

Developing a public-sector productivity framework

Improving public-sector productivity (PSP) means producing efficient performance out of limited government resources. Technically, it is represented by standardized efficiency (or output per unit of resource) × effectiveness (or quality output). Generally, it is about ensuring value for taxpayers' money since public resources largely come from taxes.

The APO started activities catering to the public sector from 2009 with the study meeting on Public-sector Productivity in the ROK and workshop on Benchmarking Service Quality in the Public Sector in Indonesia. An expert group met in February 2010 to identify areas of engagement and make recommendations for PSP improvement in the region. That meeting was followed by a study mission to the nonmember country Canada and subsequent study meeting on Innovation in Public-sector Service Delivery in November 2010 in Indonesia. A PSP Program framework was developed allowing the APO and NPOs to adopt a coordinated approach to promote innovation and productivity in the public sector in the short, medium, and long terms. A workshop to finalize the framework for PSP was held 2–6 July in Jakarta in association with the Directorate General of Organization Training and Productivity Development, Ministry of Manpower and Transmigration. Twenty-four public sector-related professionals, facilitated by four APO experts from Canada, the ROK, and Philippines, worked hard to develop the framework.

The APO PSP Program addresses vital elements that NPOs consider the most urgent and relevant to enhance productivity in the sector throughout the region. Five thematic priority areas were identified: service quality; innovation leadership; e-government; regulatory reform; and citizen-centered services. To sustain productivity enhancement in the public sector in these areas, com-

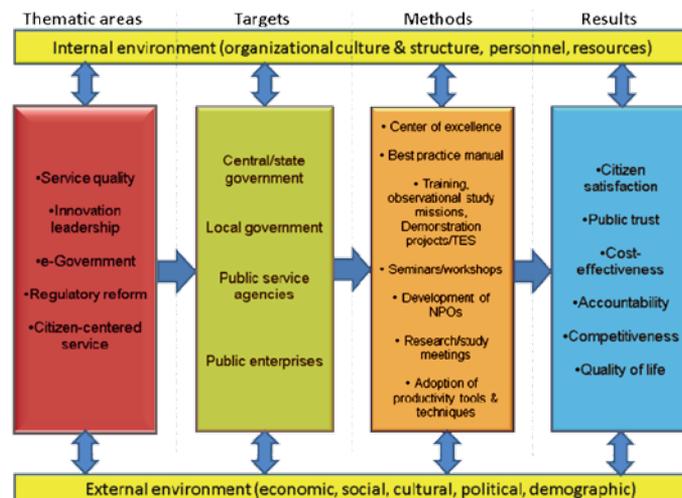


Figure 1. The APO PSP Program framework.

plementary efforts are necessary to strengthen the capacity of NPOs. The PSP framework also endeavors to look at the three levels of capacity development, institutional, organizational, and individual, and focuses on two sides of PSP: for the public sector to provide an environment that is conducive to improving the quality of life of citizens and productivity of businesses; and improving productivity in the sector itself. The PSP Program framework will ensure that the APO's efforts in this field will promote productivity and quality approaches that will raise the quality of public-sector governance and public service delivery, making the most of scarce resources. ☺