

# MEASUREMENT OF INNOVATIONS IN CZECH PUBLIC ADMINISTRATION 2019 - 2021

The Ministry of the Interior conducted the first survey to measure innovation in Czech public administration. The survey covered three-year period 2019 - 2021.

The measurement is based on the [Copenhagen manual](#), which was adapted to the specifics of the Czech environment.

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European Union  
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MINISTRY OF THE INTERIOR  
OF THE CZECH REPUBLIC

# WHAT IS PUBLIC SECTOR INNOVATION?



*Definition used in the Copenhagen manual*

# RESPONDENTS

State  
administration



Regions



Municipalities



Public administration segment	Number of answers
Ministries	45
Other central state administration bodies	23
Civil service authorities (territory)	5
Civil service authorities (central)	46
Regions	24
Municipalities	68

304

Randomly addressed workplaces

211

Received answers

69 %

Response rate



## WHO WERE THE RESPONDENTS?

Senior workers were contacted and invited (in line with the recommendations of the Copenhagen Manual) to forward the questionnaire to other employees who may be better acquainted with innovation management than they are, or to other workplaces within the organization.

## Job position of respondents

- 👤 Department Director (85)
- 👤 Head of Unit (42)
- 👤 Ordinary employee (32)
- 👤 Municipality Secretary (37)
- 👤 Head of Department (11)
- 👤 Mayor (4)

## The scope of work of the addressed workplaces

- ❖ Internal operation of the organization (21 %)
- ❖ Specific agenda (49 %)
- ❖ Internal operation of the organization and specific agenda (30 %)

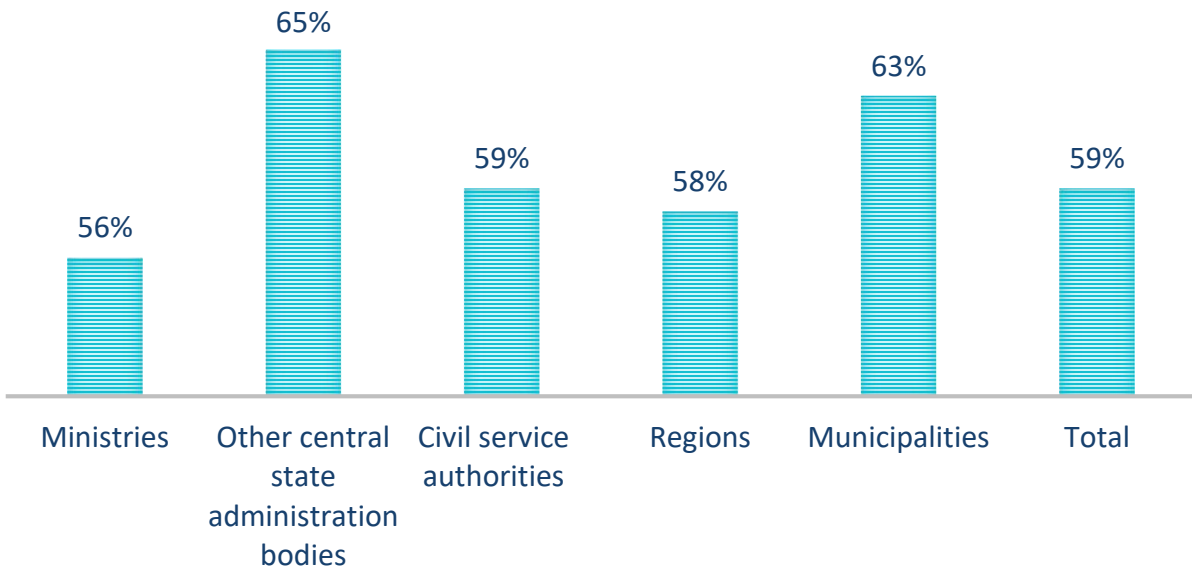
# IS THE CZECH PUBLIC ADMINISTRATION INNOVATIVE?

59 %

of the addressed workplaces implemented in the period 2019 - 2021 at least one innovation

**IS IT A GOOD RESULT?**

International benchmarking can be misleading in this case. The Scandinavian countries, which are leaders in innovation in the public sector, carry out measurements regularly throughout the public sector, including healthcare, education, etc. The implementation of at least one innovation in a two-year period is usually confirmed by up to 80% of respondents.



## Innovation activity in individual segments of public administration

Municipalities (63%) and other central state administration bodies (65%) have particularly good results.

