The impact of digital change on human resources in public administration

ACCOMPLISSH Co-creACTION Summit

Barcelona, January 2019
Public Administration School of Catalonia (EAPC)

- Cross-cutting organisation within the Catalan Government answering to the Ministry for Digital Policy and Public Administration
- Generation of knowledge
- Training of public officials
- Promotion of research on public administration and public policies
Secretariat-general for Administration and the Civil Service

2017-2018

Cross-cutting work group for the

Analysis of the Implications of Digital Transformation on the Human Resources of Public Administration

EAPC represented by Deputy-director for Research and Senior Management Training
Digital Transformation of Public Administration in order to respond to the new scenario

- Capture different realities and needs of citizens, entities, and companies
- Understand the needs of public administration to succeed in the digital transformation
- Adapt the organisation of work and the roles of administration to new ways of working

**NEW CITIZEN PROFILE**
- Empowered
- Informed
- Connected
- Proactive
- Responsible
- Demanding

**OPPORTUNITY**

**CHALLENGES**

**DIGITAL TECHNOLOGIES**
- Online interaction
- Omnichannelity
- Mobility
- Blockchain
- Social networks
- Big Data & Analytics
Some key ideas:

- Central role of citizens, organisations and businesses
- Public administration as a producer of public value for society
- The success of the Administration should be measured on the basis of social return
EAPC digital change & HR

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Cycle of Human Resource Management

Skills
- Cross-cutting skills
- Specific skills by professional families

Work places
- Inventory of work places
- Skills of work places

Identify needs

Development
- Assessment
- Professional itineraries
  - Vertical
  - Horizontal
  - Cross-cutting
- Training plans
  - Formal
  - Informal
- Welcome
- Definition of objectives
- Development of tasks

Attraction and selection
- Assessment of talent
- Location of talent
- Screening of talent
- Attraction of talent
Public Administration School of Catalonia (EAPC)

- Development programme for managers
- Knowledge management
- Tools for better-informed decision making
Paradigm shift

Research for decision making

Solutions to real challenges of the public sector

Research for solving social challenges

Responding to the needs and expectations of society

Social impact
Public value

Research grants
Academic interest

EAPC research driver
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EAPC research driver

Paradigm shift

- Research grants
- Academic interest

Research for decision making
Solutions to real challenges of the public sector

Research for solving social challenges
Responding to the needs and expectations of society

Social impact
Public value
EAPC research driver

Phases

1. Identifying the challenge – finding the owner
2. Stakeholder mapping
3. Establishing research priorities with cocreation methods
4. Research project procurement
5. Research
6. Implementation of results and evaluation

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Identity-building processes of youth born within migrant families
Organisation and governance of the Catalan public sector
What we need – lessons learnt

- The challenge
- Commitment from decision makers: “the challenge owners”
- Involvement from the scientific community
- Engagement of all stakeholders
Thank you

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