



PROJECT IMPLEMENTATION PLAN

PN Issue Date	3 February 2020
Project Code	18-IN-06-GE-DLN-A-05
Title	Self-learning e-Course on the Measurement of Public-sector Productivity
Reference	Project Notification 18-IN-06-GE-DLN-A dated 23 January 2018
Timing and Duration	1 March 2020–31 December 2020 (10 months)
Venue	Member countries
Implementing Organization(s)	APO Secretariat and National Productivity Organizations (NPOs)
Number of Participants	Minimum 400 participants
Self-registration	<p>Self-registration opens from 10:00 AM Japan Standard Time on 1 March 2020 on the eAPO web portal: http://eAPO-tokyo.org</p> <p>Note: Participants can register directly from this portal on the APO website. Those who are already registered can access the course by using the assigned username and password. If you have forgotten your username and password, please refer to the help page on the home page of the portal.</p>

1. Objectives

- a. To provide basic knowledge of the fundamentals of public-sector productivity;
- b. To introduce basic tools to measure productivity in the public sector including its challenges; and
- c. To apply the knowledge gained using examples of selected public services provided in the course.

2. Background

Public-sector productivity is an important part of the economic performance of a country. Yet measuring productivity in the sector, especially of public services, is not a simple task. It requires an appropriate framework and robust calculations of various basic inputs. As the government's function is not to maximize profits but people's welfare, performance measures in the public sector must therefore be addressed differently. In the long run, productivity measures for the public sector are vital in understanding the success of governments in using their resources to improve living standards and community well-being, giving warning signs to take policy action to improve productivity performance, providing feedback on the effectiveness of productivity-related measures taken, alerting policymakers to adverse productivity consequences that may result from actions taken in other areas, etc.

While determining the productivity of a specific service has proved to be challenging, the APO must increasingly recognize the important role of the public sector and examine how it can produce results of higher value to society. Hence, it must continue efforts to equip member country governments to apply the theories, concepts, and tools to improve the motivation and skill levels of public officials, strengthen management systems, enhance performance in the changing environment, and better understand productivity within their public agencies. This course will therefore provide a fundamental understanding of public-sector productivity by introducing some basic measurement techniques and applying them using examples provided in the course.

3. Scope and Methodology

Scope

The course will cover the following modules:

Module 1: Why does measurement of public-sector productivity matter?

Module 2: The basics of productivity measurement

Module 3: Outputs and outcomes in the public sector

Module 4: How to measure output

Module 5: How to measure input

Module 6: Formulating productivity measures

Module 7: Dealing with quality

Module 8: How to interpret productivity trends

Final examination

Methodology

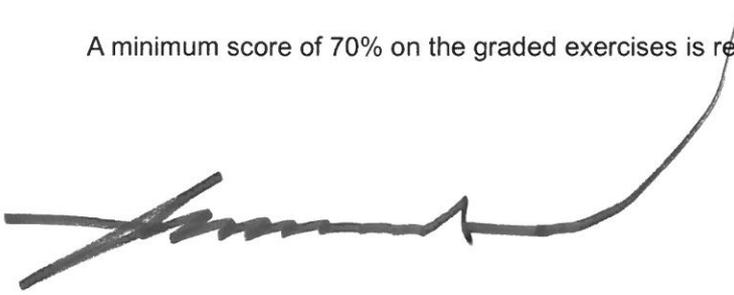
Module study, additional study material for participants, short quizzes for self-assessment, and a final examination to qualify for the APO e-certificate for eligible participants.

4. Qualifications of Candidates

The target groups are public-sector productivity consultants, trainers, and practitioners including policymakers and civil servants who want to learn the basics of measuring public-sector productivity.

5. Eligibility for e-Certificate

A minimum score of 70% on the graded exercises is required to qualify for the APO e-certificate.

A handwritten signature in black ink, appearing to read 'Mochtan', with a long horizontal stroke extending to the right and curving upwards at the end.

Dr. AKP Mochtan
Secretary-General