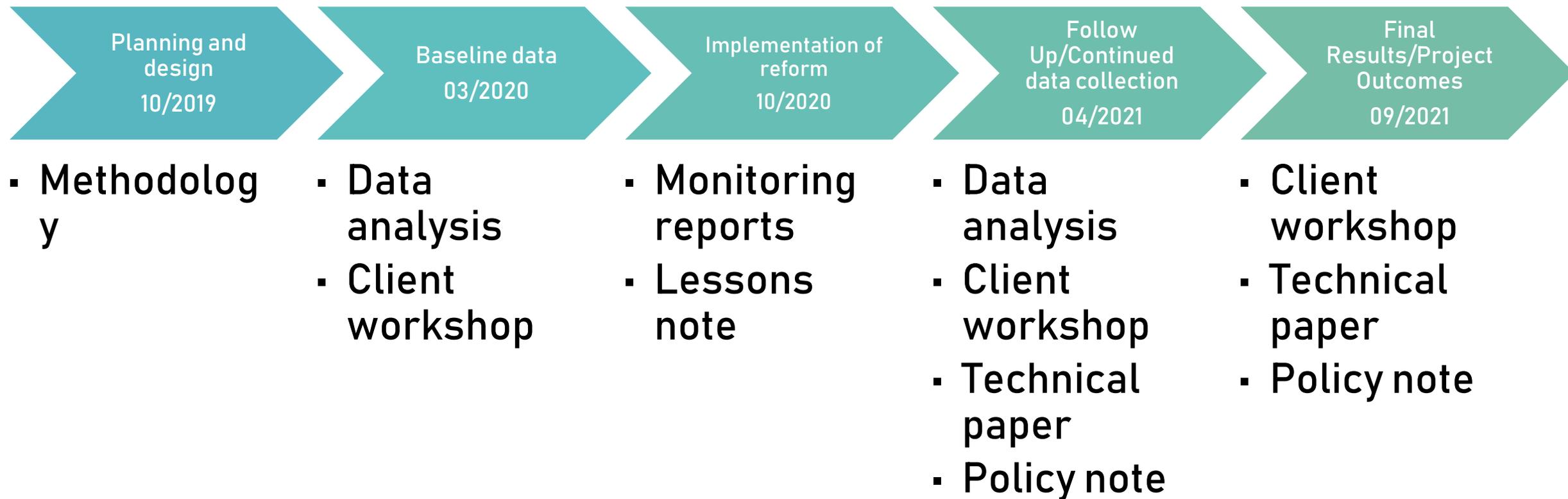


# Challenges

- Low take up: it might be the case that citizens do not feel the need for these services.
- Contamination: the information could spill over to neighboring areas. We will randomize at bus route and exploit the randomization of location to estimate spillovers
- Buses might not stick to the schedule. It would be ideal to be able to track where buses go and hours of operation
- If we do not get approval to run the experiment, we can exploit the timing of the roll out or the change in distance to point of service as a source of plausibly exogenous variation
- Changes in the legal environment
- Buses might be reallocated
- Access to personnel records



# Timeline and Outputs



# Thank you!

