



ITALY

PUBLIC ADMINISTRATION AND GOVERNANCE

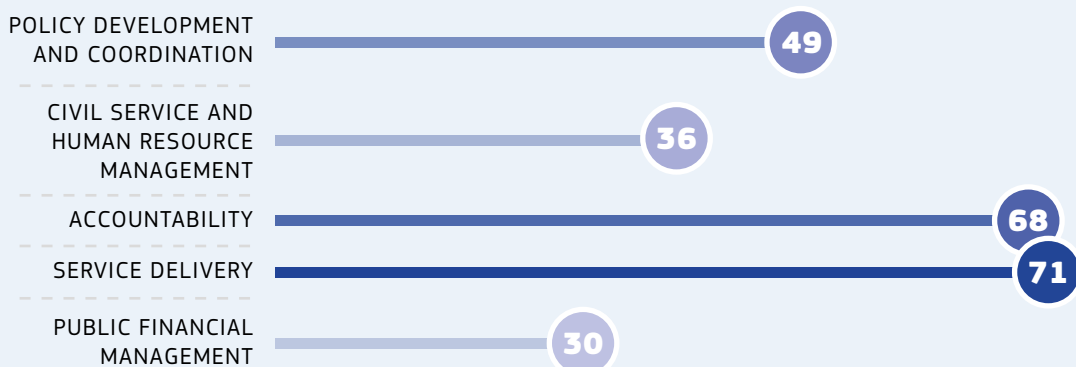
Country Overview

STRATEGIC FRAMEWORK



The Italian reform priorities in public administration are set in the agenda approved in as part of the National Resilience and Recovery Programme (NRRP). The reform focuses on human capital and public employment, digitalisation, and administrative simplification. Local governments responsible for implementing reform are provided with technical and planning assistance through a project involving the 'Deposits and loans fund' and the National Agency for Inward Investment and Economic Development (Invitalia). For more information, please see EUPACK Country briefs, <https://europa.eu/!NpmyVF>

OVERALL PERFORMANCE



SOURCE: European Commission, Public Administration Assessment Framework (1-100), (2022)

STRUCTURES AND ORGANISATION



Size of public administration
Civil servants per 100,000 citizens

5,476 / **7,745**

SOURCE: National statistics and Eurostat, (2021)



Employment by government level
(staff in thousands)



SOURCE: National statistics, (2021)

Number of local governments in the EU Member States

7,904



3,250



31
Minimum

34,965
Maximum

SOURCE: The Council of European Municipalities and Regions (CEMR), (2021)

