



United Nations Educational, Scientific and Cultural Organization
Organisation des Nations Unies pour l'éducation, la science et la culture

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Priority Theme 3 (a)
Improving Public Sector Effectiveness

Statement by:

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At

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Mr. Chairman, Distinguished Delegates, Ladies and Gentlemen,

Actions to improve efficient delivery of different social services by public sector obviously need to be adapted to particular needs of individual countries. The report of the Secretary-General before you (doc. E/CN.5/2004/5) has highlighted the issue of *accessibility* as one of the constitutive elements of public sector effectiveness.

The *accessibility* is also at the core of the process of implementation of the Action Plan adopted by the World Education Forum, held in Dakar in the year 2000. In the field of education, the drive towards Education for All (EFA) dominates UNESCO's action. [Through the meetings of the High-Level Group, whose deliberations are informed by the acclaimed EFA Global Monitoring Report, and through a wide range of catalytic activities, UNESCO acts as the coordinator of the EFA consortium, as it was called upon to do at the Dakar Forum]. We have played constructive, collaborative role in development of new commitments such as the Fast Track Initiative, while also advocating the case of other countries, which do not fit within that framework of assistance, [and helping those who are in highest need or at greatest risk of not reaching the Dakar goals, to develop sound national EFA plans].

We have noted with satisfaction that the report of the Secretary-General has considered *quality* an essential element of effectiveness in the delivery of social services. The EFA goal of improving all aspects of the quality of education continues to receive UNESCO's special attention. The Ministerial Round Table on Quality Education convened during the last General Conference of UNESCO, October 2003, provided a valuable opportunity for a high-level exchange of views on this crucial dimension of EFA. The UN Decade on Sustainable Development, starting next year, will play a major role in advancing the quality of education at all levels.

Mr Chairman,

Communication and information in public service is an important tool of promoting access to and participation in public life. Public service broadcasting (PSB), especially in developing countries can be instrumental in promoting access to education and culture, developing knowledge, and fostering interactions among citizens. For majority of the world population, comprising inhabitants of huge rural areas and illiterate people, radio and television remain the best accessible ICT-s media. UNESCO has been committed to promote and strengthen editorially independent public broadcasting, which serves the interests of people as citizens rather than as consumers. UNESCO also provides advisory services to Member States on legal, regulatory, financial and other vital issues related to PSB.

[The recent workshop on Public Service Broadcasting organized by UNESCO in the framework of the World Electronic Media Forum - a major side event of the World Summit on Information Society (Geneva, 11 December 2003) brought together almost 150 broadcasters, decision-makers, media professionals and representatives of the civil society. The participants adopted a set of recommendations and a Statement “Public Service Broadcasting Today and Tomorrow”, which represent valuable references for the international community].

Media industry and information and communication technologies (ICTs) are transforming the perceptions and lifestyles of millions of people around the world. In this context, UNESCO has been active in promoting the creation and dissemination of local content reflecting the values and experience of local cultures and languages. UNESCO's new Programme for Creative Content supports creativity and innovation in local content production for television, radio and new media and encourages culturally diverse and multilingual contents.

By combining community radio and telecentre facilities, the Community Multimedia Centre (CMC) project, combines community radio with ICTs and offers marginalized communities a gateway to participation in the information society.

On the occasion of the recent World Summit on the Information Society in Geneva (10-12 December 2003), a special initiative for large-scale Community Multimedia Centre development in Mali, Mozambique and Senegal was launched. The launch of this initiative at the Summit with strong support of the respective Heads of States generated great interest and support of other partners, as it demonstrates how ICT can change societies at grass root level. The Swiss Agency for Development and Cooperation announced financial support of three million Swiss francs for scaling-up of the project.

The importance of ensuring complementarities of various social services, referred to in the report of the Secretary-General (para. 22 (d) of the doc. E/CN.5/2004/5) is also reflected in UNESCO's holistic approach to development and the Organization's strategy for the eradicating of poverty. Its three interrelated objectives are as follow:

- Broadening of the focus of international and national poverty reduction strategies through introduction and mainstreaming of education, culture, sciences and communication;
- Supporting the establishment of effective linkages between national poverty reduction strategies and sustainable development frameworks, within UNESCO's areas of competence, and mobilizing social capital through capacity building with the view to enabling the poor to enjoy their rights;
- Contributing to national policy frameworks with the view to promoting participatory approaches.

One of the recommendations included in the report of the Secretary-General for the consideration by the Commission, refer to the requirement of strengthening of international cooperation. Such cooperation should, according to the report, among others focus on policies and methods of efficient delivery of public services. Within this context it should be noted that in order to enhance the link between social science research and policy-making, a section dealing specifically with International Policies and Cooperation in Social Sciences has been established in UNESCO. The section is hosting the secretariat of the

only intergovernmental research programme in social sciences in UNESCO, i.e. the Management of Social Transformations Programme (MOST).

MOST is currently refocusing its work on the betterment of research and its link to policy formulation. A number of activities are planned within in the framework of the MOST Programme, e.g. an international social science forum that shall initiate the debate on the usefulness of comparative research for evidence-based policy-making. [Different categories of users will be invited. The same users are targeted to be better served by a new MOST Website: "On-line Knowledge management and meta-networking for decision and strategy" which will present social science results to policy-makers]. MOST is also producing policy papers based on MOST research results. The International Social Science Journal (ISSJ) will continue to be produced in six languages, disseminating social science research results to academic and non-academic communities worldwide, and thus contribute to enhance evidence-based policies. It is noted that the report of the Secretary-General specifies (in para.51) the measures to improve social dialogue, such as "publication and wider dissemination of research papers and policy briefs".

As to the issue of good governance - another important factor for efficient delivery of social services - it should be stressed that the bundling of developmental opportunities, which a sustainable-livelihood strategy requires, is best realized through participatory development. Participation makes development more demand-driven, bottom-up, rather than top-down and supply-driven. Hence, sustainable livelihoods and its core element, the universalisation of basic social services, are best realized through democratic governance. Building human capacities and ensuring democratic governance constitute inseparable elements of the right to development.

Thank you for your attention.