



Country Paper Presentation Brunei Darussalam

Public Service Delivery Standards & Practice of Brunei Darussalam

Presented By:

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Civil Service Framework

- *An overview and its linkage to Brunei Vision 2035*



Key Performance Indicators to measure service delivery performance

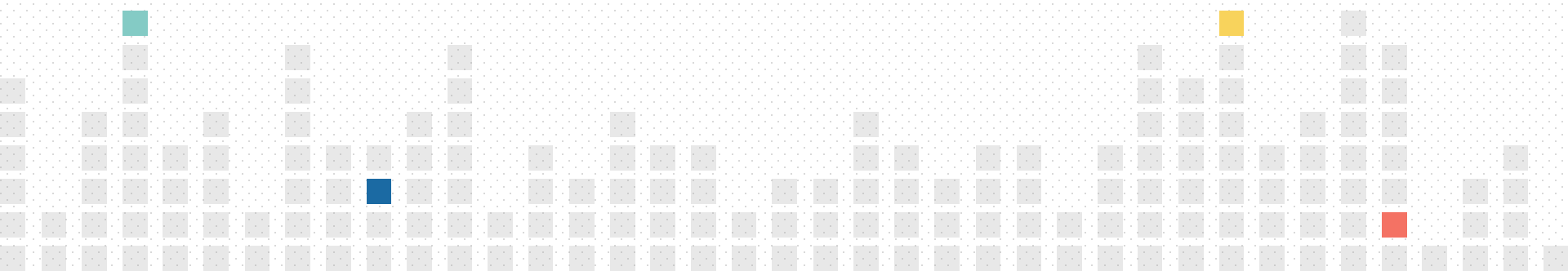
- *Issues and challenges*
 - *Achievement*



