

# **Regional Workshop for Developing ASEAN Guideline on Public Service Delivery**

*Reform Opportunities, Service Delivery Standards and  
Practices in Myanmar*

**10 April 2018**

# Overview of Presentation

- ▶ Good Governance, reform opportunity and civil service
- ▶ Civil Service Reform and the UCSB
- ▶ Reform Opportunities, Service Delivery and Reform Strategies
- ▶ The UCSB and its Service Delivery
- ▶ Conclusions

# Good Governance, Reform Opportunity and Civil Service

- ▶ Essential to public administration and become the key element of the political and economic agendas.
- ▶ Implement a reform activities in both the public and private sectors.
- ▶ Accompany with a strong apparatus of the civil service.
- ▶ Promises to streamline decision-making and improve delivery of public services.



**REFORM**



**REFORM**



**REFORM**

# Civil Service Reform

- ▶ Set up policy directives on the need to establish an “Efficient, Effective and Accountable Government”.
- ▶ Civil Service Reform as mean to transform the administrative machinery.
- ▶ Advancement of government mechanisms should be met with civil service personnel in a better position to respond to changing landscape.



# Myanmar Civil Service Reform

- ▶ The ability of a government depends on the quality of its civil service personnel.
- ▶ Have the potential to be one of the driving forces of reform geared to meet with contemporary challenges.
- ▶ Support in effective decision-making and execution of its decisions.



# Civil Service Reform and the Union Civil Service Board

- ▶ Responsible for managing human resource functions.
- ▶ Has engaged in identifying ways to transform and modernize the civil service.
- ▶ Mobilize all entities within government and from civil society and contribute to the overall transformation of civil service



# Reform Opportunities, Service Delivery and Reform Strategies

- ▶ The policies cannot succeed if they are not implemented well.
- ▶ Look into innovative ways of delivering public service to citizens.
- ▶ Alternative mechanisms offer a creative and pragmatic approach to improve the delivery of public services to citizens.





# Reform Opportunities, Service Delivery and Reform Strategies (Cont'd)

- ▶ Need to look at to determine if the public sector needs to deliver which services directly or if there are other ways to deliver them.
- ▶ Be unique to the government and be more effectively delivered.
- ▶ Entrepreneurial community-led models for delivering services become the norm.





# Reform Opportunities, Service Delivery and Reform Strategies (Cont'd)

- ▶ Civil Society has become increasingly instrumental in filling the holes of basic needs.
- ▶ Transfer a number of government-delivered services to private companies.
- ▶ Tries to privatize several sectors.
- ▶ Set quality standards, levels of service, performance monitoring and other conditions.



# Reform Opportunities, Service Delivery and Reform Strategies (Cont'd)

- ▶ Needs very different skills and organizational structures to manage and administer.
- ▶ Identify the models that are workable on a larger scale and then expand coverage and mobilize adequate financial resources.
- ▶ Think about the future role of the non-state actors and the regulatory capacity.



# Reform Opportunities, Service Delivery and Reform Strategies (Cont'd)

- ▶ Update the regulations that govern structures, systems and management of civil service.
- ▶ Capacity and system must be developed to enable implementation.
- ▶ Pilots are necessary to determine how oversight and accountability can be exercised over delegated and/or decentralized functions that can deliver services effectively.



# Reform Opportunities, Service Delivery and Reform Strategies (Cont'd)

- ▶ Vacancies are announced in daily newspapers, and Websites
- ▶ Plans to introduce a competency framework to support the CSR strategic action plan and new performance management system.
- ▶ Leadership training and leadership development scheme will be provided.



# Reform Opportunities, Service Delivery and Reform Strategies (Cont'd)

---

- ▶ Undertaking two way approaches: educational and training.
- ▶ The curricula and in-house delivery capacity are being strengthened and supplemented.
- ▶ Provide better service delivery for the people with their positive attitudes, ethics, and morality.
- ▶ Prepares Civil Service Training Policy (draft).



# Reform Opportunities, Service Delivery and Reform Strategies (Cont'd)

- ▶ Conducts Public Service Motivation Workshop and develops Code of Values.
- ▶ Review and revise Civil Services Personnel Law and Civil Services Personnel Rules.





# Conclusion

- ▶ Several reforms are needed.
- ▶ Help to boost productivity of civil service workforce through providing necessary trainings and transmitting principles and standards.
- ▶ Needs to learn a lot experiences, practices and knowledge from other countries.
- ▶ Participates in any activities bringing a sharing of knowledge and exchange of views.

**T  
H  
A  
N  
K**



**Y  
O  
U  
!**