

55th EOQ Congress
World Quality Congress
Budapest, Hungary - June 20-23, 2011

"Navigating Global Quality in a New Era"



June 20, 2011 (Monday)

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

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2011.06.07.

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Steps of Presentation

- 1. Quality in Social Service Sector
- 2. Recent Challenges in Social Service Sector in Hungary
- 3. National Social Policy Strategy - 2011
- 4. Some Consequences of NSPS on Quality of Social Services
- 5. Public Solutions
- 6. Private Solutions

2011.06.07.

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1. 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

2. Recent Challenges in Social Service Sector in Hungary

- Incentives against Quality
- Strong Input-Oriented
- No Outcome-Oriented
- Incentives against Quality in Regulation
- Incentives against Quality in Financing
- Incentives against Quality in Administration
- Some Incentives for Quality

3. National Social Policy Strategy - 2011

- New Conceptual Framework for Regulation and Financing Social Service Sector
- New System of Responsibility for Organizing Social Services
- Changing Role of Local Governments
- Separation of Functions of Services-Providers and Public Authorities
- Stronger Responsibility for Service-Purchaser
- Complex Use of Cash Transfers, In-Kind Benefits and Social Services
- Informal Asymmetry: Case Manager

4. Some Consequences of NSPS on Quality of Social Services

- Strong User- and Result-Oriented
- To Perform Quality: not a Constraint, but an Opportunity
- Marketization
- New Approach in Regulation on Entitlement
- Lower Threshold for Entering the Market
- Fee for Service Financing

5. Public Solutions

- Strict Monitoring
 - Development of Standards, Result-Orientated Indicators
 - Continuous Measurement of Performance of Social Services
 - Collecting Best Practices, „Methodological Centers“
 - Consequences of Better Performance in Public in Alleviating Informal Asymmetry
 - Consequences of Better Performance in Public Financing („Quality Extra“)
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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
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AD ASTRA

- Criteria in AD ASTRA Project
 - I. Capabilities
 - Governance
 - Strategy
 - Human Resources
 - Co-operation
 - Processes
 - II. Results
 - Care-Giver Satisfaction
 - Social User Satisfaction
 - Effects
 - Key Performance
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Thank You for Attention!