# INNOVATION BRINGS VALUE



Improved quality of services 48 %



Better methods of organization 48 %



Efficiency 47 %



Employee satisfaction 45 %



Increased labor productivity 41 %

Respondents subjectively evaluated the benefits of the implemented innovations significantly above average at 7.96 (on a scale of 1 very small and 10 very high). The greatest satisfaction is at the level of municipalities.

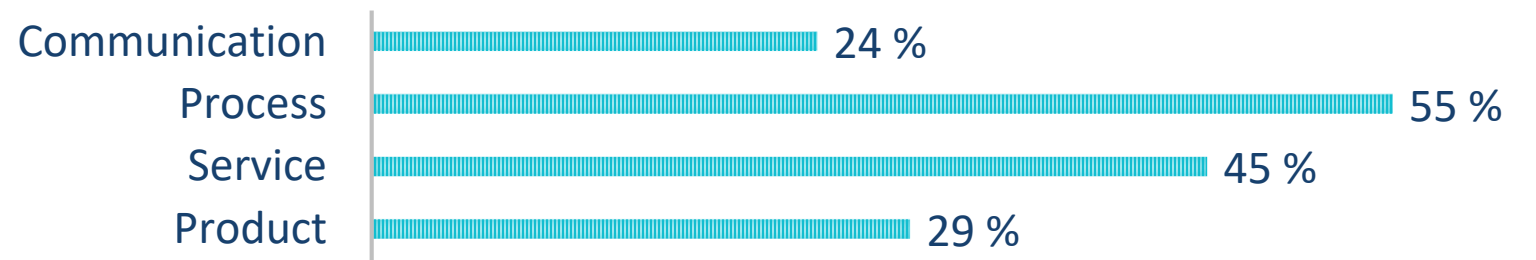
Only a quarter of the innovations (25%) implemented in public administration generally do not meet the expected benefits and are assessed as unsuccessful.

# TYPES AND SPREADING OF INNOVATION



50% of respondents made an effort to spread the implemented innovation.

## TYPES OF IMPLEMENTED INNOVATION



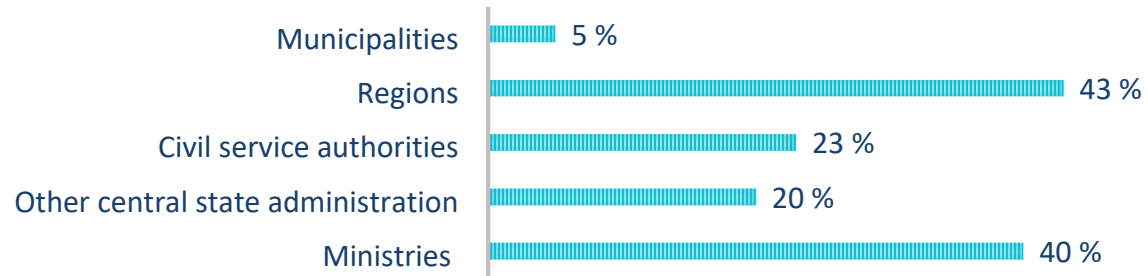
While state administration bodies (ministries, other central state administration bodies) aim their innovations at improving processes and work organization, municipalities focus their attention on innovating the services offered to citizens.



