Building Trust in Government

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Trust between citizens, between member states, and in government itself is one of the most vital needs for peace and the prosperity of humankind. Our ability to work together to confront common threats and promote mutually beneficial objectives—such as the Millennium Development Goals—requires that we nurture this invaluable commodity.

Thus it is appropriate that the theme of this 7th Global Forum on Reinventing Government is “Building Trust in Government”. I know from my own experience in government that there is no easy path to this goal. Trust has to be earned over time, through consistent and cumulative efforts.

The Global Forum provides an ideal venue to consider measures to increase confidence in government actions. Transparent, accountable and effective governance is one of the surest ways to do so. Enhancing popular participation in the policymaking process is another. The discussions in Vienna are well placed to generate other innovative avenues to connect governments with the governed.

The United Nations has actively supported the Global Forum since 2002. This year, we are also proud to host it. I hope that all Member States will seek to make this their event by sharing perspectives, experiences and strategies. By working together, we can reinvent government in ways that matter to ordinary people everywhere, and thereby secure their trust.

Ban Ki-Moon
Secretary-General
United Nations
Keeping in mind Pericles and the Athenian polis, the idea of democracy is more than 2,500 years old. The age of democracy as a form of government started only in the 19th and 20th centuries, though. A prerequisite for democracy is the modern idea of mankind, as developed by the Enlightenment and enshrined in the Universal Declaration of Human Rights of the United Nations: an idea of mankind that is based on the principle of equality of all human beings. Only on this basis can the principle of democracy evolve successfully and persist durably.

Democracy must not remain an abstract principle. It must be filled with life, desired and protected. Democracy needs to be able to grow and unfold. This notion has to be deep-seated in everybody’s awareness. Humankind needs to have trust in democracy, and everybody has to accept it the same way, whether belonging to the majority or the minority. This trust has to be gained by the institutions of democracy: the government, the parliament, the courts, and the administration.

To me, “building trust in government” means strengthening trust in democratic institutions. This is always hard work. It includes strengthening the economic and social base of society. It includes efforts for peaceful development, efforts for openness and transparency, and thus also the preparedness to analyse undesirable developments openly and to remain predisposed toward adjustments.

The Global Forum on “Building Trust in Government” convened in Vienna by the United Nations is an excellent opportunity to discuss how to strengthen trust in the institutions of democracy. This global exchange of ideas will help reinforce democracy and make the 21st century a century of democracy and the rule of law. I wish the discussions on “Building Trust in Government” the best possible success and remain convinced that Vienna and Austria will be good hosts for this important UN forum.

Heinz Fischer
Federal President of the Republic of Austria
Improvements in governance and public administration have become increasingly recognized by the international community as central pillars to the successful implementation of the UN development agenda, including the Millennium Development Goals (MDGs). Governments must have the capacity to effectively implement the policies they choose, whether the policies aim to promote development, provide security for their citizens or meet other domestic objectives. This capacity depends on the quality of public administration and governance and on the ability of governments to garner support.

The Global Forum on Reinventing Government aims to strengthen this capacity and to directly contribute to the MDGs. Over the past few years, the speed with which changes in one part of the world affect another has rapidly increased. Globalization, market liberalisation, information and communication technologies and democratization have impacted expectations, the role of the state and interactions between governments, the private sector and civil society. No longer can our communities act in isolation from the outside world—everyone is affected by the acts of others, even if indirectly.

One of the positive but challenging effects of these changes has been to increase the diversity of societies, their voices, ideas, values and opinions. A less homogenous society brings challenges for government, which must determine how to truly represent its constituents, incorporate their voices in policy planning, decision-making and implementation, manage the input contributed by citizens and find new means to build consensus among the people they govern, while reflecting the diversity of local populations.

In 2007, the United Nations will host the 7th Global Forum as a systemwide activity, with support from governments and members of the Institutional Partners Group (IPG). Led by the Department of Economic and Social Affairs, UN agencies and programmes will collaborate with civil society organizations, top universities and think tanks as part of the IPG to pool their accumulated experience, expertise and knowledge for the benefit of senior officials and international participants on different methods of building trust and strengthening the credibility of public policies and institutions.

