

## **Background (main problems or challenges to be addressed)**

Increase the level of citizens's confidence towards institutions of public administration through an systematic and methodological data collection about the competence and satisfaction of public administration employee and comparing them with what coming out from the movements of active citizenship developing in Europe. PAinConfidenze wants to be a project empowering the Government, with innovative analysis tools on its efficiency, to a continuous comparison with other administrations at European level and what emerge with the direct interaction of active citizenship.

## **Objectives (main and specific objectives to be achieved)**

Research, develop and test an innovative operative model that enable the public administrations to measure and understand data coming from surveys on skills and satisfaction of public employees and to relate this data to the processes of active citizenship.

## **Main foreseen activities**

- Best practice, perspectives analysis and benchmarking analysis
- Research, Design, establishment and operation of the ICT Software infrastructure (Business Intelligence, Survey and Active Citizenship)
- Pilots implementation
- Information and Dissemination
- Project Management– Coordination Monitoring – Evaluation

## **Expected outputs and results**

Model operational functioning in a position to affect policy decision-making in public administration in order to increase the efficiency of the same in line with what emerges from the movements of active citizenship.

## **Innovative character of the project idea**

Provide to system of European public administration, services and solutions that are able to objectively measure and compare the reaction capability and auto-adjustment of a public administration.

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