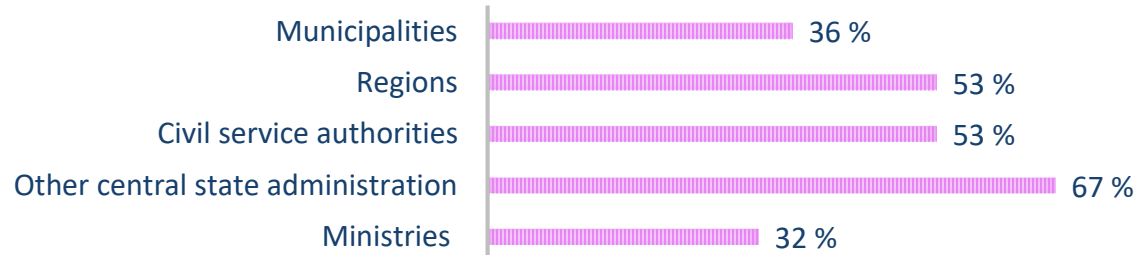
# ORIGINALITY OF INNOVATION



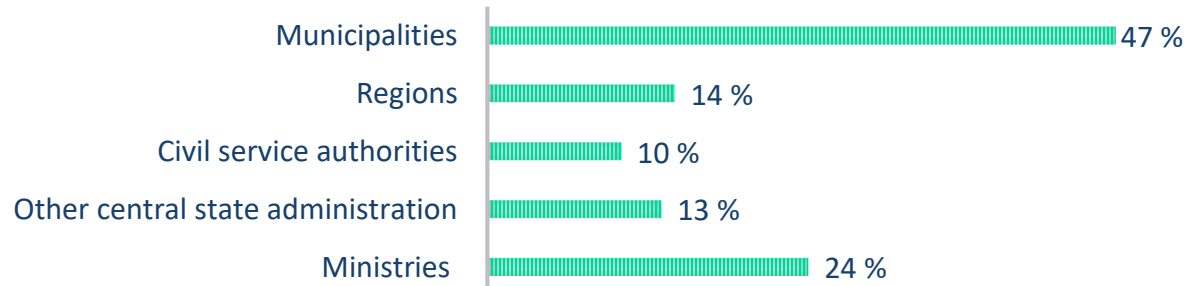
## THE FIRST OF ITS KIND



## INSPIRED BY OTHER'S SOLUTIONS



## COPIED



Unlike the private sector, the main goal here is not competitive advantage, so it is desirable that successful innovations are copied and implemented elsewhere as much as possible. The innovation must meet the attribute "novelty", but only to the subject that implements the innovation.

It is therefore important to support the dissemination of good practice in public administration and to raise awareness of innovations that have been already implemented.



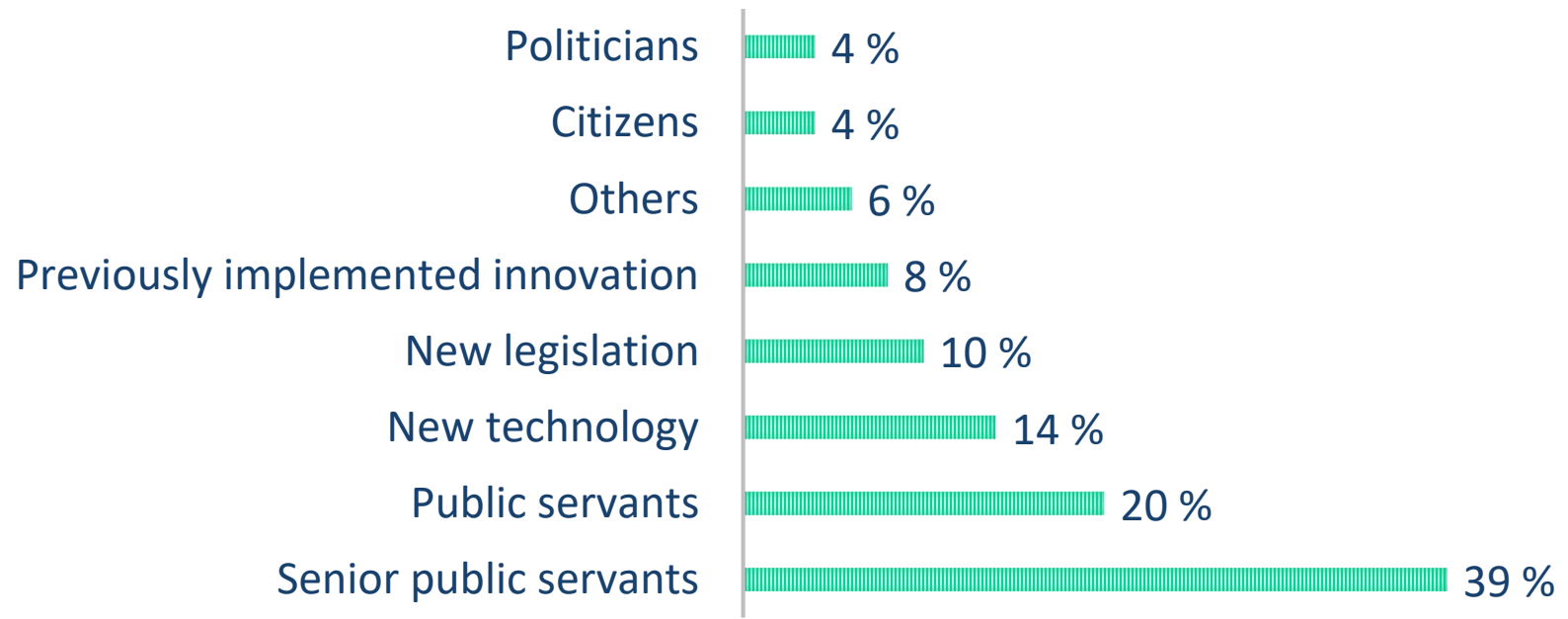
# IMPORTANT ACTORS



Human resources play an important role in the implementation of innovation.

According to the respondents, the most impulses for new innovations come from the leading employees of the workplace.

