

**CDCF**

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**National Capacity Development Strategy  
and Public Service Amelioration**

**Presentation by**

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# **The context**

- **These are volatile times**
- **The role of the Civil Service will evolve rapidly**
- **An effective and efficient Civil Service is an indispensable asset**
- **Need to develop human and institutional capacity to implement and to sustain**
- **Harmonization and alignment of efforts**

# **The Results**

- **A unified, stable and operational Civil Service**
- **A legal framework to organize and manage civil servants**
- **Effective management and control instruments and processes**
- **Important elements of a compensation system more conducive to performance and career progression are in place**
- **A tripling of average salaries in five years**
- **Three potent instruments to enhance performance and accountability (SOAs, PMGs and MBPIs)**
- **Clear direction about priorities and modalities of the reform and broad consensus on next steps.**
- **Will, determination and commitment**
- **Partners want to harmonize and align**

# The challenges

- **We need to increase the accessibility, transparency and responsiveness of public services particularly those that matter most to the people;**
- **We need to promote motivation, loyalty, professionalism and a service culture within the Civil Service;**
- **We need to execute programs to develop human and institutional capacity to implement and to sustain;**
- **We need to improve performance and accountability using innovative instruments in a controlled manner;**
- **We need to better manage human resources based on principles of performance and merit.**
- **We need to better motivate civil servants with adequate compensation and promising career perspectives.**

# **Effective Governance**

- **As previous GAPs, GAP III will seek to build capacity on a very broad front**
- **The focus improving the quality and delivery of public services**
- **Ongoing reforms will change radically the Civil Service**
- **GAP III will cover over ten areas from D&D and PFM to reforms in every sector**
- **Three reforms at the core: PAR, L&JR and A/C**

