



First Regional Workshop on “Development of ASEAN Guideline on Public Service Delivery”

Ministry of Civil Service

Draft Initial Outline of the ASEAN Public Service Delivery Assessment Report

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Outline

- I. Summary of the Assessment Report
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- IV. Assessment Approach and Framework
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- VI. Analysis on AMS's Public Service Delivery Systems and Practices
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I. Summary of the Assessment Report

This part provides the brief of the overall result of the assessment report and outlines the most important finding along the desk and field research on service delivery system and practices of the AMS.

II. Project History, Goals and Implementation Plan

This part illustrates

- Background of the development and approval of the project
- Goals, benefits and beneficiaries of the project
- A brief on the activities which has to be implemented within the project.

III. ToR of the Regional Consultants

This part describes

- what the regional consultants have to deliver in fulfilling their task of developing the “ASEAN Public Service Delivery Assessment Report” and
- details the objectives of the conducting the assessment on the ASEAN public service delivery with the reflection the overall goals of the project.

IV. Assessment Approach and Framework

This section shows at least four main points as following:

- **Assessment framework:** This describes the areas that the regional consultants will look at so that it can clearly reflect the AMS's public service delivery systems and practices. The proposed area, for example, could be legal framework or public service delivery improvement framework, policy development and coordination unit, mechanisms to implement service delivery, service delivery organizational arrangement, and public service delivery monitoring organ. The proposed areas which will be examined must have the justification. It means that the regional consultants have to explain why these areas are important to examine in assessing the public service delivery systems and practices. This justification could be based on the concept theories or past experiences.
- **Data needed to be collected for supporting the reflection on the current AMS's public service delivery system and practices.**

IV. Assessment Approach and Framework (Con't)

- Approaches to collect the needed data: This has to detail not just “how can the needed data could be collected” but also “what are the target groups for data collection (for example, public service delivery policy makers, public service delivery organization’s management team, private sector, community and citizen)”.
- Timeframe of conducting assessment and delivering the Assessment Report.

V. Finding on AMS's Public Service Delivery Systems and Practices

This section details the finding of the public service delivery systems and practices of each ASEAN Member State. In this section, the regional consultants shall describe the data found in accordance with the areas specified in the assessment framework as key areas using for assessing the public service delivery systems and practices.

The description in this chapter shall be divided by country and following alphabetical (Brunei, Cambodia, Indonesia, Laos, Malaysia, Myanmar, Philippines, Singapore, Thailand, Vietnam).

VI. Analysis on AMS's Public Service Delivery Systems and Practices

- This part shall demonstrate three main themes including:
 - Public service delivery systems, practices, and principles that should be used as models for the other countries, specifically in the ASEAN region to learn or follow;
 - Weaknesses or points that need the improvement
 - Challenges in implementing effective public service delivery or high service delivery standard.

VI. Analysis on AMS's Public Service Delivery Systems and Practices (Con't)

- The analysis on the three themes should not just be on each AMS but also on the overall ASEAN region. In this regard, the Regional consultants should present the common strong points of the AMS systems and practice, the common points of improvement and the common issues challenging the AMS to reach high quality of service delivery standard.

VII. Conclusion and Recommendation

This part concludes

- the overall situation (the best practices, the weakness, and challenge) of the public service delivery system and practice of the AMS as well as the ASEAN region,
- gap to become high public service delivery standard region.

This part also illustrates recommendations necessary for uplifting the standard of public service delivery in ASEAN, particularly the principles and practices that each AMS or ASEAN should follow for improving quality or standard of public service delivery.