

## *Dutch multi disciplinary platform IMPEC supports South Africa's DPME*

# **Increasing performance of governments, a new Dutch export product**

*by Carlo Bakker, founder of IMPEC*

It was South Africa's Minister Chabane who inspired me during his visit in May 2010 to focus my efforts towards improving the performance of governments. The urgency of the issue is underlined by the Edelman Trust Barometer<sup>1</sup>, which shows that in 17 of 25 surveyed countries worldwide, government is now trusted by less than half of the general public to do what is right. A recent publication of the Dutch National Audit Office ('Algemene Rekenkamer') states that from 633 Dutch granted subsidies (6 billion Euros), 552 were not evaluated at all. So how can we know whether governments are doing the right things in the right way?

This strengthened my resolve to bring together government, the general public and the business community, to create a far more transparent and performance driven collaboration. This way we can improve comfort, safety, well being, wealth and trust in our societies. I joined efforts with like minded Dutch professionals and founded IMPEC: Independent Monitoring Performance Expertise Center. This highly motivated consortium offers proven performance, monitoring and evaluation methods, which will lead to more service delivery to citizens.

### *South Africa as a source of inspiration*

South Africa has been a great source of inspiration, because its government is also focusing on reaching a higher service delivery towards citizens. The South African Government asked the general public and business community to state priorities, which led to 12 'promises'. President Zuma obliged his ministers to fulfill these promises. He established a new Department for Policy Monitoring and Evaluation (DPME), With the help of the Dutch Embassy in Pretoria, IMPEC has recently signed an agreement with the South African DPME. IMPEC will provide support in building a 'toolbox' to monitor and evaluate government policy effectiveness. led by Minister Chabane, supporting them in their efforts.



"Carlo Bakker, visiting president Zuma and his wife"

This joint effort will make South Africa more attractive for Dutch companies and organizations to start or enhance their business efforts. And similarly important: the focus on citizen service delivery will result in a better life for all South Africans.

*IMPEC - Independent Monitoring Performance Expertise Center - brings together scientific thinking, multidisciplinary expertise and community input without a threshold. Doing so, IMPEC offers governments an independent one-stop-shopping platform to enhance quality of government, contribute to society and increase the public trust level. Members of IMPEC are: VNG International, ECORYS, IVA policy research Tilburg University, Nyenrode Business University, RSM Erasmus University, Mystery Guest, Awareness, Tools of Government and New Spiritz.*

**Peter van Zunderd (Chair IMPEC advisory board)**

*“As former Chief Commissioner of the Dutch National Police Agency (KLPD), I recognize the fact that good governance, and a safe and secure environment for citizens and corporations are key for economic growth in a country”*

**Andre Haspels (Dutch ambassador in South Africa)**

*“The Dutch government’s focus is transition from aid to trade. The Embassy supports new and innovative partnerships between Dutch and South African parties to contribute to growth and employment in South Africa. Exchange of expertise and capacity building can address issues that are important for a positive business environment. Transparency and accountability are two such issues. Organizations like IMPEC are an example of how Dutch companies, universities and other institutions together can present themselves successfully abroad, establishing cooperation and exchange knowledge to cement sustainable relations for the future.”*

**Peter Goossen (South African ambassador in the Netherlands)**

*“The Legacy of Apartheid and the inequalities that it entrenched have confronted the South African Government with major challenges that will take many years to fully overcome. A key aspect of the Government’s ability to translate its policies into actual service delivery, and to achieve the socio-economic development that is required, is a continuous process of performance monitoring and evaluation.*

*The potential that is inherent in the relationship that has been developed with IMPEC in refining PM&E is a further demonstration of the benefits that accrue to both South Africa and the Netherlands from the close bilateral relationship that exists.”*

**Roeland van de Geer (ambassador in South Africa for the European Union)**

*“The power of IMPEC is that the independent approach can be put at work in any country to help governments to be more effective and therefore legitimize their policy. I encourage professionals from other EU countries to join the IMPEC expertise platform.”*

**Rob de Vos (former ambassador for The Netherlands in South Africa, 2007 - 2011)**

*“Carlo Bakker has built an impressive high quality network both in the Netherlands and in South Africa. He connects the president, ministers, academics and CEO’s, but the wellbeing of citizens remains the heart of the matter.”*

**Henk Kool (Vice Major City The Hague)**

*“The Hague - well known as international city for peace, justice and security - welcomes the IMPEC head-office. We are very proud that this organization has chosen The Hague. It is an asset for our city and it fits very well with the other international organizations founded in The Hague.”*

**[www.impec.org](http://www.impec.org)**