# **The Vision**

**Serving People Better**  
for  
**the wellbeing of Citizens**  
and  
**the prosperity of the Country**

# **The Objectives**

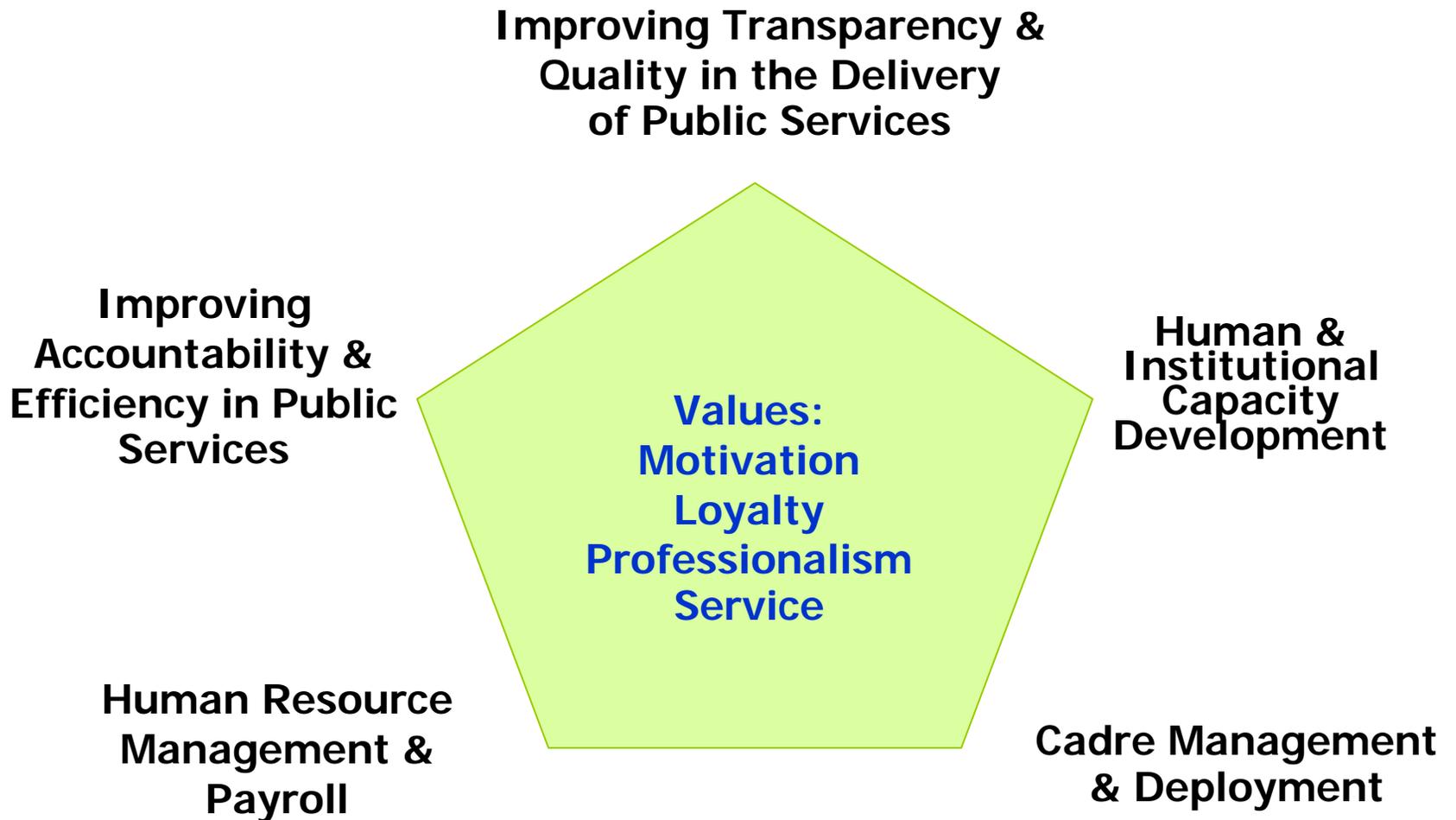
## **The Civil Service is**

- an effective provider of public services**
- a trusted development partner**

## **Values:**

**Motivation Loyalty Professionalism Service**

# The strategy



# **Capacity is**

- **effective governance and the Rule of Law**
- **skill, competence, experience, values**
- **efficient and transparent practices and processes**
- **learning institutions able to sustain**
- **compensation and a work environment conducive to motivation, performance and accountability**
- **the result of broad based concerted actions**

## **The Governance Action Plan**

**“developing human and institutional capacity to improve the quality and delivery of public services”**

# **The policy framework**

- **Policy on the Delivery of Public Services**
- **Policy on Human Resources Development**
- **Policy on Human Resources Management**
- **Policy on Compensation in the Civil Service**
- **Policy on Employment in the Civil Service**
- **Management Framework for Developing Capacity in the Civil Service**

# Deploying P&A instruments

## Performance and Accountability

**Organizations**  
services

**Functions**  
priorities

**SOA**

**PMG**

**MBPI**

**PMAS**

# **The commitments**

## **Joint Monitoring Indicators**

### **Improving the quality and delivery of public services by**

**Deployment of performance and accountability instruments through the implementation of SOAs, PMGs and MBPIs**

**Approval of policies relating to HRM, HRD, Deployment and Capacity Development.**

## **PRGO triggers**

### **Improving the quality and delivery of public services**

**Updating and approval of NPAR as a consolidated mid-term action plan to serve people better.**

**Complete labor market survey and “fiscal space” study.**

**Deployment of performance and accountability instruments through the implementation of Special Operating Agencies (SOAs), Priority Mission Groups (PMGs) and Merit Based Performance Incentives(MBPIs).**

**Approval of policies relating to HRM, HRD and Deployment.**

# **The Way Forward**

- **Completion and approval of GAP III**
- **Completion and approval of NPAR**
- **Deployment of P&A instruments**
- **Approval of policies on HRM, HRD and Deployment**
- **Completion of two studies**
  - **update of labor market survey**
  - **“Fiscal space” study**