José Antonio Ocampo
Under-Secretary-General
United Nations
Austria values the opportunity to jointly with the United Nations host the 7th Global Forum on Reinventing Government at UN headquarters in Vienna in June 2007.

This year’s theme of the Global Forum, “Building Trust in Government” is very timely. Confidence of citizens in their governments is a basic requirement to ensure security and stability, to create economic opportunities and to provide essential services. In short it is a prerequisite for good governance. Building and preserving this trust requires sustained commitment and persistent efforts.

The Global Forum offers a good opportunity to examine the issue from different angles, be it accountability, transparency and access to information or be it participation and inclusion of all sectors of society in the political process. Observing the rule of law, respecting human rights, safeguarding social equality and enabling women’s empowerment are in Austria’s view also indispensable dimensions of good governance.

With this high ranking meeting, we aim to strengthen cooperation of governments, private sector and civil society, to exchange best practices, to foster innovation and to improve the quality of governance at national, regional and local levels.

Austria is proud to host one of the headquarters of the United Nations in Vienna, being the only seat in the European Union. We commend the Vienna based international organizations on their important contributions to make the world a safer and better place to live in. The new conference facility, which is being added to the Vienna International Centre, is another tangible expression of our continued support for their important work.

I warmly welcome all participants to this Global Forum and wish them a successful and pleasant stay in Vienna.

Ursula Plassnik
Foreign Minister of the Republic of Austria
Since 1999, the Global Forum on Reinventing Government has addressed the need for improvements in governance and public administration. Previous conferences have been hosted in Washington, D.C., Brasilia, Naples, Marrakech, Mexico City and Seoul. Each has examined a different theme related to government reinvention.

The Global Forum on Reinventing Government has been one of the most significant international conferences to address the need for improvements in governance.
Introduction

In 2007, the United Nations will host the 7th Global Forum on Reinventing Government on the theme of “Building Trust in Government” at its headquarters in Vienna. Trust will be examined in terms of its relationship with public sector capacities, and the costs in its absence. The conference, to be organized in cooperation with the Government of Austria, will also explore strategies and innovations that generate improvements in governance and earn the trust of citizens.

Efficient, accountable, effective and transparent governance plays a key role in the implementation of policy objectives and internationally agreed goals. Stressing the need to strengthen public sector capacities, the United Nations General Assembly has welcomed the support provided by the Secretariat to the Global Forum through resolution A/RES/57/277.

Prior to the Global Forum, eight Regional Forums on Reinventing Government will identify region-specific issues, challenges and responses within the area of governance and public administration. The conclusions that emerge from these meetings influence the trajectory of the Global Forum and will be presented in plenary to participants in Vienna.

- **Regional Forum in the Pacific Islands**
  Nadi, Republic of the Fiji Islands
  20–22 February 2006

- **Regional Forum in the Arab States**
  Dubai, United Arab Emirates
  25–27 April 2006

- **Regional Forum in Asia**
  Seoul, Republic of Korea
  6–8 September 2006

- **Regional Forum in Eastern Europe**
  St. Petersburg, Russian Federation
  28–30 September 2006

- **Regional Forum in Sub-Saharan Africa**
  Addis Ababa, Ethiopia
  11–13 December 2006

- **Regional Forum in Latin America**
  Brasilia, Brazil
  2–4 May 2007

- **Regional Forum in the Caribbean**
  Bridgetown, Barbados
  7–8 May 2007

- **Regional Forum in Western Europe**
  Rome, Italy
  21–22 May 2007
Hosted for the first time by the United Nations, the 7th Global Forum on Reinventing Government will offer plenary sessions, workshops and meetings designed to contribute directly to the Millennium Development Goals by strengthening state capacity and improving the quality of governance.

