

Administrative Evaluation

Sumida City



Situation

Policy measures under the basic plan and administrative services are to be evaluated from an objective perspective, and the outcome of those measures and services to be implemented are to be used in the following fiscal year. Through the administrative evaluation by citizens and the publication of the outcome, we will move ahead with information sharing with citizens and with their participation in the administration of the ward. Review of administrative services from 1995 to 2016, the introduction of administrative evaluation by citizens, implementation of external evaluation by an Administrative Evaluation Committee of Ward Residents and the publication of all evaluation sheets of administrative services

Action

- a. Table of measures and administrative services
- b. Evaluation of administrative services
- c. Implementation of project evaluation subject to subsidies
- d. Evaluation of measures
- e. Administrative evaluation by citizens

Impact

- In the primary evaluation by the responsible director, the benefit to the public (necessity) and priority of administrative services related to the measures are graded and final evaluation is made at the management meetings.
- Measure strategies are presented to all staff in each department as a compass for reform and improvements, and staff reform the services, make new proposals, and compile budgets based on the strategies.
- External evaluation is conducted by the Administrative Evaluation Committee of Ward Residents to ensure the objectivity of and confidence in the evaluation.
- The use of the new public accounting system enables the comparison of results with those of other local governments and clarifies service costs, as it includes all the costs. Consequently, the use of the public accounting system prompts competition among local governments to evolve, and the awareness of staff at each local government is expected to improve.