## IMPULSE FOR INNOVATION



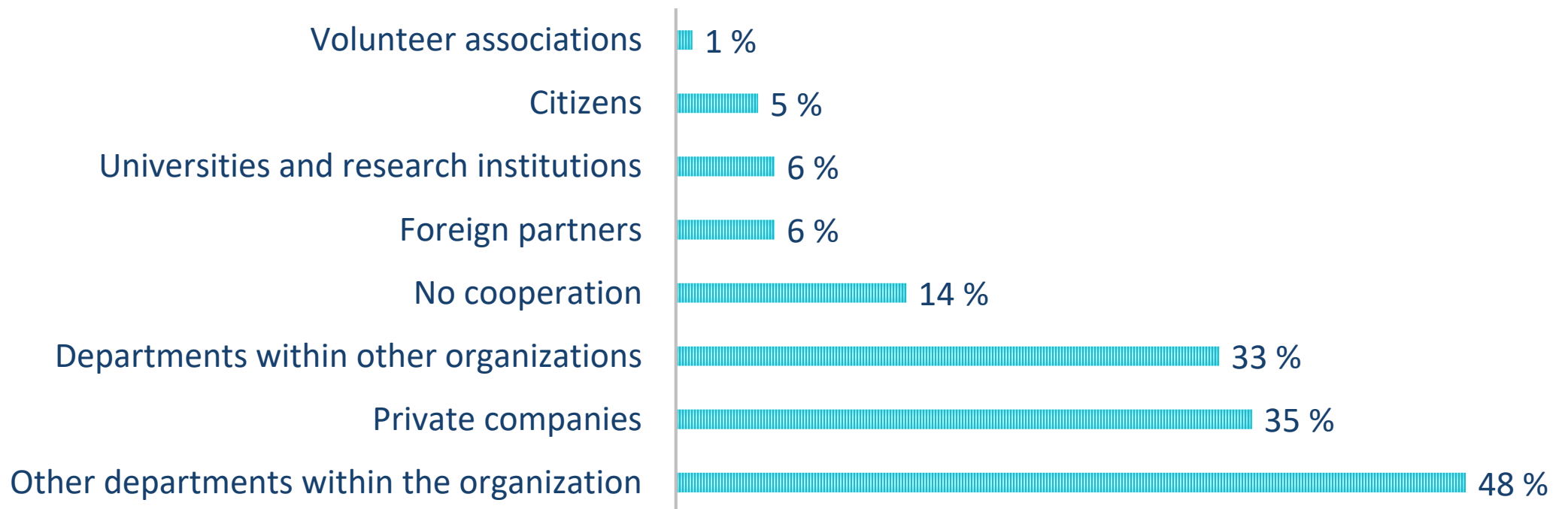
# COOPERATION

92% of public sector innovations are carried out in collaboration

The work on innovations most often takes place internally, within one's own organization. The only exceptions are municipalities, which relatively large (41%) use for their innovations mainly cooperation with the private sector, e.g. consulting services, suppliers, etc.



