



Ministry of Civil Service



**First Regional Workshop for Developing  
ASEAN Guideline on Public Service Delivery  
Empress Angkor Hotel, Siem Reap  
April 09-11, 2018**

**Public Service Improvement**  
*Public Service Standards*  
*Cambodian Experience*

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# Content

- Why Public Service Standard ?
  - *Rational*
- What Have Been Done?
  - *Strategic Legal Frameworks?*
- How to implement PSS?
  - *National Program for Admin. Reform*
  - *Guide on Public Service Standard*
- Challenges

# Why Public Service Standard?

## Rational

✓ Uphold the priority goal of the RGC for the 5<sup>th</sup> legislature of the National Assembly

FIGURE 1.1: RECTANGULAR STRATEGY - PHASE III

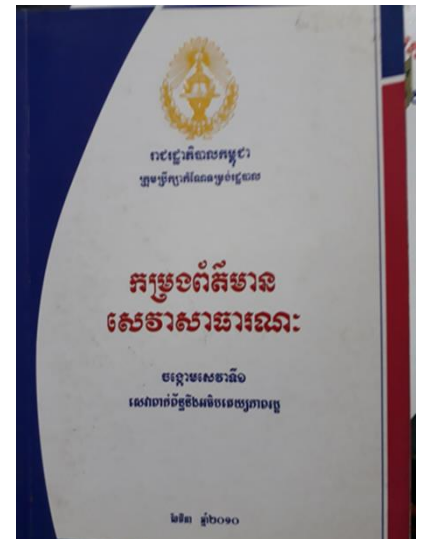


➡ *Serving People Better*

# Why Public Service Standard? (cont.)

## *Rational (cont.)*

- ✓ Promote the implementation of Policy on Public Service Delivery comprehensively
- ✓ Update the Compendium of Information on PSD
- ✓ Enhance public trust on the government



# Why Public Service Standard? (cont.)

## *Rational (cont.)*

- ✓ Enhance productivity, quality of services and *citizens' satisfaction*
- ✓ Equip civil servants with positive attitudes- motivation, loyalty, professionalism, and culture of service
- ✓ Develop a common standard of Public Service Delivery to implement across public administration



# What Have Been Done?

## *Strategic Legal Frameworks (cont.)*

- ✓ Law on General Statute of Public Enterprise (1996)
- ✓ Royal Decree on Legal Statute of Public Establishments with Administrative Characteristics (1997→2015)
- ✓ Policy on Public Service Delivery (2006)
- ✓ Royal Decree on the General Principle of the Establishment and operation of Special Operating Agency (2008)

## ***Strategic Legal Frameworks (Cont.)***

- ✓ Decision of the RG on the Establishment of One-Window-Office and Citizen's Office (Ombudsmen) at Khann and District Level (2008)
- ✓ Sub-decree on the Public Service Delivery at the Sub-National Administration (2013)
- ✓ Compendium of Information on Public Service (2008 to present) – Mobile App

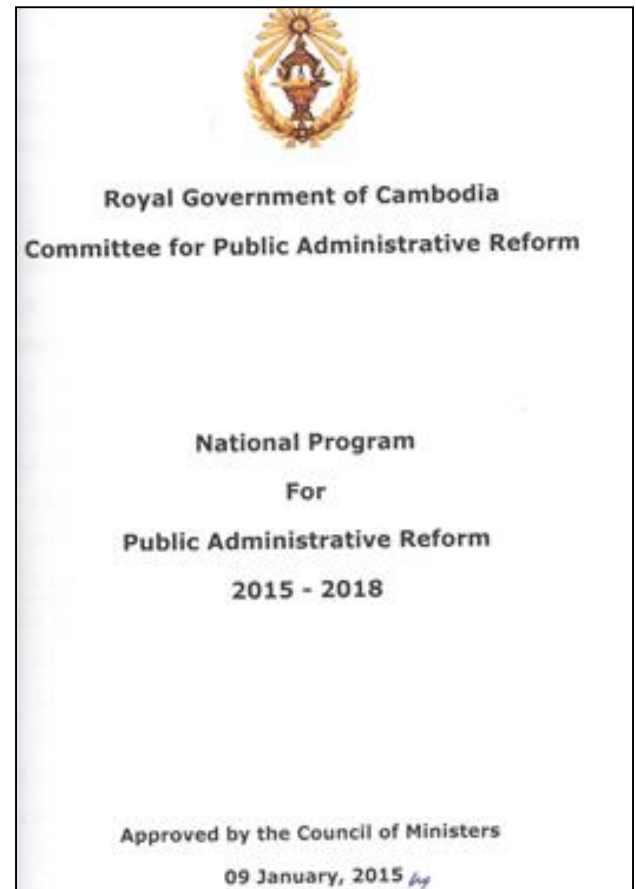
## ***Strategic Legal Frameworks (Cont.)***