Over the course of four days, the conference will examine best practices and alternative strategies for “Building Trust in Government.” Senior officials will have the chance to exchange innovations in government reinvention, share perspectives with international colleagues and discuss different methods of strengthening public confidence. The conference also aims to promote better international and regional cooperation, while giving government officials an opportunity to exchange good practices and experiences.

Participating in the Forum will be heads of state, prime ministers, ministers, parliamentarians, government officials, experts, CEOs, representatives of international organizations and civil society organizations.

Main Theme Building Trust in Government

Dates and Venue The Global Forum will take place from 26 to 29 June 2007 at the Austria Centre Vienna (ACV).

Registration All participants can register for the Forum online at www.7thglobalforum.org.

Resource papers, presentations and keynote speeches will be available on the site and the United Nations Public Administration Network (UNPAN) at www.unpan.org.
Format

The 7th Global Forum on Reinventing Government will include an opening ceremony, followed by plenary sessions, workshops, closing ceremony and the final declaration.

Opening Ceremony  Heads of state, prime ministers, other eminent personalities and United Nations representatives will deliver opening speeches.

Plenary Sessions  Senior officials, international experts and governance stakeholders from civil society organizations and the private sector will deliver keynote speeches and introduce practical cases of reinvention.

Workshops  Participants can choose from one of seven capacity development workshops that will allow for greater examination, discussion and debate of selected themes.

Side Events  Senior officials can engage international colleagues, exchange perspectives and discuss lessons learned at a series of round tables on government reinvention.

2007 United Nations Public Service Awards  Winners of the 2007 United Nations Public Service Awards will be awarded with the most prestigious international recognition of excellence in public service on 26 June during a high-level ceremony as part of the plenary session of the Global Forum.

Special Meetings (closed)  Parliamentary Forum (IPU)  Mayoral Forum (UN-HABITAT)  Building Trust in the Electoral Process: Electoral Dispute Mechanisms (UNDP/UNDPA)  Meeting of the Institutes of Public Administration (UNDESA)  7th Interregional Consultative UNPAN Meeting (UNDESA)  Network of Innovators in Governance in the Mediterranean Region (UNDESA)  Drafting Committee Meeting for the Vienna Declaration

Books  A five volume Government Reinvention series will be released.

Exhibition  Members of the Institutional Partners Group will showcase their latest initiatives to improve governance.
Following the opening ceremonies, seven plenary sessions will be held on the first two days of the conference, Tuesday and Wednesday, 26 to 27 June 2007. Each will provide a broad overview of some of the key issues, challenges and solutions for improving trust in government and the quality of governance.

1. Citizen Expectations and Trust in the State
2. Building Trust through Transparent Governance and Access to Information
3. Building Trust through Better Access and Service Delivery
4. Civil Society Engagement and Participation
5. Elections, Parliaments and Citizen Trust
6. Building Trust through Public-Private Partnerships
7. Governance Challenges in Crisis and Post-Conflict Countries

Plenary Sessions

Workshop conclusions, areas of consensus and the Global Forum Declaration will be presented in plenary on the final day of the conference.
During the third and fourth days of the Global Forum, seven capacity development workshops will enable participants to examine selected topics in more detail. Organized by members of the Institutional Partners Group (IPG), each workshop will examine different tools, methodologies and strategies that can strengthen trust and improve governance. The topics and organizers of the workshops are as follows.

1. Restoring Trust in Government through Public Sector Innovations
   United Nations Department of Economic and Social Affairs (UNDESA)
   Harvard University
   United Nations Governance Centre (UNGC)
   Formez Study and Training Center

2. Managing Knowledge to Build Trust in Government
   United Nations Department of Economic and Social Affairs (UNDESA)
   Ministry of Government Administration and Home Affairs (MOGAHA) of the Republic of Korea
   Dubai School of Government (DSG)
   World Bank Institute (WBI)

3. Decentralization and Local Governance
   Government of France
   Alliance to Lay New Foundations for Governance in Africa
   Municipal Development Partnership (MDP)