Average population per local government

24,038



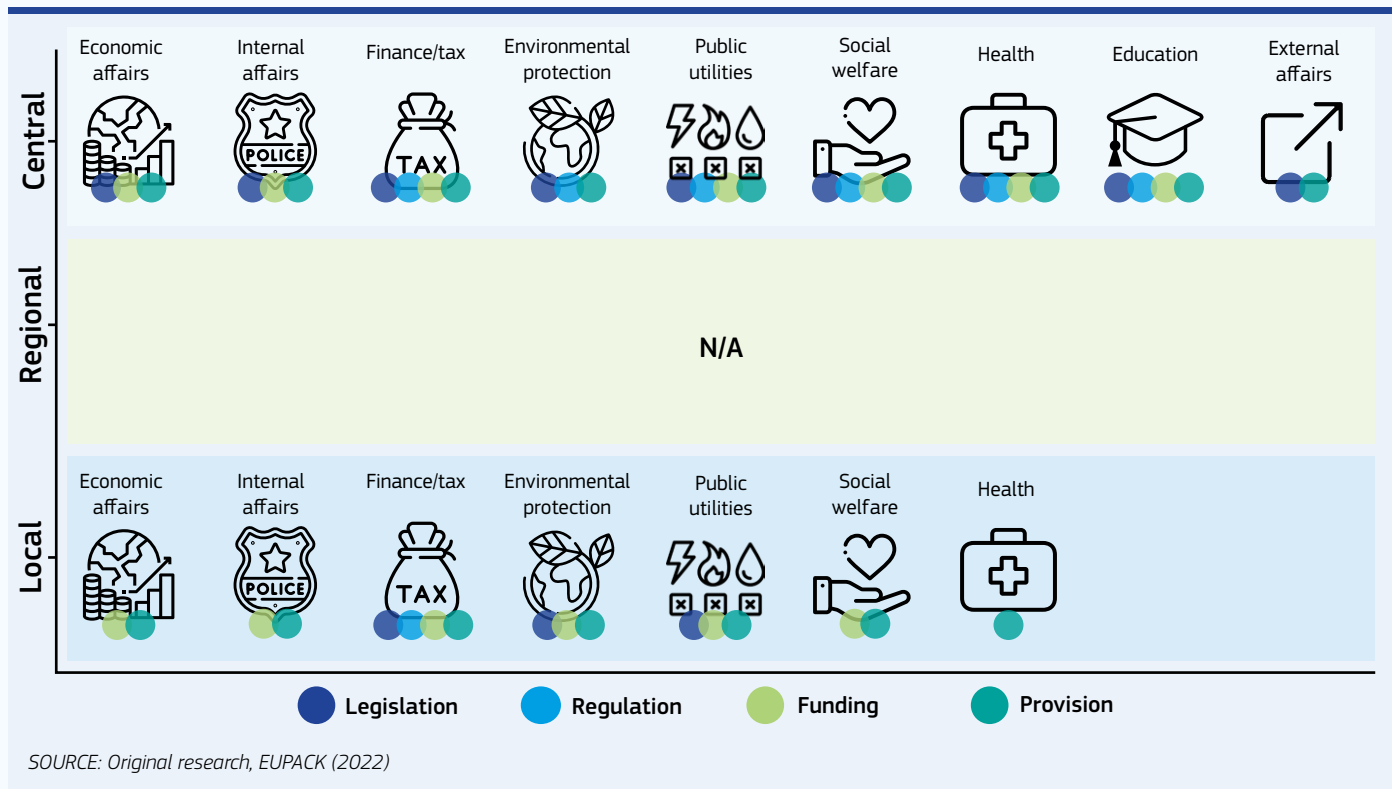
7,434



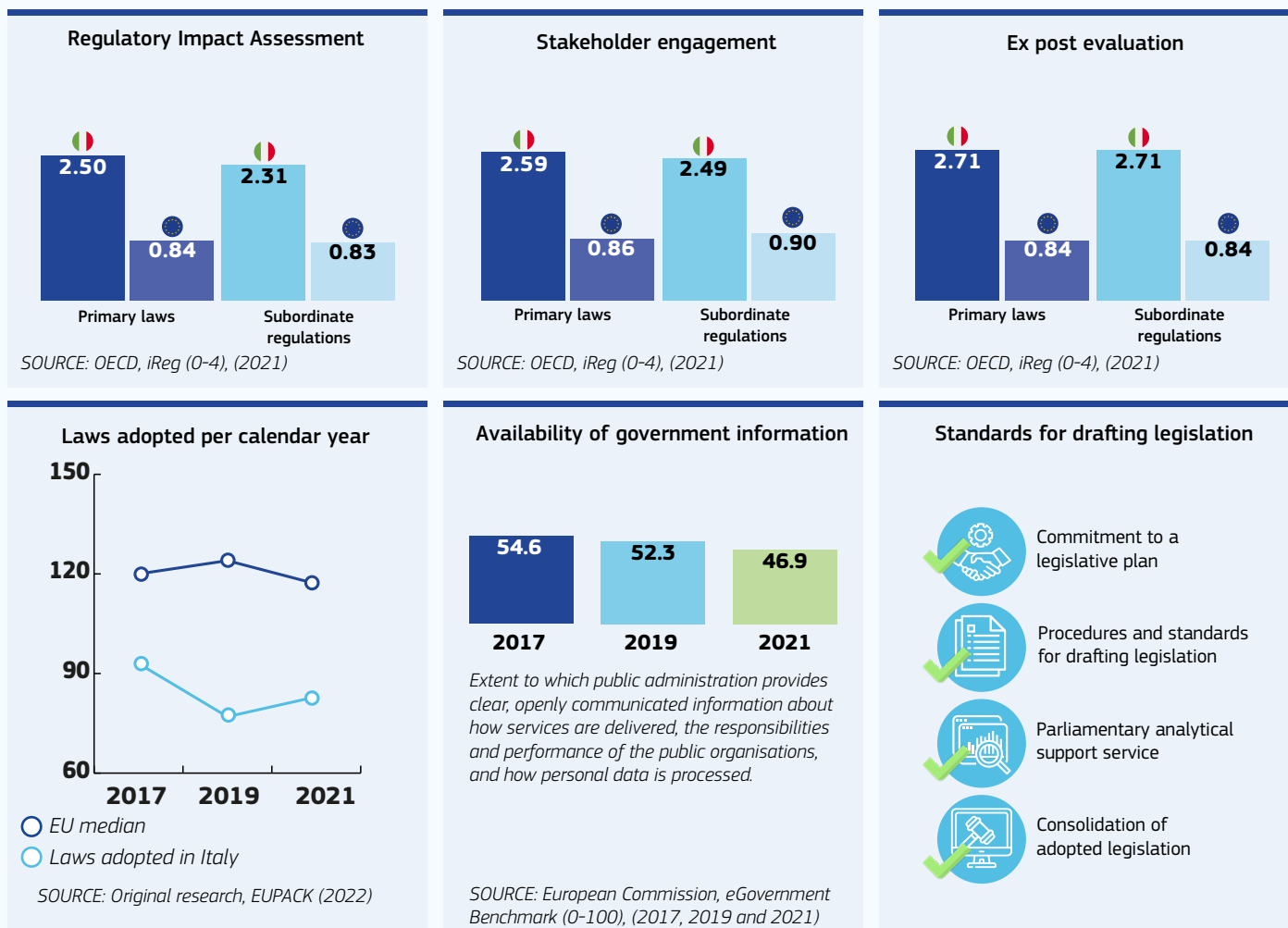
SOURCE: The Council of European Municipalities and Regions (CEMR), (2021)

