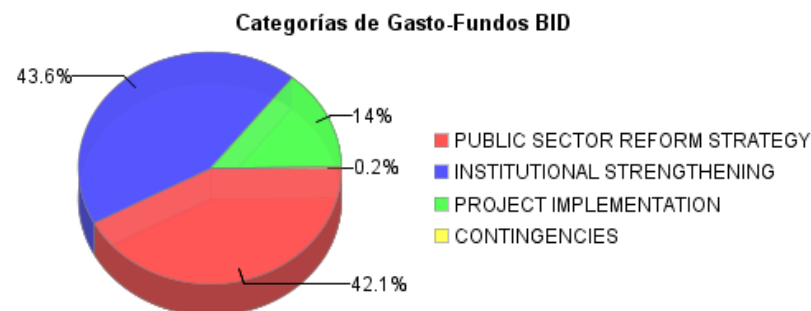
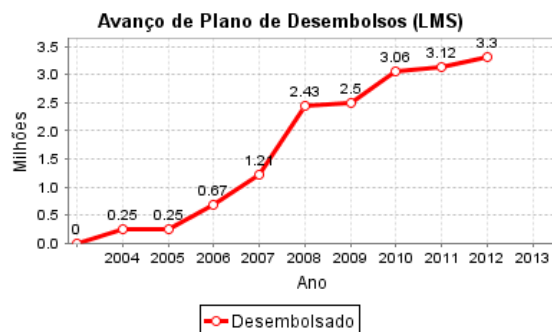
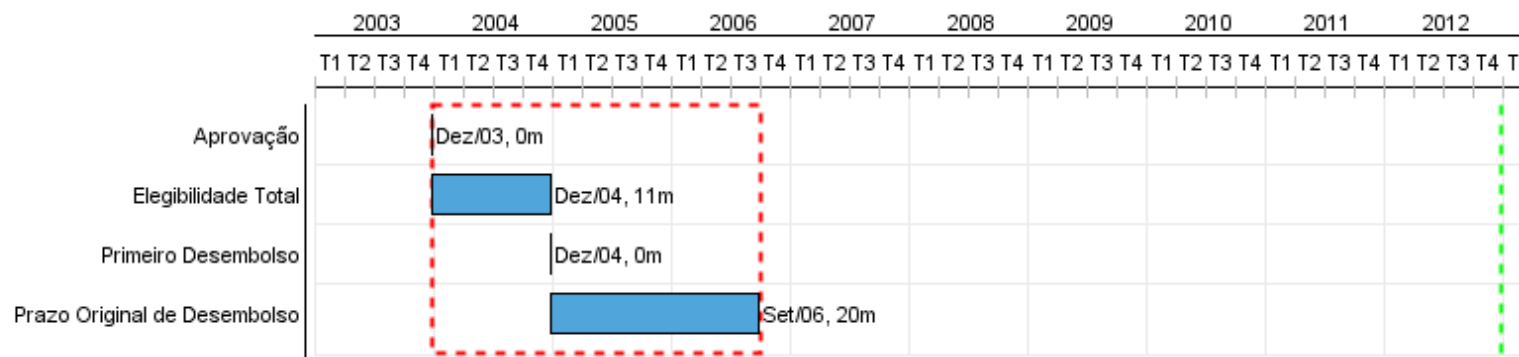


