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PUBLIC ADMINISTRATION IN THE TWENTY-FIRST CENTURY

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ANDRÉS, Javier and DOMÉNECH, Rafael

Government and prosperity

Abstract: This article analyses the contribution of the public sector to socially-inclusive growth, from the standpoint of the Spanish economy, with a special focus on the level of per capita income and its distribution. Further discussion deals with indirect intervention through regulations concerning the functioning of the markets in which the private sector participates, as well as direct intervention through the provision of public goods and services. The main challenge of Spanish public authorities over the forthcoming decades is improving their efficiency and converging with the international frontier of best practices in the functioning of the public sector.

Key words: public sector, productivity and growth, public services.

JEL Classification: E6, H5, H83.

BORRAZ MORA, Javier; BORDONABA JUSTE, Victoria and POLO REDONDO, Yolanda

Omni-channel electronic banking customers: an analysis of the spanish market

Abstract: Electronic banking use in Spain has witnessed huge growth in recent years, and still has high potential. The current trend of banks is an omni-channel strategy, integrating their electronic channels to interact with their customers. This article studies the features of internet banking and mobile banking, its progress in Spain and the profile of users. There is also an empirical analysis on value perceptions of these channels for users and non-users, who are additionally segmented by genders and ages. This allows banks to plan suitable management strategies.

Key words: information and communication technologies, internet banking, mobile banking, omni-channel.

JEL Classification: G21, M150, L81, O30.

GARCÍA MONTALVO, José

Spain's educational challenges in the twenty-first century

Abstract: Accelerated growth of information technologies and communications is giving rise to huge disruptions of the economy, people's lives and their social relations. Obviously, education cannot ignore the disruption brought about by these technologies and the fast-paced change that they leading to. However, the discussion on core educational topics like the age when children should learn programming, or the progressive difference and inequality created by the use of these technologies (something which is happening in countries like the United States) has not been observed in the Spanish case. This article analyses the new challenges that these deep changes mean for education and social issues, and the need to consider them to address the evidence of changes brought by their application in the economic and social context.

Key words: change resistance, education and development, information technologies.

JEL Classification: I21, O15.

IRURZUN MONTORO, Fernando

Justice administration for citizens and businesses of the twenty-first century

Abstract: The Spanish Constitution of 1978 separated the Executive from the government of court matters, entrusting them to the General Council for the Judiciary Power, with a method of selection of members that has been tested using different formats but which, however, has not prevented the view that it is politicised. Therefore, the conclusion is that the diagnostic was not as accurate as required or the formulas used were wrong. In this article, I will mention some of these symptoms, attempting to identify the causes of the ills, and suggest some remedies or potential solutions. The reader should not expect magic formulas, as almost everything has already been tried in this country or in other countries and has generally already been said. There is no attempt to be original and, even less so, to appropriate the authorship of any of the proposals outlined.

Key words: justice, regional administration, business.

JEL Classification: D78, K2.

MARTÍN-BARBERO, Isaac

A new model of public support to businesses: innovation and globalisation

Abstract: The goal of this article is reflecting on the achievements of the past years in the field of innovative internationalisation, sharing a diagnosis of the current global context of businesses, offering some simple principles to inspire the work for the years ahead; and outlining some promising new innovations to accelerate the required transformation of our businesses and economy towards a consolidated capacity to generate greater value and prosperity.

Key words: aid to companies, public economy, innovation, globalisation.

JEL Classification: F01, H5, M5.

MARTÍNEZ-VÁZQUEZ, Jorge and ONRUBIA FERNÁNDEZ, Jorge

A more efficient and equitable governance structure in the framework of a multi-level public administration

Abstract: In the wake of the immense recent economic crisis, we believe that the time has arrived for Spain to address in-depth changes allowing us face potential new economic shocks, and the changes experienced by society: ageing, technology revolution, globalisation, inequality, high capital mobility, migration flows, international security, etc. The goal of this article is precisely to explain the broad lines of the reform of our public sector, which we believe shall necessarily and inextricably have to be addressed in forthcoming years, based on a review of the current state of affairs. Our key focus are four topics that we believe are essential for this purpose: the level and components of public spending, the fiscal system, the model of fiscal decentralisation, and the governance of the public sector and public management.

