



**XXIVth World
Road Congress
Mexico 2011**
Mexico City 2011.

Overarching conclusions and recommendations

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Overarching conclusions

- The need to promote institutional integrity in corporate governance is increasingly recognised as a priority especially for the roads sector that is proven to be very vulnerable to corruption
- Corrupt behaviour must be countered in a comprehensive and systematic manner; experiences and lessons learnt must be exchanged, evaluated and implemented on a national and international level.
- Balancing the supply of, and demand for, skills is critical for the effective operations of road administrations.



Overarching conclusions

- In order to deliver services adapted for those emerging needs, road administrations must proactively seek and respond to customer input.
- The organisation's focus needs to change from the producers view to a user view. This leads to more organisational efficiency and improved outcomes.
- WRA has a key role to play to fight against corruption and promote integrity, working with other bodies such as the United Nations, World Bank and Transparency International.



Overarching recommendation

- Good governance is having the right people, acting with integrity and transparency, with the right skills focusing on and involving the customer in delivering better public value.
- To add public value, you need organisational capacity to deliver what is the authorising environment and the public want. They are the connected parts of the supply and demand chain of human capital required for the operational functionality of a road administration.





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