= EU average

STRUCTURES AND ORGANISATION



POLICYMAKING AND IMPLEMENTATION

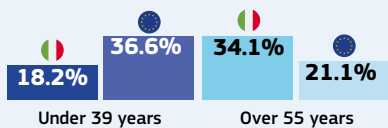


= EU median

CIVIL SERVICE



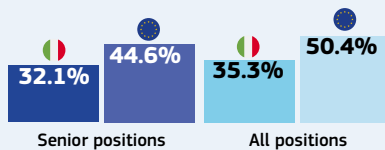
Share of government employees



SOURCE: Eurostat, (2021)



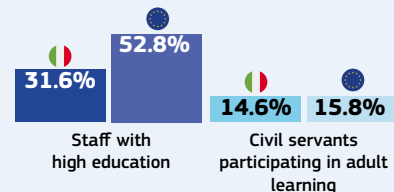
Women in administration



SOURCE: EIGE, (2021) SOURCE: Eurostat, (2021)



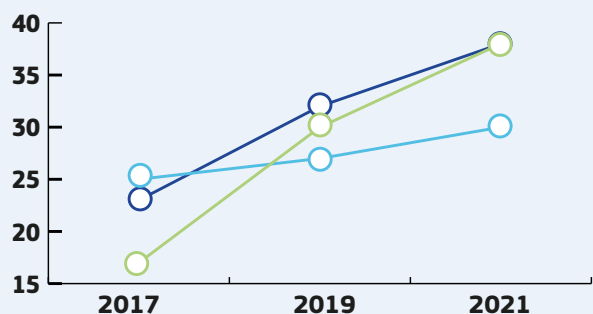
Education



SOURCE: Eurostat, (2021)

TRUST IN GOVERNMENT

Tendency to trust national government, regional & local authorities, and public administration



- National government
- Public administration
- Regional & local authorities

SOURCE: European Commission, Standard Eurobarometer

= EU average

SERVICE DELIVERY AND DIGITALISATION



Digital public services for citizens (0-100) (2021)

69.3

74.9

Share of administrative steps related to major life events that can be done online.



Digital public services for business (0-100) (2021)

88.8

84.4

Share of public services needed for starting a business and for conducting regular business operations that are available online.



User-centricity of government digital services (index) (2021)

96.2

91

Extent to which a service is provided online, its mobile friendliness and usability.



Provision of public services (%) (2021)

37

53

Percentage of respondents that are satisfied by the provision of public services.

SOURCE: European Commission, DESI and European Commission, Standard Eurobarometer