

## Informe Resumido

### Datos Básicos del Proyecto

Agencia Ejecutora (AE): Ministry of Public Administration and Information  
Sector: REFORM / MODERNIZATION OF THE STATE-REFORM AND PUBLIC SECTOR SUPPORT  
Número(s) de Préstamo: 1523/OC-TT  
Etapa: Approved  
Tipo de Operación: INV - Inversión  
Operación(es) Relacionada(s):  
Subtipo de Operación: SEF - Facilidad Sectorial

### Fondos Disponibles (US\$)

Monto Aprobado Actual: 5.000.000,00  
Monto Desembolsado a la fecha: 3.057.746,86  
% Desembolsado: 61,15  
Saldo: 1.942.253,14

### Costo total y Fuente

BID Original: 5.000.000,00  
Actual BID: 5.000.000,00  
Pari-passu: 57,21  
Co-financiamiento/País: 1.250.000,00  
Estimado Original: 6.250.000,00  
Período de Amortización (meses): 204

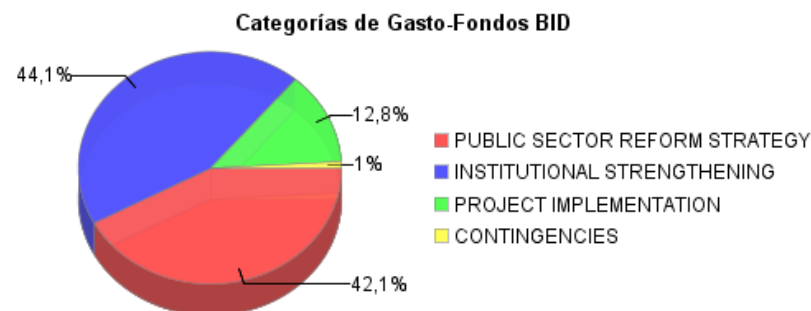
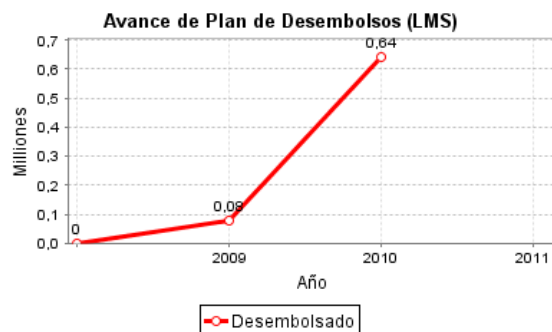
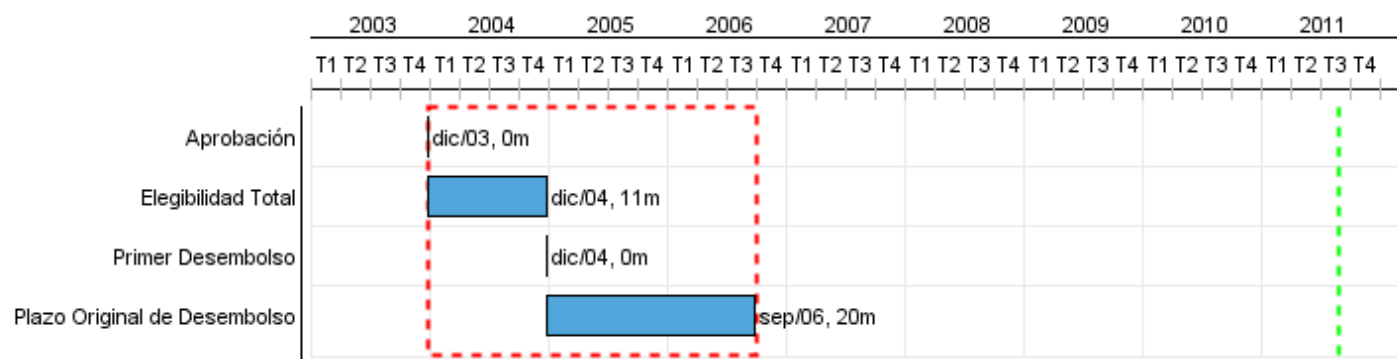
### Categoría de Impacto Ambiental y Social del Proyecto