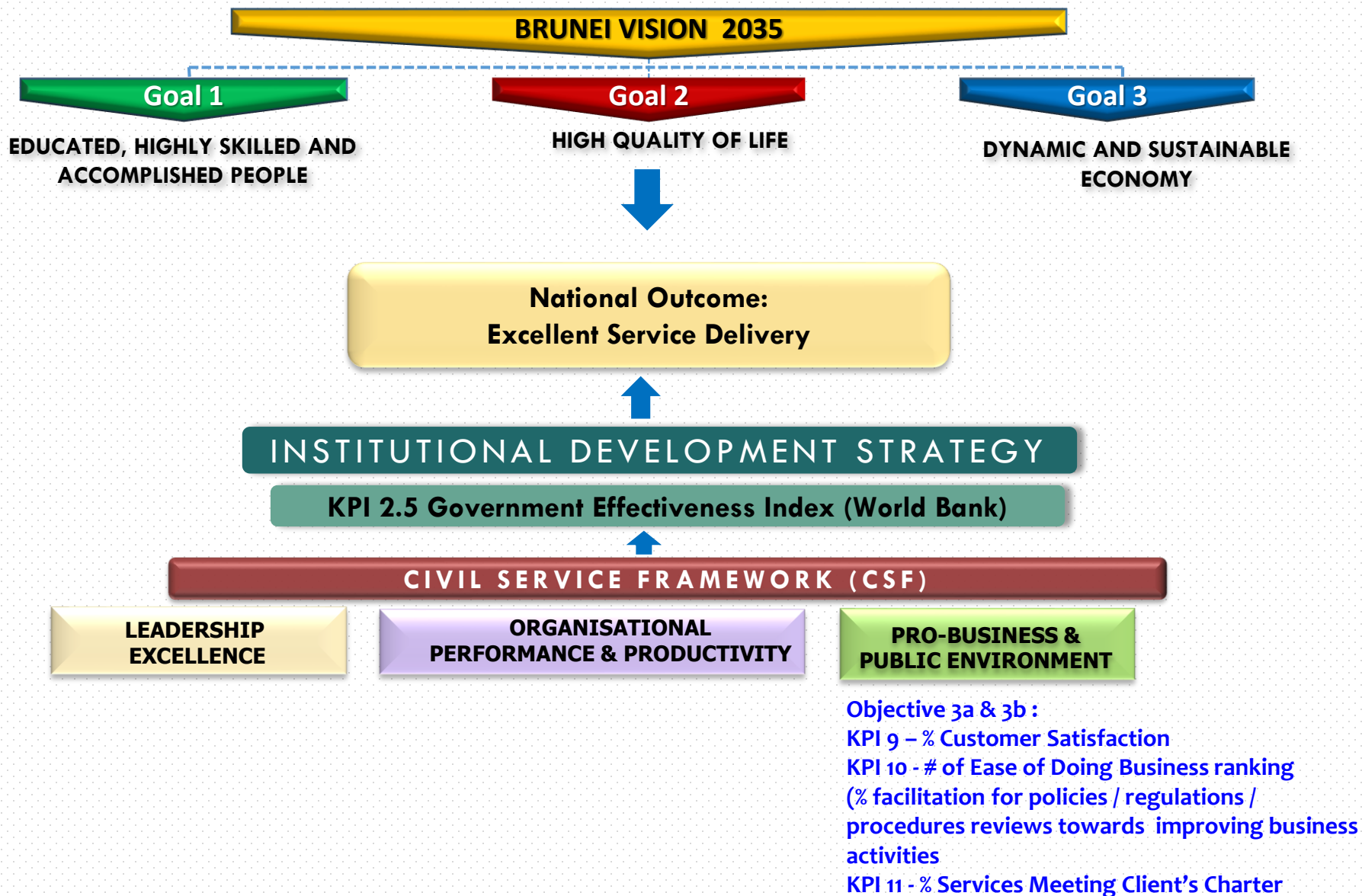
Role of Government

- *Facilitator / consultant*
- *Developer & Innovator*
- *Tinker*

Presentation Section



Civil Service Framework as a tool that outlines the strategic linkages of the civil service in support of the Institutional Development Strategy of Wawasan Brunei 2035



His Majesty Sultan Of Brunei Highlights the Civil Service Framework Being Implemented By the Prime Minister's Office



“...The Civil Service Framework currently being implemented by the Prime Minister's Office as the leading agency of the Civil Service. ... All initiatives arranged under the framework would not be complete without taking into account spiritual factors, morals and ethics in members of the Civil Service.”

[Extracted Titah of His Majesty Sultan of Brunei in conjunction with the 24th Civil Service Day on 22 November 2017]



PRO-BUSINESS & PUBLIC ENVIRONMENT

3A. Implement policies and regulatory reforms that encourage economic activities

3B. Streamline govt. procedures and regulation to enable prompt decision-making and provision of high quality services

3C. Align policies towards a conducive private sector environment

AN EXCELLENT CIVIL SERVICE WITH GROWTH FOR THE WELL-BEING OF THE NATION

THEMES LEADERSHIP EXCELLENCE

OBJECTIVE 1A Produce competent, capable quality leaders that steer towards civil service excellence

STRATEGIES S1. Developing and managing the future leaders of the civil service S2. Sharpe perform accur leaders

INITIATIVES I1. Managing Talent I2. Managing Performance I3. Streng Govern

SUB-INITIATIVES SI1. Recruitment & initial filtering & identification program for potential leaders SI2. Enhancement of leaders professional experience program SI3. Centre of Leadership Excellence

SI11. Facilitating Businesses and Public

SI12. Creating Customer-Centric Culture

SI13. Enhancing labor mobility

SI26. Introduce new policies & regulations to spur more business related activities

SI27. Business and public facilitating programs

SI28. Regular public engagement

SI29. Single/ Integrated Service Agency

SI30. Review of General Orders

SI31. Review remuneration structure

OWNERS Director-General of Public Service Commission, Director of Management Services, Secretary of Public Service Commission, Director of Public Service Institute, Director of Management Services, Secretary of Public Service Commission

DRIVERS RKPA STEERING COMMITTEE, Director of Management Services, Secretary of Public Service Commission, IMPLEMENTATION GROUP (STRATEGY REVIEW MEETING)

BRUNEI VISION 2035

GOAL 1

Educated, highly skilled and accomplished people

GOAL 2

High quality of life

GOAL 3

Dynamic and sustainable economy

CIVIL SERVICE FRAMEWORK

OBJECTIVE 3 : PRO-BUSINESS & PUBLIC ENVIRONMENT

OBJECTIVE 3A

Implement policies and regulations reforms that encourage economic activities

OBJECTIVE 3B

Streamline government procedures and regulation to enable prompt decision-making and provision of high quality services

KPI 9

% Customer Satisfaction

KPI 11

% Meeting Client's Charter [TPOR]

