



Zentrum für Verwaltungsforschung  
Managementberatungs- und  
WeiterbildungsGmbH

## **KDZ Establishment & Competitors**

**Thomas Prorok**

- **University of Salzburg Business School;**
- **Danube University Krems;**
- **Johannes Kepler University Business School;**
- **University of Applied Sciences Wiener Neustadt;**
- **University of Applied Sciences Linz;**
- **University of Applied Sciences Technikum Kärnten;**
- **Vienna University of Economics and Business Administration;**
- **WWEDU – Worldwide education; Hans-Sachs-Institute Wels, Upper-Austria;**
- **University of Klagenfurt.**

# Independent providers with similar profile as KDZ

- **IKM – Institute for Communal Management in Styria and Lower-Austria:**
  - regionally operating and offering the Kommunalakademie (Communal Academy).
  - IKM is cooperating with the Austrian Association of Municipalities.
- **B.I.K.E – Training Institution for local government in Lower-Austria;**
  - B.I.K.E is an association headed by a district governor;
  - offering one- to two-days seminars for the staff of local governments in Lower-Austria.
- **ICG – Infora Consulting Group in Styria.**
  - private consulting company with a broad range of trainings for all kind of public administrations, but not specifically focused on local governments.

- **Specific training institutions of the federal ministries (for example: Federal Finance Academy (BundesFinanzAkademie);**
- **Centre for Administrative Management (Zentrum für Verwaltungsmanagement);**
  - The CAM offers mainly courses for the career development of public servants on the federal level.
- **Training institution for the state government in Salzburg, Carinthia, Tyrol, Burgenland, Styria, Lower-Austria, Upper-Austria and Vienna;**
  - On the state/regional level every state has its own administrative training academy, which offers courses for the regional and local level on a low-cost basis. Training institutions of the political parties in Austria;
- **Trainings institutions of the Austrian Trade Union.**

- **KDZ was founded 1969 under the trade name Communal Documentation Center**
- **non-profit organisation (legal status as association).**
- **Austrian Association of Cities and Towns & capital city of Austria - Vienna - & Bank Austria  
→ small institute for the scientific and training support of Austrian cities.**
- **lack of information and training on the local level in this time.**



- **Research in social sciences in relation to local authorities**
- **Collect all kind of documents and establish library**
- **Transfer know-how from abroad & from academic world to local government**

- **Non profit association**
- **Board of directors with leading representatives of the founding partners**
- **Staff**
  - 1 economist**
  - 1 political scientist**
  - 2 secretaries**
  - some retired experts**



## First working focuses – establishing partnerships

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- **gaining big & middle sized cities, financial institutions as partners for results, for subsidies**
- **networking in Europe – Council of Europe; similar institutes in Germany, Nether-lands, France**
- **look for partners at the university level**

- .....by organizing annual 2 - 3 symposia and seminars (e.g. on PPBS, auditing at the local level)
- .....by practical help to local government
- .....by seminars on mid-term financial planning, on budgeting, on cooperation/coordination between local authorities
- .....by disseminating abstracts of literature

- **fiscal policy in the federal state**
- **distribution of taxes & fiscal equalization at the local level**
- **economic aspects of**
- **urban renewal, improvement of public traffic in cities, cost of public infrastructure relating to density.....**



- research, consultancy and training for public administrations with a special focus on the local level.
- improve public (good) governance, excellent management and democratic values in public administrations.
- Public Governance
- Strategic management, quality management/ CAF
- Participation and citizen's services;
- Performance measurement, budgeting and cost accounting;
- Human resource management, social planning and facility management;
- Impact of European integration on public administrations and local/regional governments;
- Public revenues such as taxes, fees and transfers, tax administration;
- Strategies, concepts and implementation of management training;
- E-Government and business process re-engineering.
- KDZ papers
- KDZ runs a library with about 200 current periodicals (journals, magazines, etc.) [www.kdz.or.at/bibliothek](http://www.kdz.or.at/bibliothek)



Overview 2006	Revenues	%
Library	9.172,00	0,50
Seminars (Training)	310.226,00	16,76
Consultancy	483.892,00	26,15
Publications	61.139,00	3,30
Research	575.835,00	31,12
Membership fees	152.295,00	8,23
Subsidies	257.967,00	13,94
<b>Overall result</b>	<b>1.850.526,00</b>	<b>100,00</b>



# Number of offered seminars 2001 - 1st half 2006

Area of training	2001	2002	2003	2004	2005	1. HJ 2006	Overall result
Successful communication	1	3	2	3	7	5	21
EURO / EU programs	5						5
Professional customer service	4	5	6	9	10	3	37
Gender specific Seminars	2	1	2				5
ICT	2	2	1	4			9
Instruments of Leadership	2	1	5	3	2	4	17
Juridical update for public servants	7	13	10	18	26	17	91
Public Governance and Management	10	7	6	5	7	3	38
Taxes and public charges	3	4	3	4	6	1	21
Economical Thinking and Actions	6	11	14	13	13	8	65
Overall result	42	47	49	59	71	41	309

# Allocation of trainings to governmental/administrative levels in %

2006	Total (in %)	Public seminars	In-house seminars	Courses
Local level	75,6	81	95	40
Regional level	11,2	7	0	35
Central level	5,6	1	0	25
Private persons	7,6	11	5	0
<b>Total (in %)</b>	<b>100</b>	<b>60</b>	<b>20</b>	<b>20</b>





# Number of participants in the public seminars

Area of training / number of participants	2001	2002	2003	2004	2005	1. HJ 2006	Overall result
Successful communication		12	23	8	45	32	120
EURO / EU programs	61						61
Professional customer service	39	48	57	84	88	25	341
Gender specific Seminars		12					12
ICT	10			16			26
Instruments of Leadership			10	10	8	21	49
Juridical update for public servants	60	220	178	234	309	141	1.142
Public Governance and Management	70	34	43	27	58	29	261
Taxes and public charges	70	60	67	101	108	23	429
Economical Thinking and Actions	71	115	209	252	201	93	941
<b>Overall result</b>	<b>381</b>	<b>501</b>	<b>587</b>	<b>732</b>	<b>817</b>	<b>364</b>	<b>3.382</b>



# Number of offered and accomplished seminars

Number of offered and accomplished seminars	2001	2002	2003	2004	2005	1. HJ 2006	Overall result
Seminars offered	42	47	49	59	71	41	309
Seminars accomplished	23	29	33	41	49	24	199
Rate of accomplished seminars	54,8	61,7	67,3	69,5	69,0	58,5	64,4