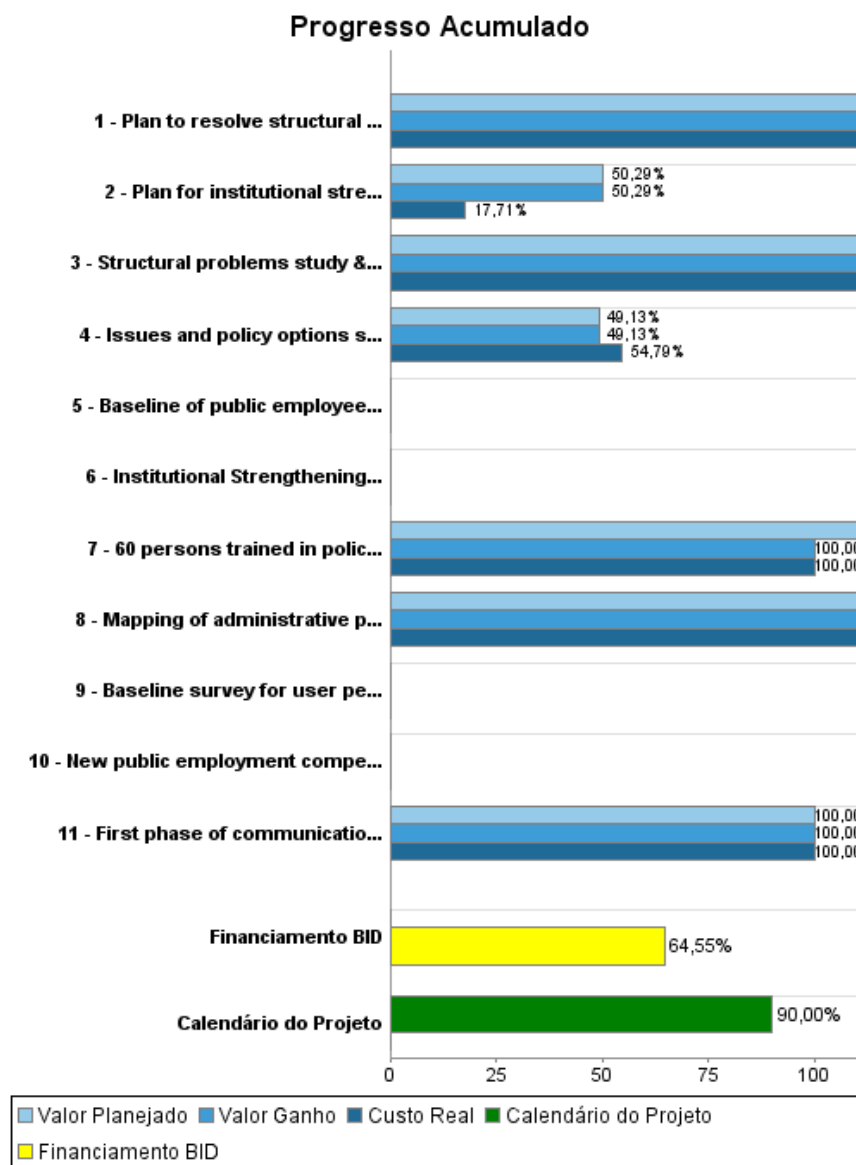
## Relatório Resumido

Dados Gerais	Fundos Disponíveis (US\$)	Custo Total e Fonte
Executor: Ministry of Public Administration and Information		
Sector: REFORM / MODERNIZATION OF THE STATE-REFORM AND PUBLIC SECTOR SUPPORT		
Número da Operação: 1523/OC-TT	Atual: 5.000.000,00	Original BID: 5.000.000,00
Estágio: Approved	Desembolsado: 3.227.556,08	Corrente BID: 5.000.000,00
Tipo Operação: INV - Investimento	% Desembolsado: 64,55	Pari-passu: 80,00
Operação Relacionada:	Saldo: 1.772.443,92	Cofinanciamento/País: 1.250.000,00
Subtipo de Operação: SEF - Sector Facility		Original Estimado: 6.250.000,00
		Período de Amortização (meses): 204

Categoria do impacto social	Reformulação	Validação
Categoria do impacto social: C(R)	( ) Os objetivos do projeto foram reformulados?	Validado pelo Chefe de Divisão: 27-sep-2012 Validado pelo Representante do País: 28-sep-2012



## Progresso Acumulado até 2012



## 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	Unidade Medida	Linha Base	Ano Linha Base		2008	2009	2010	2011	Final do Projeto
Key strategic issues 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 (survey).	%		2008	P	49.00	49.00	49.00	49.00	49.00
				A		53.00	50.00		
Users satisfied with the final outcome.	%		2008	P	70.00	70.00	70.00		70.00
				A	70.00	71.00	73.00		
Average cost per user	\$		2008	P					
				A					
Users satisfied with quality of the service.	%		2008	P	34.00	34.00	34.00	34.00	34.00
				A	34.00	22.00	23.00		
Users say service got better from over the past 5 years due to public sector modernization.	%		2008	P	28.00	28.00	28.00	28.00	28.00
				A	28.00	24.00	17.00		
Average time required to complete a public service transaction.	Days		2008	P					
				A					

## Produtos: Progresso Físico e Financeiro Anual 2012

Descrição	Unidade de medida	Físico				Financeiro			
		Planejado	Atual	Unidades Acumuladas	Unidades FDP	Planejado	Atual	Custos Acumulados	Custos 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>									
Issues and policy options study completed	Studies				2,00				1.327.000,00
Structural problems study & communications strategy	Report				1,00				532.000,00
First phase of communications strategy implemented	Report				1,00				100,00
Baseline survey for user perceptions of public services carried out	Survey				4,00				
<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	Report				1,00				
Mapping of administrative processes	Report				1,00				56.200,00
Plan to resolve structural issues hindering implementation of lhris completed	Plan				1,00				6.244,00
New public employment compensation policy developed and sent to Cabinet	Report				1,00				
Plan for institutional strengthening of CSO developed and implemented	Report				2,00				1.750.000,00
60 persons trained in policy development and M&E.	Staff				60,00				140.000,00
Institutional Strengthening of the MOF -- PFM reform implementation plan	Report				1,00				178.820,00
<b>Administrative Costs</b>									
Project Implementation - includes project staff and costs	N/A						23.000,00		641.947,00
<b>TOTAL</b>							<b>23.000,00</b>		<b>4.632.311,00</b>