

**Biennial monitoring of the
“European Framework-Agreement EUPAE/TUNED
for a Quality Service in Central Government Administration”**

30 November 2017 (following the 20 October 2017 SDC CGA WG)

DEADLINES AND REPLIES

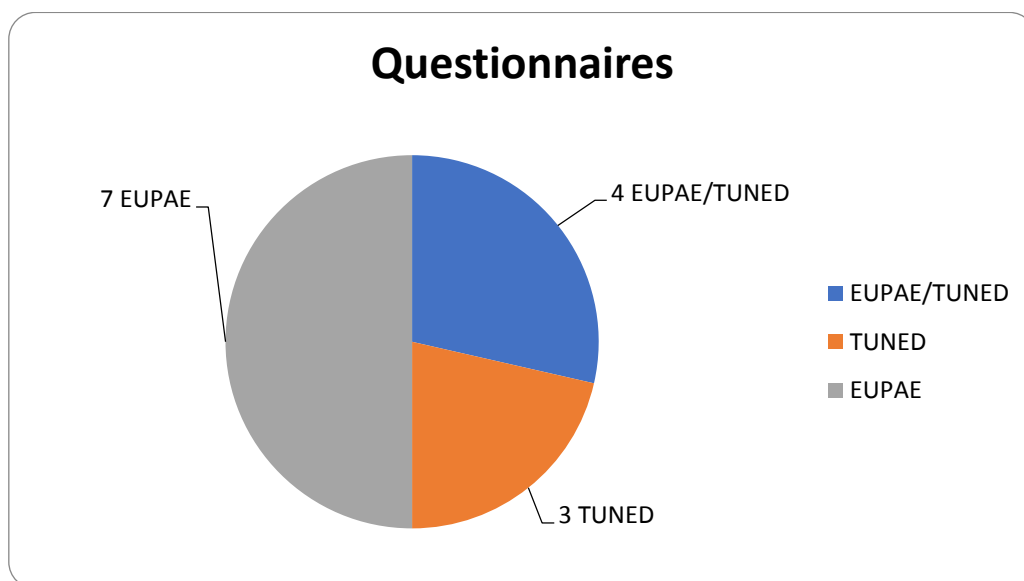
After the final approval of the questionnaire by the SDC-CGA plenary during the meeting of the 10 June 2016, a first deadline was set for the 31 October 2016 to respond and assess the state of the implementation of the European Framework-Agreement EUPAE/TUNED for a Quality Service in Central Government Administration.

Following the SDC CGA Working Group meeting of 15 November 2016, it was decided to extend the deadline to 15 January 2017.

When the first results were presented on 23 February 2017, questionnaires from 11 countries had been received. Furthermore, it was asked to better investigate whether the actions had been taken as a direct result of the Agreement or if they, instead, had been taken as an autonomous initiative not directly related to the agreement.

Consequently, a new deadline was set to 10 May 2017.

At the end of the whole process, 14 completed questionnaires were received (representing 12 Member States): 3 of them were provided by TUNED (Estonia, Italy and Spain); 8 of them were filled in by EUPAE (Belgium, Greece, Italy, Lithuania, Portugal, Romania, Slovakia, and Spain); and 4 were jointly filled in by EUPAE and TUNED (Czech Republic, France, Lithuania, and Luxembourg).



Moreover, the Agreement was translated and made available in 11 European languages: Czech, Dutch, English, French, Greek, Italian, Lithuanian, Portuguese Romanian, Slovakian and Spanish.

Country	EUPAE Questionnaire	TUNED Questionnaire	EUPAE/TUNED Questionnaire	Language Translation
Belgium	✓			French/Dutch
Czech Republic			✓	Czech
France			✓	French
Greece	✓			Greek
Estonia		✓		/
Italy	✓	✓		Italian
Lithuania			✓	Lithuanian
Luxembourg			✓	French
Portugal	✓			Portuguese
Romania	✓			Romanian
Slovakia	✓			Slovakian
Spain	✓	✓		Spanish

DISSEMINATION

In three countries – France, Italy and Portugal – a specific Communication Plan was developed. The remaining respondents said that they did not use such a tool but basically relied on websites, meetings and promotional materials (i.e. flyers, brochures, posters, news and specific communication to managers).

With regard to the dissemination of the Agreement among public employees, trade unions and managers, the main tool used was website, even though other initiatives – like conferences, seminars, public debates, trade unions delegates communications, trade unions’ newsletters and publications, trade unions’ information on the workplace – were also taken .

IMPLEMENTATION

Concerning the implementation of the Agreement, there have not been any formal social dialogue initiatives on how the Agreement was implemented by public administration. Some countries – as claimed by the shared TUNED/EUPAE Czech questionnaire, as well as by the one from EUPAE Spain – relied on informal social dialogue initiatives.

Nevertheless, the key principles and commitments of the Agreement were embedded in new legislation, a number of recent public administration reforms and other initiatives for the public sector.

CONCRETE MEASURES DIRECTLY INSPIRED BY THE COMMITMENTS OF THE AGREEMENT

Czech Republic

In the new National Civil Service Code adopted by the Czech Republic, a reference is made to the Agreement which has been a “very useful source of inspiration during the process of drafting the Act”.

Furthermore, virtually all key principles and commitments are part of this Code. For instance, the provisions about civil servants’ rights and obligations are virtually horizontal and the Ethics Code is in line with the Welcome key principle (commitment 4), which suggests a proximity-based approach in addressing users’ needs.