- ✓ Sub-decree on the establishment and operation of Public Service Evaluation Committee – ***Guide on Public Service Standard (2013)***
- ✓ Joint-Prakas between MEF and concerned ministries on Public Service Delivery
- ✓ Other legal frameworks adopted to use within Ministries/institutions



# How to implement PSS?

## National Program For Administrative Reform 2015-2018



# NPAR 2015-2018

## *Serving People Better*

### ❖ **Public Service**

Responsiveness, Efficiency & Effectiveness,  
Reliability and Participation

### ❖ **Human Resource**

Professionalism, Motivation, Loyalty and  
Culture of Service

### ❖ **Pay System**

Equity, Consistency, Productivity and Budget  
Affordability

# NPAR 2015-2018

## Vision

*“to transform public administration into an effective public service provider and a reliable partner towards serving people better.”*

## Goal: Public Service Delivery

High quality, simple, effective, reliable, prompt and responsive to needs, easy to access with active participation from service users.

# NPAR 2015-2018 (cont.)

## Objectives

- ✓ Ensuring accessibility
- ✓ Delivering based on the actual needs of service users
- ✓ Delivering at the location of needs
- ✓ Promote transparency and accountability
- ✓ Improve quality and efficiency

# ***Guide on Public Service Standard***

## **Purpose**

- To define the indicators that guide all ministries-institutions to develop good quality, timely, simple, reliable, easy to access , and responsible services to users.
- PSS sets **the level of quality** and characteristics of services delivery *to satisfy services' users*.

## ***Guide on Public Service Standard (cont.)***

PSS are measured and evaluated on the basis of five indicators :

1. Quality of Information
2. Accessibility
3. Taking care of service users (Responsiveness)
4. Good Governance and identified principle
5. Feedback & complain mechanisms

# Key Indicators and Criteria

**1. *Quality of Information***: clear, reliable, updated and accessible.

- Information on Legal framework
- Basic information to be widely disseminated
- Means of dissemination

## **2. *Accessibility***

- Location and infrastructure
- Procedures and timeline

# Key Indicators and Criteria (cont.)

## ***3. Taking care of service users/Responsiveness***

- Courtesy
- Coordination mechanisms
- Improving measures
- Problem solving mechanisms

## ***4. Good Governance and identified principles***

- Delivering public service with identified principles
- Delivering public service with good governance principle (value for money)



# Five Key Indicators and Criteria

## 5. Feedback & complain mechanisms

- Feedback and complaint mechanisms are in place
- Responsive to feedback
- complaints are addressed
- Measures to solve complaints
- Customer service

# Challenges

- No agreed standard on the quality of public services to be provided by public administration across the country
  - Different ministries/institutions use different indicators or principles to guide the reform
- Not all ministries/institutions set up their service standards

# Challenges

- Law enforcement is not strong
- Allocation of resources is not yet efficient
- A systematic framework and tools for M&E is not in place yet (also internal evaluation rather than external)
- Not sufficient incentive for the best service providers

# References

1. Rectangular Strategy Phase III
2. National Strategic Development Plan 2014-2018
3. Public Service Delivery Policy (2006)
4. Sub-decree on the establishment and operation of Public Service Evaluation Committee – ***Guide on Public Service Standard (2013)***
5. Other related government legal frameworks





Thank You