When Law tries to lead Culture: biases & opportunities

Angela Leonetti
DG Coordination Office
Directorate General
Perhaps not everyone knows that...

**Bureaucracy**

French *Bureau* + Greek *Kràtos*

The power coming from offices
2016: a significant year (not the only one)

• Istat implements its modernisation program

• Italy adopt a Freedom of Information Act to be enforced throughout the Italian public sector

Istat attitude towards each one of these challenges will prove to be very different
The main sources of Istat organisational culture

- Statistical science (Research & Development)
- Italian Public Sector and related legislation
- International Rules and Standards on Statistics
- National Rules on Statistics

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The implicit role of law in Istat organisational culture

NOT SURE IF IM BEING IGNORED

OR IF I'M INVISIBLE!
A prospective evolution in Istat culture: access to information and data

**FULL ACCESS (Italian «Freedom of Information» Act, leg. decree no. 97/2016)**

I can get access to any documents or information held by Istat archives (except for few categories of documents specifically mentioned in the Decree): I **mustn’t be involved** in any particular procedure **nor possess any other requirement** to do so. Istat must answer within 30 days; no answer means non-compliance.
**Access to information and data**

**ACCESS TO ADMINISTRATIVE PROCEDURES (law no. 241/1990)**

If I am involved in an Istat particular procedure (such as a public competition), I can get access to the documents of that particular procedure. Istat must answer within 30 days; no answer means that the request is denied.

**ACCESS FOR DISCLOSURE (leg. decree no. 33/2013)**

If I visit the web area «Transparent Administration» to find particular documents or information whose disclosure is mandatory but I can’t find them, I can ask Istat to disclose them within 30 days. No action means non-compliance.
Internally communicating how to manage full access in Istat

- Three video-lessons
- Two videotutorials
The Leg. Decree no. 150/2009 recommends to most public institutions to celebrate a Transparency Day every year.
Disclosure and access: steps ahead

- Gradually disclose more and more info & documents in order to reduce the number of requests for access Istat receives every year
- Keep implementing automation in reporting operations
- Keep promoting standardisation in behaviours
From compliance to initiative

From managing access procedures...

... to proactive disclosure
The Gestalt Cycle of Experience

sensation  →  awareness  →  mobilization  →  action  →  contact  →  satisfaction/withdrawal
The cycle of compliance

- News of a new law/act
- Study
- Short-term plans
- Action
- Contact
- Satisfaction/withdrawal
From compliance to culture

- Awareness of the cultural message for the organisation
- News of a new law/act
- Long-term plans
- Compliance + engagement
- Contact with the main purpose
- Positive impact on culture

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The challenge

Disclosure obligations
- Access to get some info disclosed
- Access to procedures
- Access to rough data

Freedom of information (the right to know)

Personal data protection
- Entitled applicants
- Exceptions and restrictions
(... I assure you that I’m not afraid to be asked ...)

Angela LEONETTI
E-mail: leonetti@istat.it