Luxembourg

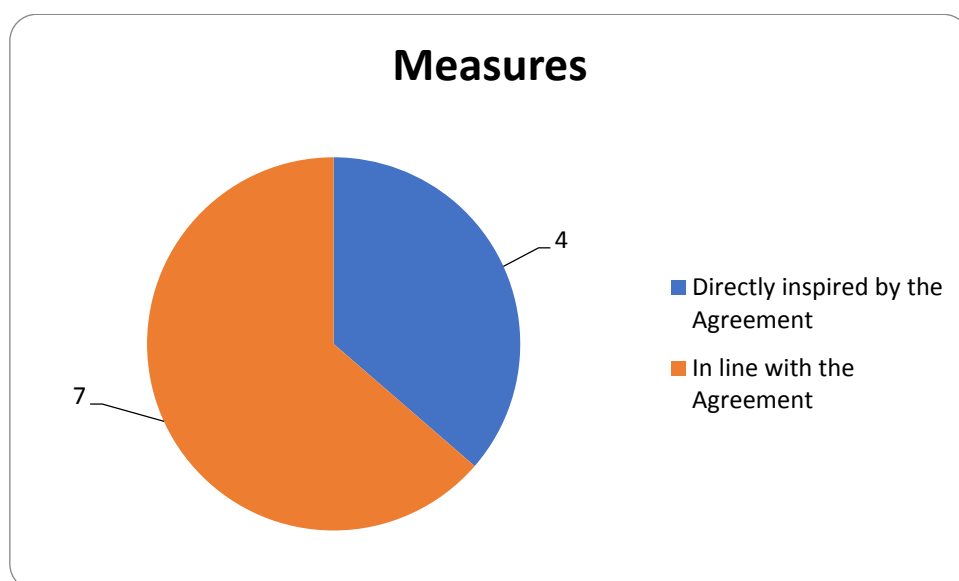
In Luxembourg, the Agreement was presented during the *Human Resource Management* course at the National Institute of Public Administration (for all CGA HR officers), and virtually all the key principles and commitments of the Agreement inspired this initiative. In addition, in April, a survey on the *Quality of life and motivation at work* was launched.

Slovakia

In drafting the *Human Resources strategy in Central Government Administration* the key principles of integrity and efficiency of the public service (commitments 9,10 and 11) were taken into account. However, the group that prepared the document was not homogenous: some of the members were aware of the Agreement, while others were not.

Spain

In drafting the 2013 Transparency Law, Spain claimed that the Agreement’s key principles and commitments “were taken into account”, with particular reference to the transparency of administrative procedures stated in the 18th commitment.



CONCRETE MEASURES ADOPTED BY COUNTRIES IN LINE WITH THE COMMITMENTS OF THE AGREEMENT

Belgium

The *Person of Confidence* network established by the Belgian Government is in line with commitments 9 and 10 of the Agreement regarding the integrity of the public service which has to be protected by any negative external influences undermining its preservation.

Moreover, the *Systematization of telework for improving work-life balance as well as the use of satellite bureaus*, is a consistent application of the efficiency key principle mentioned in commitment 11 and the quality of life at work key principle, in particular with the 15th commitment of the Agreement.

France

Several initiatives for good working conditions of public employees, as stated by the commitment 15, were taken: the Charter to promote equality and fight against discrimination in the civil service (2013); the reinforcement of the encouragement to certify HR processes with the Diversity Label created in 2008 (2015); the National Plan to prevent psychosocial risks in the civil service (2014); the Agreement with the National Agency for improving working conditions (2016).

Greece

The Hellenic Government, in the context of the budgetary cuts in public administration that are affecting the country, introduced a new mobility scheme, which is in line with the 3rd commitment on sufficient level of staff and competence. This measure is aimed, in fact, at ensuring more adequate staffing. This was achieved through a voluntary transfers' mechanism as well as a more rational staff allocation.

Italy

The broad Public Administration reform adopted in 2015 is in line with 11th and 15th commitment of the Agreement. More specifically, increasing efficiency of service delivery through ICT tools and improving the working conditions of civil servants through work-life balance measures were the keystones of this new legislation.

Portugal

In 2016, Portugal introduced, for the first time, medical checks for public employees to improve working conditions in the public sector: this measure is in line with commitment 15.

Romania

Many of the reforms introduced in Romania are related to the key principles and commitments of the Agreement. Namely, the Training Programmes on Social Dialogue and Public Debates for Civil Servants (2014) are in line with the goal of ensuring competence development of public employees as stated by the commitment 14; the Regional seminars on Career and Ethics in the civil service were organized to underpin the integrity as stated in the 9th and 10th commitment of

the Agreement; and finally, the *partner agreements* with NGOs to promote recycling activities are connected with the environmental protection laid down in the 12th commitment of the Agreement.

Spain

In order to guarantee good working conditions avoiding any forms of discrimination, as indicated in the commitment 15, the Spanish Government extended the duration of the pregnancy leave and introduced greater flexibility in regulated holidays for those employees who come back to work after a long-term illness, a maternity or a pregnancy leave.

Furthermore, an ITC Strategy developed for the Spanish Central Administration was implemented to increase quality, efficiency, rapidity, resources' optimization of service delivery, in line with the 11th commitment of the Agreement.

COMMITMENTS OF THE AGREEMENT AND MEASURES ADOPTED THAT ARE IN LINE/INSPIRED BY THE AGREEMENT