4. Improving the Quality of the Electoral and Parliamentary Process
   International Institute for Democracy and Electoral Assistance (IDEA)
   Inter-Parliamentary Union (IPU)
   In partnership with United Nations Democracy Fund (UNDEF)

5. Building Trust through Civic Engagement
   United Nations Department of Economic and Social Affairs (UNDESA)
   State Government of Queensland, Australia
   Robert Wagner Graduate School of Public Service at New York University
   International Budget Project (IBP)
   Kyung Hee University

6. Reinvention with Integrity: Using the UN Convention Against Corruption
   United Nations Office on Drugs and Crime (UNODC)
   United Nations Development Programme (UNDP)
   Organisation for Economic Co-operation and Development (OECD)
   Transparency International (TI)
   World Bank

7. Governance Challenges in Crisis and Post-Conflict Countries
   United Nations Development Programme (UNDP)
   United Nations Department of Economic and Social Affairs (UNDESA)
   Africa Governance Institute (AGI)
   World Alliance for Citizen Participation (CIVICUS)
   United Nations Human Settlements Programme (UN-HABITAT)
Hosted by the United Nations, the 7th Global Forum benefits from partnerships with a wide range of organizations and members of the UN system.

United Nations Department of Economic and Social Affairs (UNDESA)within UNDESA, the Division for Public Administration and Development Management will orchestrate planning and coordination of inputs from other partners.

United Nations Committee of Experts on Public Administration (CEPA)Consisting of 24 well-known international scholars and practitioners, CEPA advises on key issues related to the improvement of public administration and governance. In 2006, it met at UNHQ in New York to debate core themes related to trust and its relationship with governance.

High Level Organizing CommitteeChair by the Under-Secretary-General of UNDESA, the Committee includes previous hosts of the Global Forum and current supporters. Members include ambassadors and representatives of Austria, Brazil, France, Italy, Mexico, Morocco, the Republic of Korea and the United States of America.

Advisory CommitteeRecommendations for the plenary session topics, content and resource people will be provided by academics and specialists in the theme of trust in government.

Institutional Partners Group (IPG)Over 30 organizations will combine their expertise to organize the capacity development workshops. Led by UNDESA, the IPG includes entities from the UN system and well-known institutions, such as Harvard University and Transparency International.

UNDESA Mission StatementThe Department of Economic and Social Affairs of the United Nations Secretariat is a vital interface between global policies in the economic, social and environmental spheres and national action. The Department works in three main interlinked areas:

(i) it compiles, generates and analyzes a wide range of economic, social and environmental data and information which Members States of the United Nations draw upon to review common problems and to take stock of policy options,

(ii) it facilitates the negotiations of Member States in many intergovernmental bodies on joint courses of action to address ongoing or emerging global challenges,

(iii) it advises interested Governments on the ways and means of translating policy frameworks developed in United Nations conferences and summits into programmes at the country level and, through technical assistance, helps build national capacities.
Since 2001, the Government of Italy has provided financial support to organize capacity development workshops to provide opportunities for high-level training and the exchange of good practices between senior officials from developing countries. The UNDP is also a long time financial and substantive contributor. The Governments of Austria, France and the Republic of Korea will join Italy and the UNDP to support the 7th Global Forum.

Members of the Institutional Partners Group
United Nations Department of Economic and Social Affairs (UNDESA)
United Nations Development Programme (UNDP)
United Nations Democracy Fund (UNDEF)
United Nations Human Settlements Programme (UN-HABITAT)
United Nations Office on Drugs and Crime (UNODC)
United Nations Department of Political Affairs (DPA)
United Nations Governance Centre (UNGC)
World Bank

Africa Governance Institute (AGI)
Alliance to Lay New Foundations for Governance in Africa
Ash Institute for Democratic Governance and Innovation, Kennedy School of Government, Harvard University
Dubai School of Government (DSG)
East-West Center (EWC)
Formez Study and Training Centre of Italy
Inter-Parliamentary Union (IPU)
International Budget Project (IBP)
International Institute for Democracy and Electoral Assistance (IDEA)