## PARTNERS IN COOPERATION

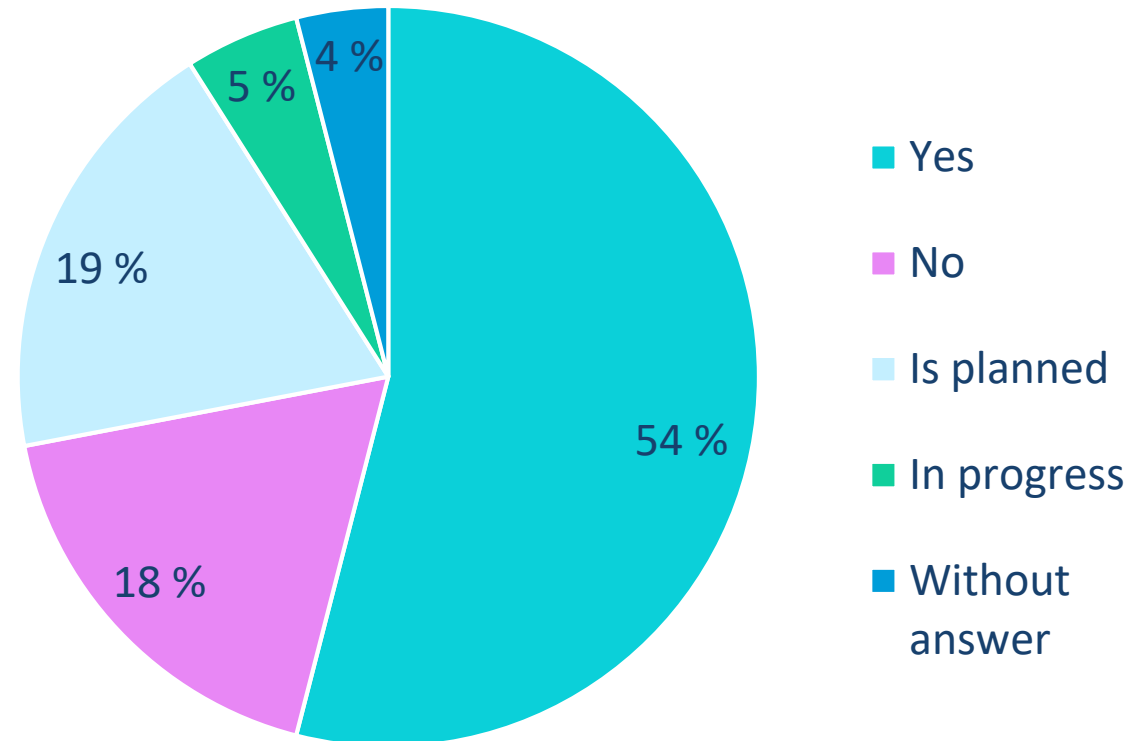


# EVALUATION



The workplaces are interested and examine whether the innovations have fulfilled their purpose.  
Public bodies prefer self-evaluation, without external assistance.

## WAS THE IMPLEMENTED INNOVATION EVALUATED?

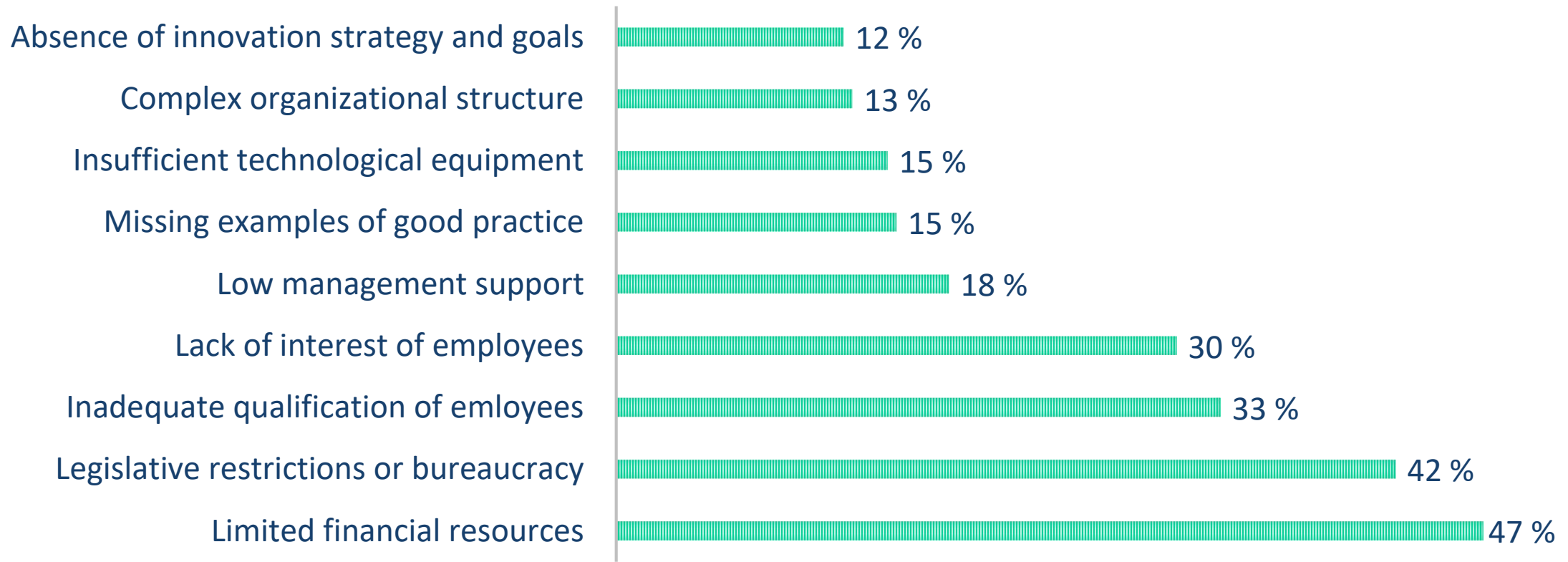


# BARRIERS



The most significant barrier is a lack of financial funds and too much bureaucracy.

## MOST SIGNIFICANT BARRIERS



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