



2nd Asia Public Governance Forum on Public Services Performance

Date: 18th July 2024

Location: Jasmin Room 3, Ayana Midplaza hotel, Jakarta

Online Registration: [Zoom](#)



The workshop will be held in English.

Participation is by invitation only. Invitees are public officials working on modernisation of public services, from the East and Southeast Asia region, and OECD members.

Context

Established in 2005, the OECD Korea Policy Centre's Public Governance Programme has been actively engaging in numerous seminars and conferences in partnership with the OECD. These gatherings focus on public governance challenges, aiming to foster engagement from both OECD member and non-member countries. Their primary goal is to explore policy issues and effective strategies through sharing expertise and best practices.

Building on its commitment to enhancing public governance, the Programme introduced the Asian Public Governance (APG) Forum in 2014. This initiative assembles experts and officials from the Asia-Pacific region to advance public governance. The forum acts as a platform for deliberating on regional development policies and sharing diverse country experiences. It seeks to provide insights into OECD policy trends relevant to the region, discuss strategies suited to Asian contexts, and promote the sharing of challenges and best practices among participants.

The 1st APGF of Southeast Asian Officials on Public Services Performance was held in Manila in November 2023, and co-hosted by the Asian Development Bank. The Forum was attended by officials from Brunei Darussalam, Cambodia, Indonesia, Lao PDR, Malaysia, the Philippines, Thailand, Vietnam, as well as Norway, Australia and Chile. The OECD and participants governments agreed to conduct a 2nd Forum in 2024, to follow up on good practices for integrating performance data and user feedback into public service design and delivery. OECD and the OECD / Korea Policy Center are delighted to invite participants to re-convene for this 2nd Forum. The 2024 Forum is kindly co-hosted by Indonesia.

Purpose

This forum is designed for officials from across the Southeast Asia (SEA) region who are focused on public services reform and performance. It will emphasize human-centric service design and delivery, showcasing how SEA's advanced digital public infrastructure can enhance these efforts. The sessions will include:

- **Regional trends** in public service performance metrics, showcasing the diversity of SEA's governance models.
- **Strategic vision discussions**, focusing on the development and implementation of effective public service strategies.
- **Human-centred service design and delivery**, highlighting how digital tools and citizen feedback are integrated to improve public services.
- **Introduction to a new OECD survey** on public service delivery, aimed at fostering global best practices and establishing a baseline for the adoption of human-centric design principles in public administrations.

This event will provide participants with essential insights and tools to refine public service delivery, ensuring it is more efficient, effective, and aligned with citizen needs. Attendees will also be invited to engage with OECD over the long-term on this topic, by supporting the development of the new edition of [Government at a Glance Southeast Asia](#).

OECD Government at a Glance

Published biennially, Government at a Glance offers a comprehensive set of data that is internationally comparable, showcasing government operations and their outcomes across OECD member nations. It encompasses various indicators covering inputs, processes, outputs, and outcomes, along with country-specific contextual data. The inaugural Southeast Asia edition in 2019, Government at a Glance Southeast Asia, marked the series' expansion into the region, presenting up-to-date data on public administration across the 9 ASEAN member states and neighbouring OECD members, including Australia, Korea, Japan, and New Zealand. A 2nd edition will be published in 2025, focusing on Southeast Asian countries' public finance, budgeting practices, digital government, infrastructure, and public service delivery.

OECD's work on Public Services

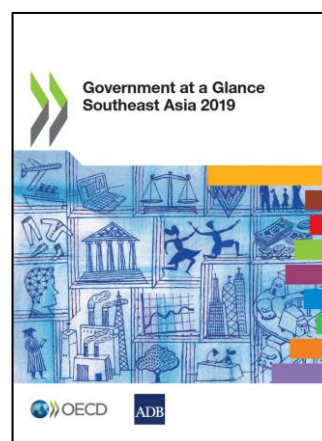
Public services are often the primary point of contact between citizens and their government, offering essential services that significantly impact individuals' lives and opportunities, such as education, healthcare, justice, and administrative services necessary for exercising rights and fulfilling duties. The quality and efficiency of these services directly affect citizens' lives and their perception of public institutions.

Acknowledging the vital role of effective public service delivery, Sustainable Development Goal (SDG) target 16.6.2 obliges governments to assess the "Proportion of the population satisfied with their last experience of public services". This approach, focusing on user satisfaction, deviates from traditional methods of evaluating public service performance and emphasizes understanding and addressing users' experiences and issues. This "human-centric" methodology promises enhanced service design and delivery, and improved outcomes for all.

In alignment with this global initiative, the OECD has introduced the Serving Citizens framework to investigate critical aspects of service delivery that influence user satisfaction, including accessibility, responsiveness, and quality. The OECD conducts regular international comparisons of these aspects through its Government at a Glance publications. The forthcoming 2024 edition of Government at a Glance Southeast Asia will assess public service delivery within the region.



[Government at a Glance 2023](#)



[Government at a Glance Southeast Asia 2019](#)

08.00 – 08.15 Arrival & Registration

08:15 - 9.00

WELCOME: EMBRACING HUMAN-CENTRED PUBLIC SERVICES

A keynote session introducing the Forum's objectives, emphasizing the transition towards human-centred public service delivery. This will include a welcome to participants from the hosts and an update on: Southeast Asia Government at a Glance; and a new OECD survey of governments on public services performance and delivery.