Kyung Hee University
Municipal Development Partnership (MDP)
Organisation for Economic Co-operation and Development (OECD)
Organization for Security and Co-operation in Europe (OSCE)
Robert Wagner Graduate School of Public Service at New York University
Transparency International (TI)
World Alliance for Citizen Participation (CIVICUS)

Ministry of Foreign Affairs, France
Ministry of Foreign Affairs, Austria
Ministry of Government Administration and Home Affairs (MOGAHA) of the Republic of Korea
Ministry of Public Administration of Italy
State Government of Queensland, Australia

Private Sector Sponsorship
Austrian Airlines
MBI International & Partners
WorldMadeChannel B.V.
World Harmony Foundation
China International Culture Communication Center (CICC)
Austria has been a member of the United Nations since 1955 and a member of the European Union since 1995. Its capital, Vienna, is world renowned for its music and culture. Mozart, Strauss, Beethoven, Haydn and Schubert are some of the musicians who have lived and composed in this city. Two concert halls include the Vienna Musikverein, known for its classical repertoire, and the Vienna Konzerthaus, which ranges from the Middle Ages to the most progressive sounds of the present time.

Home to eight World Cultural Heritage Sites, the nation also provides outstanding examples of European architecture and natural beauty: the Palace and Gardens of Schönbrunn; Historic Centres of the Cities of Vienna, Graz and Salzburg; cultural landscapes in Hallstatt–Dachstein/Salzkammergut and Wachau; the Semmering Railway; and Lake Neusiedler See.

Information on events, festivals, operas, concerts, tours and other recreational activities can be found at the Vienna Tourism Board, which can be accessed online at http://wien.info in English, French, Spanish, Chinese, Russian, Arabic, German, Italian, Danish, Swedish, Hungarian, Czech, Polish and Japanese.

### Facts and Figures

**Official name:** Republic of Austria  
**Government:** Federal Republic  
**Population:** 8 million +  
**Capital:** Vienna  
**Currency:** Euro  
**Languages:** German (official nationwide), Slovene (official in Carinthia), Croatian (official in Burgenland) and Hungarian (official in Burgenland).
**Venue**

The Austria Centre Vienna (ACV) is located directly across the Danube River from downtown Vienna, one of four Headquarters duty stations of the United Nations. The ACV is adjacent to the Vienna International Centre, the location of the United Nations Office in Vienna and several other UN agencies and international organizations.

**Registration**

Participants are requested to register online at [www.7thglobalforum.org](http://www.7thglobalforum.org) prior to the conference as a requirement to enter the Austria Centre Vienna. Registered participants will receive confirmation by email.

**Contact for further information**

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Accommodation

All participants of the 7th Global Forum on Reinventing Government are encouraged to book hotel accommodations early, before 20 March 2007, as the period of the Global Forum in late June in Vienna coincides with the peak of the summer tourist season.

Kindly note that finding hotel accommodations for the Global Forum without an early booking may be difficult. The United Nations cannot be held responsible for booking hotel reservations or for keeping hotel bookings on behalf of Global Forum participants. We suggest that you utilize the services of Austropa INTERCONVENTION, which is the recommended housing office and travel agent for the 7th Global Forum on Reinventing Government. These services are available through the Global Forum website at www.7thglobalforum.org.

Health and Insurance

Visitors to Austria are not generally entitled to free medical treatment. We recommend that you take out health and travel insurance. Conference organizers do not take responsibility for health or travel insurance. For further information, please contact the Austrian Ministry of Health and Women by phone +(43-1) 711-000, fax +(43-1) 711-0014-300, or email at buergerservice@bmgf.gv.at. Their website is located at www.bmgf.gv.at.

Visa Information

Participants should check passport and visa requirements to allow sufficient time before the expected date of departure. The United Nations is not responsible for visa arrangements.

Please ask the nearest consulate whether a visa is required to enter Austria or consult the website of the Federal Ministry for Foreign Affairs of Austria at www.bmaa.gv.at. This site also contains information on Austrian embassies and consulates.