

LAUNCH EVENT

Public Services Review of Finland

20 March, 11am, Zoom

Please note all time is in Helsinki time (EET + 1h of Paris)

The **OECD Public Services Review of Finland** aims to support the Finnish Government in strengthening the quality, effectiveness and human-centeredness of public administrative services. Public services are the primary interface between people, businesses and the state, and play a central role in building trust, reducing administrative burden and ensuring equal access to government support.

The review will assess the current delivery of public administrative services in Finland, drawing on extensive OECD and national evidence, including the OECD Serving Citizens questionnaire and the EU-TSI Survey on Drivers of Satisfaction with Public Services. It will examine how services are organised and delivered across digital and physical channels, identify key enablers and bottlenecks affecting service performance, and analyse how evidence and data are used to support continuous improvement.

The project is anchored in the OECD Recommendation on Human-Centred Public Administrative Services (2024) and aligned with Finland's Government Programme for 2023–2027, including ongoing reforms related to the life-events approach and the renewal of the central government service and premises network.

10:50 – 11:00 Connecting to Zoom

11:00 – 11:20 Opening Remarks

Welcome participants, introduce the OECD and Finnish counterparts, and outline the objectives of the launch meeting and the overall ambition of the Public Services Review of Finland.

- **Mr Tero Meltti**, Director General, Ministry of Finance, Finland
- **Ms Gillian Dorner**, Deputy Director, OECD Public Governance Directorate
- **Ms Valerie Frey**, Head of Division, Governance Indicators and Performance Division OECD

11:20 – 11:50 Overview of the project

Present the objectives, scope and structure of the OECD Public Services Review of Finland, including its alignment with the OECD Recommendation on Human-Centred

Public Administrative Services, the main analytical chapters, methodology, and indicative timeline.

- **Ms Emilie Balbirnie**, Project Manager, Governance Indicators and Performance Division, OECD
- **Mr Simon Callewaert**, Project Manager, Governance Indicators and Performance Division, OECD

11:50 – 12:25 Finnish priorities and moderated Q&A

Provide an opportunity for Finnish counterparts to reflect on how the Public Services Review aligns with ongoing reforms and strategic priorities, share expectations for the project, and discuss any initial questions related to scope, focus areas and implementation.

- **Mr Niko Ruostetsaari**, Ministerial Adviser, Ministry of Finance, Finland
- **Mr Mikko Saarinen**, Senior Government Adviser, Ministry of Finance, Finland
- Moderator: **Mr Arnault Pretet**, Workstream lead, Public Services Performance and Country Reviews, Governance Indicators and Performance Division, OECD

12:25 – 12:30 Next steps and closing

Outline the proposed next steps following the launch, summarise key takeaways from the discussion, close the meeting with a shared understanding of roles, timelines and collaboration.

- **Ms Emilie Balbirnie**, Project Manager, Governance Indicators and Performance Division, OECD