



# Presentation

By

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Minister in charge of Office of The Council of  
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Administrative Reform

On

Administrative Reform

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# Administrative Reform



**Goal:**

Serving people better for the wellbeing of citizens and the prosperity of the Nation

**Target:**

The Public Administration becomes an effective Public Service provider

**by making Public Service more**

Transparent

Responsive

Efficient

**and Enhancing**

Motivation

Loyalty

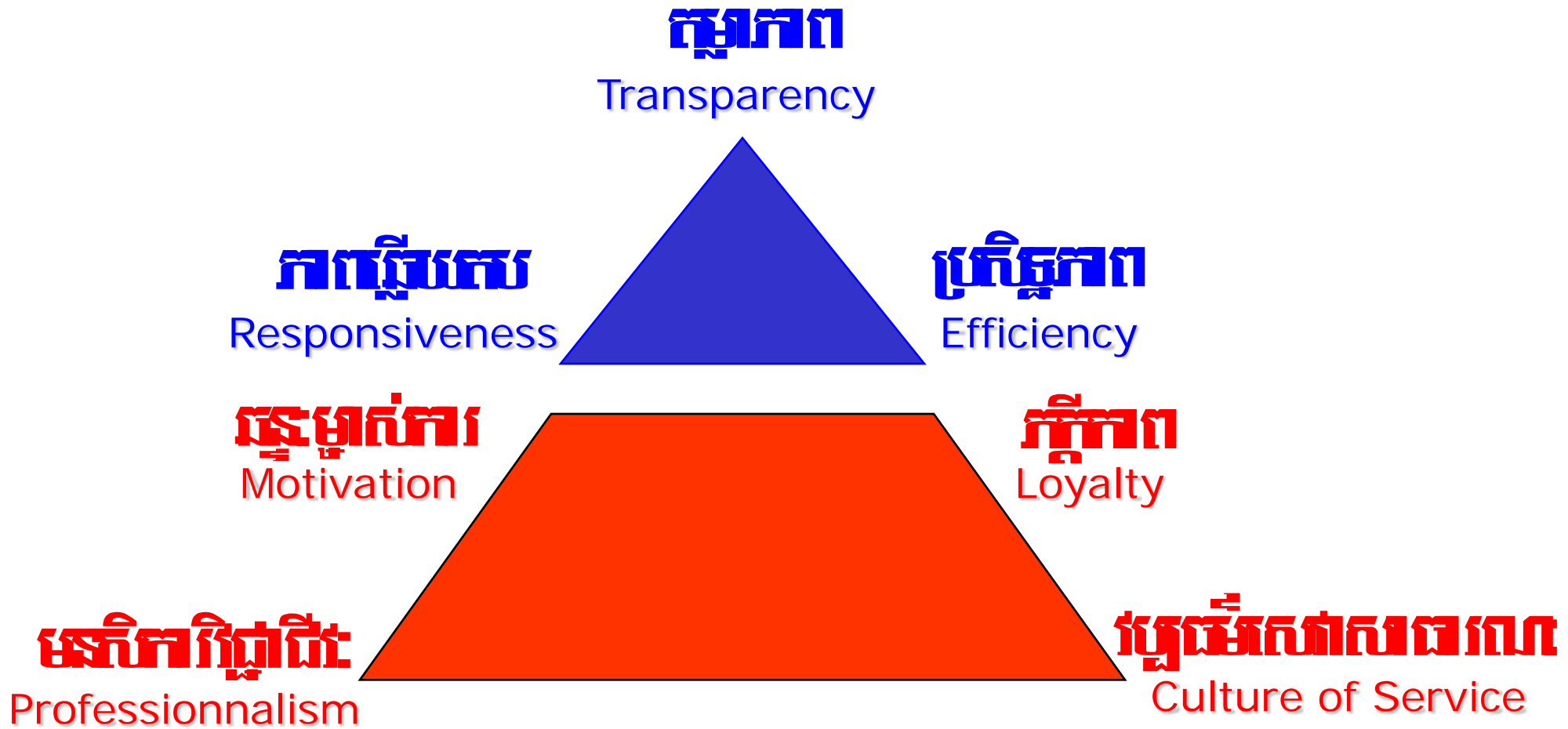
Profession-  
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culture of  
service



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## Serving People Better





# **Public Services more Transparent, Responsive and Efficient**

- **Continue to disseminate the Policy on Public Service Delivery;**
- **Review, complete and disseminate the Compendium on Public Services;**
- **Improve access, simplify regulations and reduce bureaucracy;**
- **Complete and disseminate Governance Action Plan III;**
- **Continue deploying Special Operating Agencies (SOA);**
- **Promote the use of ICT (E-Government);**
- **Develop and establish user feedback and recourse mechanisms;**



# **Public Services more Transparent, Responsive and Efficient**

- **Clarify roles and streamline internal procedures supporting delivery (Back Offices);**
- **Finalize and implement the Redeployment policy and guidelines;**
- **Deploy Priority Operating Costs (POC) schemes;**
- **Establish databank of laws and regulations relating to the management of the Civil Service.**



# **Enhance Motivation, Loyalty, Professionnallism, Culture of Service**



- **Carrying out the headcount, updating the census and deploying the system of smart cards and attendance;**
- **Complete and disseminate the Booklet on values of behavior, the Manual on obligations and the Handbook on Civil Service;**
- **Develop and implement a Civil Service Code of Service (quality standards);**
- **Promote recognition of best practices e.g. awards;**
- **Deploy tools to manage performance and enforce accountability (position descriptions, personal service contracts, periodic appraisals, evaluation);**



# **Enhance Motivation, Loyalty, Professionnallism, Culture of Service**

- **Strengthen Human Resources Management processes (planning, recruitment, career progression, retirement, etc.);**
- **Strengthen Human Resources Development (operational needs assessment, better use of existing skills, training programs, promote continuous training, skill database, etc);**
- **Develop and implement a demand driven and cambodianized training and mentoring programs for managers, trainers and specialists;**
- **Develop capacity of HR units within ministries and institutions to plan, manage and monitor trainings;**



# **Enhance Motivation, Loyalty, Professionalism, Culture of Service**

- **Design and implement a program to reform compensation (remuneration and benefits) across the Administration with due regard to principles of macro-economic stability, effective public services and equity;**
- **Design and implement mechanisms to attract and retain high skills professionals.**