ABSTRACT:

Issues of organizational performance have become of high priority strategic issue in the public sector. In many nations, governments have begun to inject a free market environment into the public sector as a means of inducing operational improvements, both in terms of cost effectiveness and service quality. Also the governments try to increase the power of the local organizations by giving authorities and responsibilities. Outsourcing has forced all organizations to take a hard look of how they do business and how they can improve. Business Process Reengineering (BPR) will have a major impact in the public sector and in some cases is already doing so. From healthcare to tax collection the message of processes and BPR is being sounded loud and clear. Business Process Reengineering will be the tool for states (and public organizations) to achieve radical changes in organizational performance (using measures such as: cost, cycle time, service and quality), which will lead to high levels of "citizen-centric"/customer-centric satisfaction levels. In the so-called "globalized economy", the notions of organizational flexibility, organizational effectiveness and organizational efficiency are becoming the fundamental issues of restructuring the public administration and improving the competitiveness of the nations. The old bureaucratic way of thinking does not exist anymore! The conceptual framework is structured to the following constructs: a. re-organizing people, b. redesigning processes, c. goods and services delivery processes and d. information technology exploitation.