

June 20, 2011 (Monday) Pre

Pre-Congress Seminars

KEMPINSKI HOTEL CORVINUS REGINA BALLROOM II.

Erzsébet tér 7-8, Budapest V. Monday 10:00 – 16:00

3.3. QUALITY IN PUBLIC ADMINISTRATION

Session Chair: Viktor Horváth, Ministry of Public Administration and Justice, Hungary

14.15 How to Measure and Develop the Quality of Social Public Services? *Károly Czibere, Expert of the Hungarian Social Sector, Hungary*

Czibere, Károly (Hungary)

Economist, expert in social policy planning. Finished Budapest University of Economic Sciences in 1996. He worked in the Ministry for Family and Social Affairs, Budapest as Minister's Commissioner engaged in social services privatisation. Since 2005 he is Head of the Diaconial Office of Hungarian Reformed Church, Member of National Social Policy Council and beginning from 2008 Vice-President of the Social Cluster Association.

How to Measure and Develop the Quality of Social Public Services?

"Navigating Global Quality in a New Era" 55th EOQ Congress as World Quality Congress

20th June 2011

Károly Czibere Diaconia of Hungarian Reformed Church Social Cluster Association National Social Policy Council czibere.karoly@zsinatiiroda.hu

2011.06.07.

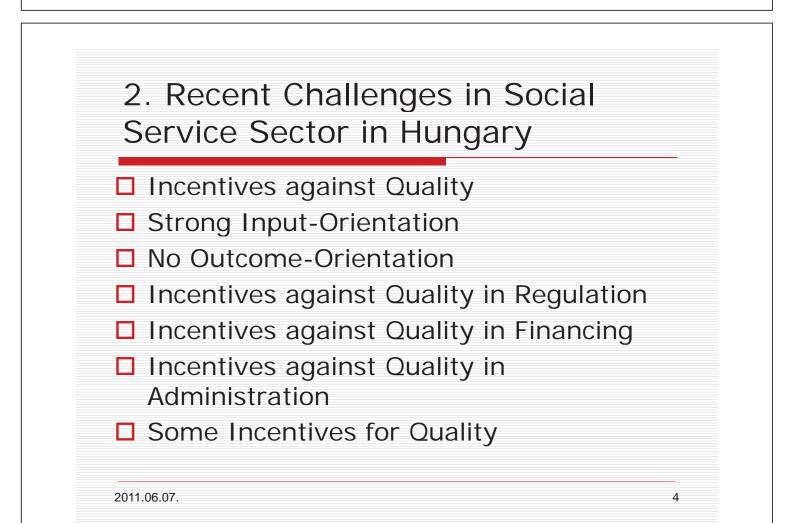


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Quality in Social Service Sector Concept of "Quality of Life" Complex, Multi-dimensional Approach Tangible and Intangible Aspects Objective and Subjective Aspects Individual and Collective Aspects

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2011.06.07.





on Quali [.]	ty of Social Services
🗆 Strong l	Jser- and Result-Orientation
□ To Perfo	orm Quality: not a Constraint, Opportunity
Marketiz	zation
New App Entitlem	oroach in Regulation on ient
Lower T	hreshold for Entering the Marke
□ Fee for S	Service Financing



6. Private Solutions

- Self-Interest of Services-Providers to Create Common Evaluation Process
- □ AD ASTRA Project
- □ EFQM-based,
- Auditing Based on Self-Evaluation
- Compression of Result of Evaluation in 1-5 Stars
- Development of AD ASTRA: 2010
- Pilot Test: 2011