SI26

Introduce new policies and regulations to spur more business related activities

SI27

Business and Public Facilitating Programs

SI28

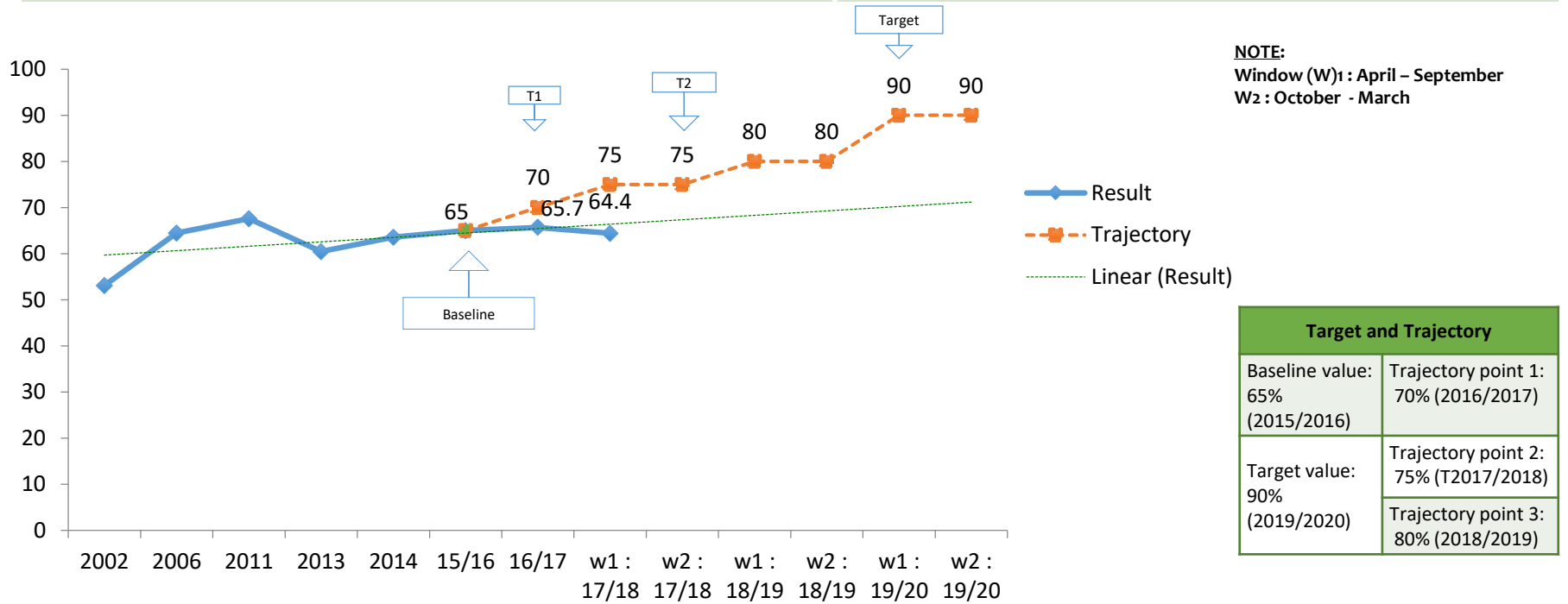
Regular Public Engagement

SI29

Single Integrated Service Agency

Objective Ref #	Objective Name	Objective Owner
3a	Implement policies & regulatory reforms that encourage economic activities	Director of Management Services (MSD)
3b	Streamline government procedures and regulation to enable prompt decision making and provision of high quality services	