Speakers

- **OECD Korea Policy Center:** Ms Hana Lee, Director, Public Governance Program
- **Indonesia National Institute of Public Administration:** Dr Muhammad Taufiq, Acting Chairman
- **OECD Public Governance Directorate:** Ms Monica Brezzi, Head of Governance Indicators & Performance Division, OECD Public Governance Directorate

To be followed by a roundtable with participants, to introduce their agencies and work

9.00 – 10.00

SERVING CITIZENS IN SOUTHEAST ASIA

This session will discuss the future of public services in Asia and Southeast Asia. The session will first present the public services chapter of the new edition of OECD Government at a Glance Southeast Asia, benchmarking public satisfaction with service delivery. Representatives from governments joining the Forum will then be invited to share their views on priorities for public services reform and innovation, and their initiatives to improve the convenience and accessibility of public services.

Speakers

- **OECD – Serving Citizens in Southeast Asia:** Mr Conor Das-Doyle, Policy Analyst, OECD Public Governance Directorate
- **Vietnam – Priorities for Public Service Reform in Viet Nam:** Ms Bích Thủy Nguyễn, Specialist, Department of Local Government
- **Cambodia – Ministry of Civil Service:** Mr Amereth Kethya Paul, Director, Public Service Policy Department, General Department of Civil Service Policy
- **Korea – Ministry of Interior & Safety:** Jisu Han, Assistant Deputy Director, Innovation Planning Division

To be followed by a **Tea Break from 10.00 – 10.30**

10.30 – 12.00

MONITORING & MANAGING PUBLIC SERVICES PERFORMANCE

This session will look at how we can undertake effective monitoring of the performance of public services. OECD will present on the pillars of good performance monitoring for public services, being developed in the OECD's draft Recommendation on Human-Centered Public Administrative Services. Country presentations will then look at how public service performance is being monitored and managed, including a mix of objective performance targets and direct feedback from users of public services. The session will consider the role of performance monitoring in delivering public services strategy.

Speakers

- **OECD – Good Practice in Monitoring Public Services Performance:** Mr Conor Das-Doyle, Policy Analyst, OECD Public Governance Directorate
- **Philippines – Results-based Performance Management System:** Dr Majah-Leah V. Ravago, President and CEO, Development Academy of the Philippines
- **Australia – Trust in Australian Public Services Survey & Australia’s performance monitoring system:** Dr Bradley Carron-Arthur, Director, Trust and Transparency Unit, Australian Public Service Commission
- **Indonesia – Survey on Compliance with Public Service Standards:** Mr Bobby Hamzar Rafinus, Vice Chairman, Ombudsman of the Republic of Indonesia

Discussion Questions

- What should an effective strategy for public services reform include?
- How can progress on public services strategies be measured and monitored?
- How can we encourage and track performance on cross-agency initiatives?

12.00 – 13.30 Lunch

13.30-15.00

USER FEEDBACK & PUBLIC SERVICES DESIGN

This session looks into practical applications and real-world examples where governments have used human-centric design to enhance public service delivery. It will focus specifically on how feedback and input from users can enhance the efficiency and effectiveness of public services.

Speakers

- **OECD - OECD Call for Innovations in Public Services:** Dr Bruno Monteiro, Policy Analyst, OECD Public Governance Directorate
- **Ireland – Action Plan for Designing Better Public Services:** Dr Trevor Vaugh, Public Service Design Lead at Department of Public Expenditure and Reform & Assistant Professor of Strategic Design at Maynooth University
- **Thailand – Strategic Foresight and Public Services in Thailand:** Mrs Wanisara Sukhawat, Executive Director, Division of Strategic Foresight, Office of the Public Sector Development Commission
- **Indonesia – Online SKM Citizen Feedback portal:** Mr. Muhammad Imanuddin, Ministry of Bureaucratic & Administrative Reform

Discussion Questions

- How can public services be effectively designed and delivered taking into account user needs?
- How can we ensure feedback from users is helping to improve service design?
- What accountability mechanisms can governments use to ensure that user feedback is integrated into the service improvement cycle?

To be followed by a **Tea Break from 15.00 – 15.30**

15.30 – 17.00

OECD SURVEY ON PUBLIC SERVICES PERFORMANCE & DELIVERY

This session will present a short new OECD survey on Public Service Delivery. This new survey examines the extent to which key practices for human-centric service delivery, discussed in the earlier sessions, are being implemented. It will be carried out with OECD countries in the second half of 2024. SEA governments will also be invited to participate, with participants at the Forum invited to lead their governments inputs. The session will give an

overview and guided walkthrough of the survey's objectives and contents, ensuring participants are well-equipped to complete the survey accurately and meaningfully.

Speakers:

- **OECD – Survey on Public Service Performance Measures:** Ms Emilie Balbirnie, Policy Analyst, OECD Public Governance Directorate
- **Croatia – Public Service Standards:** Mr Tomislav Mičetić, Head of Sector for Strategic Development and Projects, Ministry of Justice, Public Administration and Digital Transformation

17.00 – 17.15

CLOSING REMARKS: NEXT STEPS TOWARDS HUMAN-CENTRIC TRANSFORMATION

Summary of the day's discussions with an outline of actionable steps for participants and the announcement of follow-up initiatives. Thank you from the hosts.