

CDCF

December, 2008

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

Presentation by

H.E. Sok An

Deputy Prime Minister,

Chairman of the Council for Administrative Reform

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

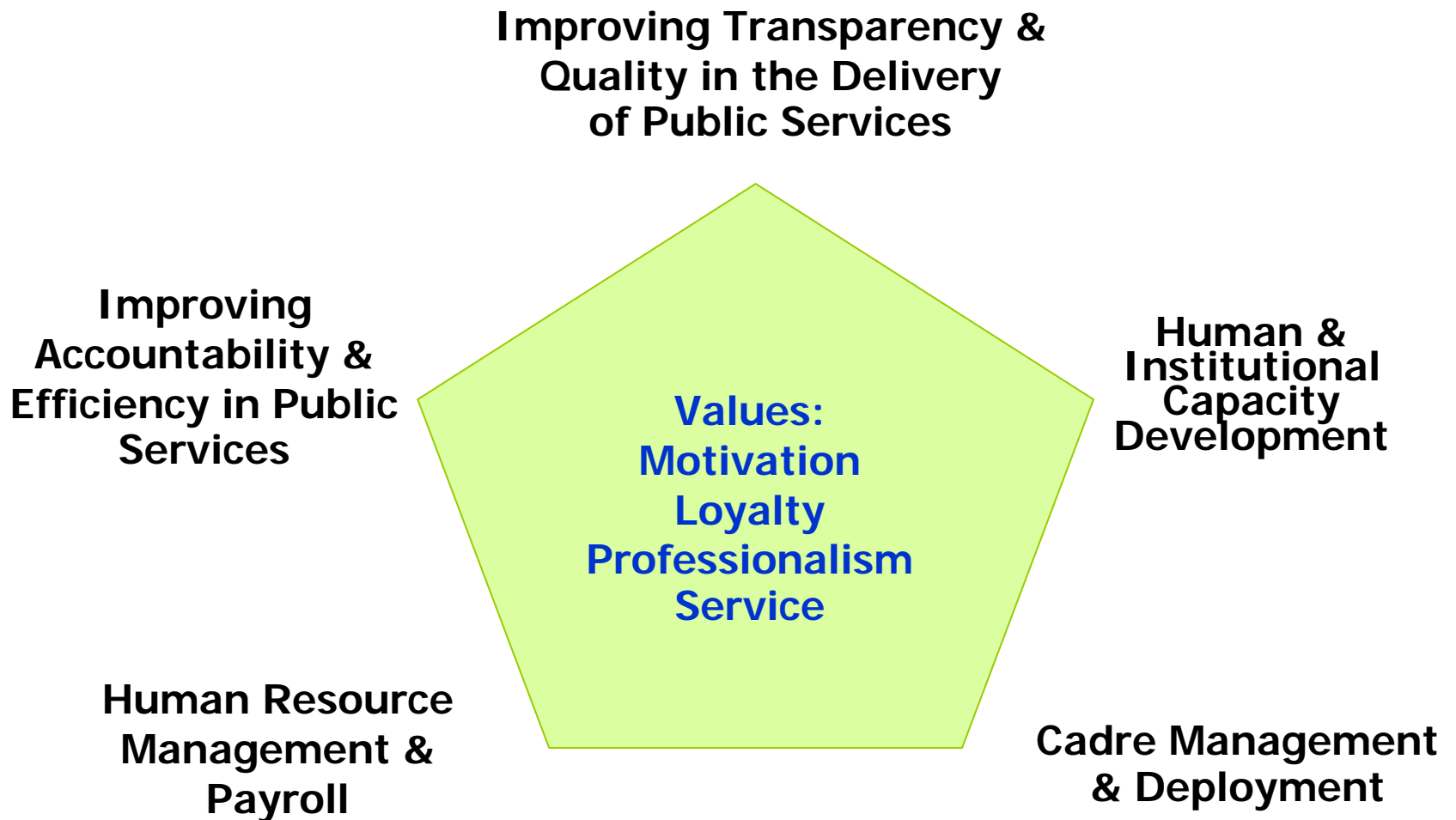
The Civil Service is

- **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**