Key words: taxes, decentralisation, public management, public sector.

JEL Classification: D73, H3, H4.

MAUDES GUTIÉRREZ, Antonio and SILOS RIBAS, Mateo

A more efficient economic regulation in the digital world. Independent productivity authorities

Abstract: The emerging digital era is changing the markets, business models and even the very concepts of companies and consumers. The implications for the public sector shall foreseeably be even deeper than for the private sector, although this may not be obvious. This article sets out to provide an informed prediction of the disruption arising from this fourth sector, the digital sector, for the internal functioning of the public sector and public intervention in markets, in particular, for regulation. The role that an independent productivity authority could play in this new digital world is also explored.

Key words: economic regulation, general interest, digitization, fourth sector, metaidea.

JEL Classification: L51, O12, O43.

MUÑIZ, Manuel

The future of the government and public action in the twenty-first century

Abstract: The pace of change of our societies has gathered momentum significantly in the past decades. This accelerated change is evinced, among other issues, by the automation of many jobs, strongly eroding the middle classes of the western world. The disappearance of the middle class, in turn, is leading to a radicalisation of politics in Europe and the United States, threatening the cosmopolitan liberal architecture built from the fifties to date. Facing the challenges this brings means that a new social contract should be agreed, and government and public action need to adjust to the pace of change of the twenty-first century.

Key words: innovation, technology revolution, disruption, governance, regulation, social contract.

JEL Classification: E62, H5, H56, O14.

PÉREZ-DÍAZ, Víctor

The sleep of reason produces monsters: on the issue of today's demands and civil capabilities

Abstract: This article sets forth some cultural factors underlying the difficulties of western societies in facing the current crisis, understood as a deep global crisis (economic, social, political and cultural). This crisis negates end of history theories and suggests a drama open to different outcomes, including an approximation to a “good society”, variants of a *modus vivendi* among diverse segments of society, and significant destructive and self-destructive experiences.

Key words: social crisis, structural changes, global change, forecasting.

JEL Classification: A13, M14, O32.

PIN ARBOLEDAS, José Ramón and GARCÍA-MANZANO JIMÉNEZ DE ANDRADE, Pablo

Public executives in the administration of the global economy: responsibilities, education and development

Abstract: Considering the current Public Administration means stopping to think about the definition of responsibilities and duties, *i.e.* the profile of executives with public duties. The Spanish model has recently been reformed to define the access and suitability of the appointments of people exercising and performing senior management roles. However, there is still a long road ahead in the quest for professionalisation of public executives. Therefore, this article deals with defining executive profiles, and the responsibilities, education and development deemed necessary to exercise government action.

Key words: public executives, responsibilities, responsibility and performance assessment, communication and information, statute of professional public executives.

JEL Classification: D7, D78, H7, M12.

RAMIÓ MATAS, Carles and ALSINA BURGUÉS, Victòria

The relationship between public executives and professional executives. Their impact in terms of institutional performance

Abstract: The goal of this research is identifying the various profiles of public executives and professional executives that are found working together at Public Administrations; analysing the potential interactions between these different profiles and studying the impact of each one of these interactions in terms of institutional performance. This research relied on three different techniques to obtain and analyse the information: semi-structured in-depth interviews (60), administration of questionnaires (300), and the organisation of discussion groups (6). This study allowed us to reach relevant conclusions on the need to boost certain political and professional executive roles and the necessity to regulate the arena of professional public management. The originality of this research lies in the analysis of institutional leadership as a product of the interaction between politicians and public executives.

Key words: Public Administration; public executives; human resources; institutional performance; regulation; politicians; officials.

JEL Classification: D73, D78, J45, M51.

ICE

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