### Reformulación

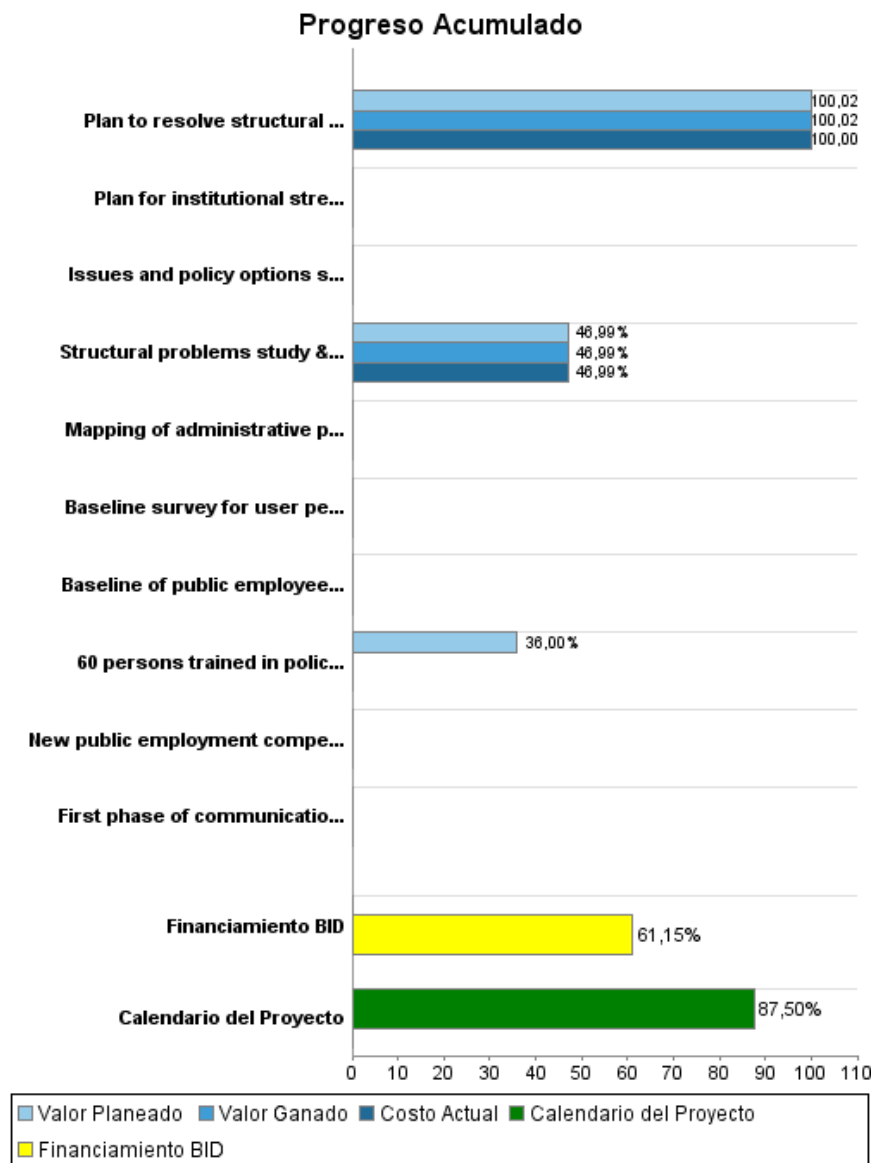
### Validación

Categoría de Impacto Ambiental y Social del Proyecto: B ( ) ¿El objetivo (s) del proyecto fue reformulado?

Validado por el Jefe de División: Mar 29, 2011  
Validado por Representante de País: Apr 27, 2011



## Progreso Acumulado al 2010



## Resultados

<b>Resultado:</b>	Quality and efficiency of public services improved through the development and implementation of a long-term strategy to transform the public sector
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Indicador	Unidad de Medida	Línea de base	Año Línea de base		2008	2009	2010	2011	Fin de Proyecto
Key strategic issues report in support of the Public Sector Transformation Program identified and approved by Cabinet with package of solutions	Policy Statement		2011	P		100,00			1,00
				A		100,00			
Public and government perception of communications with and within government agencies improves (resulting from communications strategy).	%	49,00	2008	P	49,00	49,00	49,00	49,00	49,00
				A		53,00	50,00		
Public perception of public services quality improves (users satisfied with the final outcome).	%	70,00	2008	P	70,00	70,00	70,00		70,00
				A	70,00	71,00	73,00		
For 3 prioritized public services, reduction (efficiency) in average cost per user	%		2008	P					0,00
				A					
Public perception of public services quality improves (users satisfied with quality of the service).	%	34,00	2008	P	34,00	34,00	34,00	34,00	34,00
				A	34,00	22,00	23,00		
Public perception of public services quality improves (users say service got better from over the past 5 years due to public sector modernization)	%	28,00	2008	P	28,00	28,00	28,00	28,00	28,00
				A	28,00	24,00	17,00		
For 3 prioritized public services, reduction (efficiency) in average time required to complete a public service transaction.	Days		2008	P					0,00
				A					

## Productos: Progreso Físico y Financiero Anual 2010

Descripción	Unidad de medida	Físico				Financiero			
		Planeado	Actual	Unidades Acumuladas	Unidades FDP	Planeado	Actual	Costos Acumulados	Costos FDP
<b>Development and implementation of a Public Sector Reform Strategy, including consensus-building and communications components, developed, disseminated and discussed with stakeholders (originally there was no title at all for this component)</b>									
Baseline survey for user perceptions of public services carried out, with subsequent yearly waves	Survey	1,00	1,00		4,00				
Issues and policy options study completed	Studies		1,00		2,00				1.327.000,00
Structural problems study & communications strategy	Final Report		1,00		1,00		250.000,00		532.000,00
First phase of communications strategy implemented	Final Report (additional)				1,00				100,00
<b>Structural capacity of the Public Sector strengthened. [original title before associating operations was 'Strengthening of the Public Sector's Structural Capacity']</b>									
Baseline of public employee demographics and attitudes completed	Survey		1,00		1,00				
Mapping of administrative processes (method developed)	Final Report		1,00		1,00				56.200,00
Plan to resolve structural issues hindering implementation of IhRIS completed	Final Report		1,00		1,00		6.244,00		6.244,00
New public employment compensation policy developed and sent to Cabinet	Final Report				1,00				
Plan for institutional strengthening of CSO developed and implemented	Final Reports		1,00		2,00				1.750.000,00
60 persons trained in policy development and M&E.	Staff trained		60,00		60,00				140.000,00
Mapping of administrative processes (priority services mapped)	Final Report		2,00		30,00				
Mapping of administrative processes (priority services processed improved)	Final Report				3,00				
<b>Administrative Costs</b>									
<b>TOTAL</b>							<b>256.244,00</b>		<b>3.811.544,00</b>