

EUPAN Quality Event

*Doing the “right” things right
A more result-oriented public sector in Europe*

Warsaw, Poland, 29-30 September 2011



Short Case Description

1. Identification of the organisation

- **Name of the organisation** Amt der Oö. Landesregierung
- **Name of the person in charge** Landesamtsdirektor Dr. Eduard Pesendorfer, Präsidialdirektorin Mag. Antonia Licka
- **Email** post.lad@ooe.gv.at; post.praes@ooe.gv.at;
- **phone** +43 732 7720 11644 or 11161
- **website** www.land-obeoesterreich.gv.at
- **Level:** regional
- **Sector** administration

2. Link with the 4 key topics of the conference

Topic 3: Towards result-oriented leadership in public sector organisations.

If the case underlines a specific focus in this topic, please describe this focus:

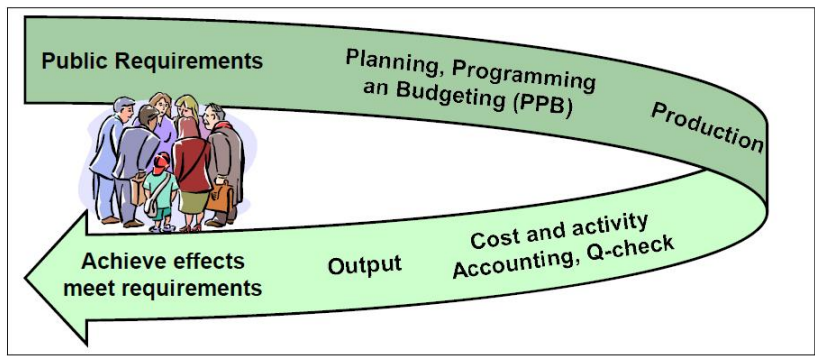
Implementation of outcome oriented, standardised processes on various levels (chronological as well as organisational) within the Upper Austrian Administration.

3. Short description (max ½ page) :

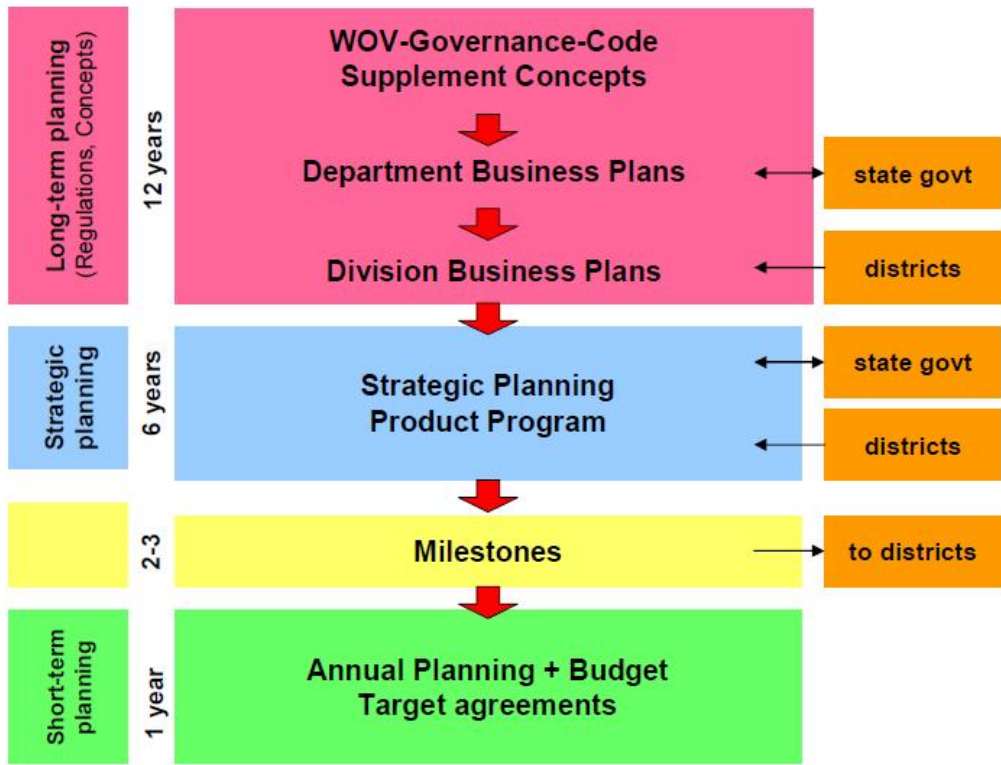
Title of the case Outcome oriented Administration - standardised planning and controlling instruments

Keywords Outcome oriented administration - control cycle - hierarchy of planning and controlling instruments (long-term general concepts, strategic plans, milestones, annual planning)

Summary: The state of Upper Austria offers around 2.600 services, from health and youth care to traffic infrastructure etc. Since the early 1990s we have been adjusting our services with emphasis on organisational changes and in 2003 introduced a new public management system, called "Wirkungsorientierte Verwaltung (WOV)", ("**outcome oriented administration**"), which allows us to measure the effectiveness of our actions. The system can be described as a **control cycle** starting from public requirements and leading to results and evaluation:



A strict hierarchy of planning and controlling instruments guides us from **long-term general concepts**, of which the WOV-Governance Code is one, to **strategic plans, milestones** and **detailed one-year goals and target agreements**. The basis of our outcome-oriented control procedures is the definition of long-term socio-political goals for the population (see above) which are the starting point for planning and controlling within the Upper Austrian administration. Through a standardised process long-term goals are broken down into mid-term milestones followed by annual planning:



All our employees are integrated in the process through annual target agreements. For the current status of our departments' recurring annual planning see the table below.

Annual planning incl. budget process (simplified)

