

### The OECD serving citizens' framework

Governments are responsible for providing a wide range of public services that should meet the expectations of their citizens in terms of access, responsiveness and reliability/quality. The direct experience of citizens with front-line public services in health care, education, transport, justice, employment, tax administration and other services greatly affects their satisfaction with these services and more broadly their trust in public institutions. When citizens cannot afford some essential services, when their geographic or electronic access to services and information is difficult, when the services provided do not respond to their needs and are of poor quality, citizens will naturally tend to report lower satisfaction with these services and with public institutions and governments.

Developed in close collaboration with other OECD directorates, this chapter presents a set of indicators on public services in three key areas: health, education and justice. Based on a framework outlined for the first time in *Government at a Glance 2013*, this chapter begins by presenting data on citizens' overall satisfaction with public services in these three areas, followed by more specific information on

the level of access, responsiveness and reliability/quality of these services, based on administrative and survey data.

In many countries, health and education services are delivered by a mix of public and private providers, even though often a large part of the services provided in private hospitals or school are publicly funded to ensure a certain level of access. The current availability of data in many countries does not always clearly separate out public and private hospitals or schools, thus limiting the possibility for comparative assessment of the performance of public versus private institutions. This is an important data and research agenda that will need to be pursued in the coming years.

Although still incomplete, the set of indicators presented for each dimension of the framework is more comprehensive than in the previous edition and provides a broader picture of the level of access, responsiveness and reliability/quality of the services delivered to citizens in OECD countries in these three areas.

**12.1. Framework for measuring public services to citizens***Including key indicators in the areas of health, education and justice*

ACCESS	RESPONSIVENESS	RELIABILITY/QUALITY
Affordability	Citizen centred approach (courtesy, treatment and integrated services)	Effective delivery of services and outcomes
Unmet care needs for financial reasons by income level (health) Out of pocket medical expenditure as a percentage of final household consumption (health) Share of private expenditure on educational institutions (education) Entry rate in tertiary type education (education) Number of first instance cases granted with legal aid (justice)	Patient experience with ambulatory care (health) Patients reporting having contacted their regular doctor/practice for medical concern via e-mail (health) Time spent by school principals interacting with parents or guardians (education) School principals reporting high level co-operation between their school and local community (education) Use of ICT in courts for case management and to communicate with citizens and parties (justice)	Cancer survival rate (health) Mortality rate for cardiovascular diseases (heart attacks) (health) Evolution of PISA mean score (education) Effective enforcement of civil justice
Geographic proximity	Match of services to special needs	Consistency in service delivery and outcomes
Physician density in urban and rural regions (health)	Teachers' needs for professional development in teaching students with special needs (education) Specific arrangements' mechanisms in courts for vulnerable people (e.g. ethnic groups, children, disabled) (justice)	Variance in maths PISA score explained by socio economic background (education) Civil justice is free of improper government influence
Accessibility of information	Timeliness	Security (safety)
Accessibility of legal information on court procedures for citizens (justice)	Waiting times for a specialist appointment (health) Waiting times for a doctor and nurse appointment (health) Disposition time in days for litigious civil and commercial first instance cases (justice)	Appropriate use of antibiotics (health) People do not resort to violence to redress personal grievances (justice) Crime is effectively controlled (justice)



**From:**  
**Government at a Glance 2015**

**Access the complete publication at:**  
[https://doi.org/10.1787/gov\\_glance-2015-en](https://doi.org/10.1787/gov_glance-2015-en)

**Please cite this chapter as:**

OECD (2015), "The OECD serving citizens' framework", in *Government at a Glance 2015*, OECD Publishing, Paris.

DOI: [https://doi.org/10.1787/gov\\_glance-2015-55-en](https://doi.org/10.1787/gov_glance-2015-55-en)

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