



Getting Results: Objectivity and Truth in Public Service Management

Tuesday, November 18, 2008 8:30 a.m. to 10:30 a.m.

Alumni Hall (Rm. 112), Victoria Building, University of Toronto, 91 Charles Street West, M5S 1K7

A light breakfast will be provided

Guest Speakers:

Ralph Heintzman Adjunct Research Professor, Public and International Affairs, University of Ottawa

Gilles Paquet Professor Emeritus, Telfer School of Management and Senior Research Fellow at the Centre on Governance, University of Ottawa

Since the enlightenment, objectivity has been linked with measurement. With increasing demand for transparency and accountability, there is mounting emphasis on measurable results. The public service strives to achieve positive outcomes with appropriately targeted policies and services. But has it come to the point that indicators are mistaken for the ends that should actually drive public service activities? If so, what are the implications for objectivity and truth, transparency and accountability?

Ralph Heintzman, distinguished for his work as a senior administrator with the federal public service, is an advocate of strengthening performance measurement for a better, more accountable public service.

Gilles Paquet is a well known provocateur, author and commentator on issues in public management, who is skeptical about the value of the emphasis on numbers.

Add your views to the mix during this interactive "fireside chat", which promises to be a lively and thought-provoking discussion on what objectivity and truth mean in public administration.

■ **Ralph Heintzman** is Adjunct Research Professor, Public and International Affairs at the University of Ottawa. While a senior administrator in the federal public service, he was responsible for the development of the Public Servants Disclosure Protection Act, a Values and Ethics Code for the Public Service and a Management Accountability Framework. In 2006, Dr. Heintzman was awarded IPAC's Vanier Medal.

■ **Gilles Paquet** Is Professor Emeritus at the School of Management and Senior Research Fellow at the Centre on Governance of the University of Ottawa. Author or editor of numerous books and articles on economics, public management and governance he has been active as a journalist on the radio and television network of Radio-Canada since the 1970s. He is the Editor in Chief of www.optimumonline.ca, a journal of public sector management and governance. Professor Paquet was made a Member of the Royal Society of Arts in 1989, and a member of the Order of Canada in 1992.

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