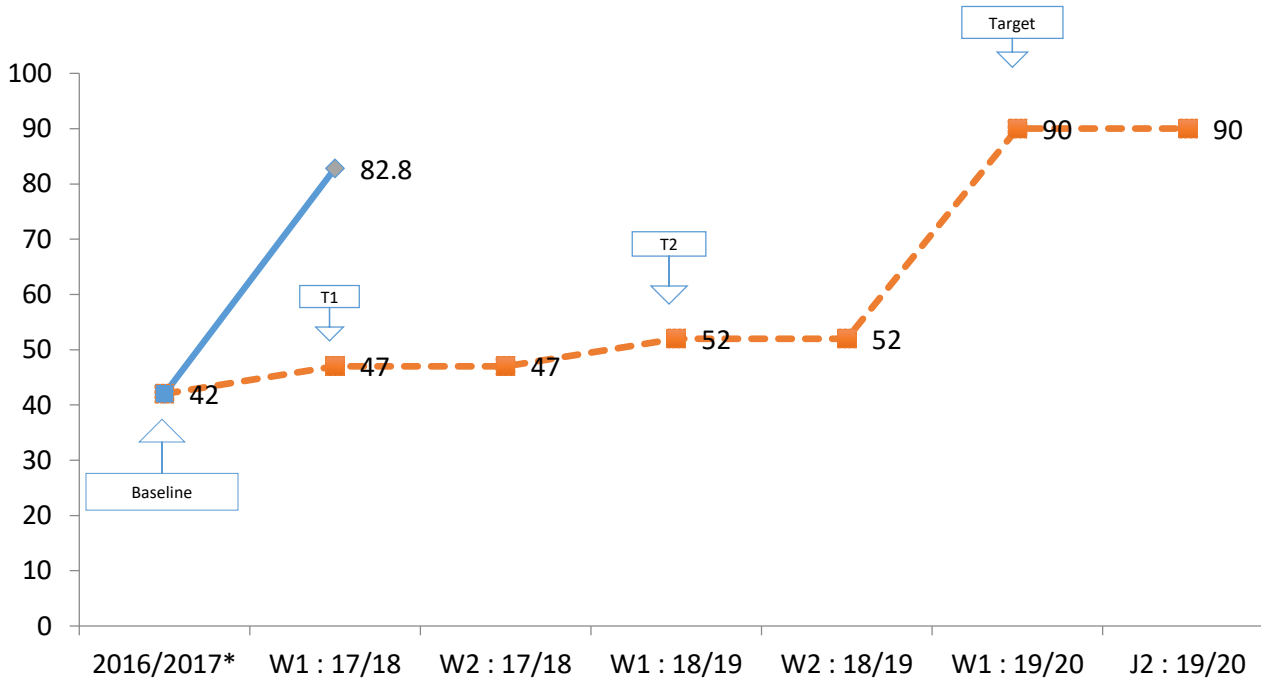
KPI (Measure name)	KPI Formula
% Customer Satisfaction (KPI9)	% of Customer Satisfaction from ¹ Customer Satisfaction Survey



	2002	2006	2011	2013	2014	15/16	16/17	W1 : 17/18	W2 : 17/18	W1 : 18/19	W2 : 18/19	W1 : 19/20	W2 : 19/20
Result	53.1	64.5	67.6	60.5	63.6	65	65.7	64.4					
Trajectory						65	70	75	75	80	80	90	90

Objective Ref #	Objective Name	Objective Owner
3a	Implement policies & regulatory reforms that encourage economic activities	Director of Management Services (MSD)
3b	Streamline government procedures and regulation to enable prompt decision making and provision of high quality services	

KPI (Measure name)	KPI Formula
% of Meeting Client's Charter (KPI 11)	No of application that meet client charter / Total number of services



NOTA:

- Window (W) 1: April – September
- Window (W) 2: October - March
- Preliminary data for W1 (April – September 2017) from 31 out of 34 agencies identified (dealing with the public).

—◆— Result
 - - - ■ - - - Trajectory

Target and Trajectory	
Baseline value: 42% (2016/2017)	Trajectory point 1: 47% (2017/2018)
Target value: 90% (2019/2020)	Trajectory point 2: 52% (2018/2019)

	2016/2017*	W1: 17/18	W2: 17/18	W1: 18/19	W2: 18/19	W1: 19/20	W2: 19/20
Result	42	82.8					
Trajectory		47	47	52	52	90	90

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Challenges

Issues & Challenges

Delay and lack of readiness

Slowness & readiness in adopting the tools amongst government agencies



Difficulty to implement

Difficulty to implement due to resistance to change



Response time and commitment

Response time & commitment from various government agencies in adopting new programs and management tools



Solution:

Providing guidelines, Continuous consultation, public engagement, stakeholders meeting etc



Achievement

Implementation of KPI 9 and KPI 11



Increased/improvement in government efficiency and effectiveness



Performance, quality and productivity improvement in government agencies



Improvement in quality service delivery



Increased customer satisfaction

Role of Government (Strategic)

Facilitator

Readiness in adopting new reform programs and management tools amongst government agencies



Tinker

The civil service should play the role of thinker and have noble values, positive work ethics and strive to achieve excellence



Developer & Innovator



Conclusions

Civil Service Framework

CSF serves as a framework to reform the civil service towards one that is responsive to global change and public expectations and at the forefront of facilitating continued economic growth.

31 sub-initiatives have been identified to support 3 key strategic themes :

- i. Leadership Excellence
- ii. Organizational Productivity
- iii. Pro-Business & Public Environment.



KPI 9 & 11

2 KPIs under the strategic theme (iii) used to measure performance of service delivery which are :

- % of customer satisfaction
- % of services meeting client's charter.

Support Brunei's Vision 2035

Contact Us



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