



PROJECT NOTIFICATION

Ref. No.: 21-CP-17-GE-TRC-B-PN2100081-001

Date of Issue	21 September 2021
Project Code	21-CP-17-GE-TRC-B
Title	Development of APO-certified Public-sector Productivity Specialists
Timing and Duration	6–10 December 2021 (five days)
Hosting Country(ies)	Philippines
Modality	Digital Multicountry
Implementing Organization(s)	Development Academy of the Philippines and APO Secretariat
Participating Country(ies)	All Member Countries
Overseas Participants	38
Local Participants	12
Qualifications of Participants	Policymakers and government officials, representatives of local government units and government enterprises, and staff from National Productivity Organizations (NPOs) working on public administration, training and educational programs for the public sector, and standards and quality management systems for government
Nomination of Participants	All nominations must be submitted through NPOs of member countries
Closing Date for Nominations	10 November 2021

1. Objectives

- a. Introduce the issues and challenges confronting the public sector and the urgent need of improving its performance and services given the public sector's central role in serving citizens.
- b. Train participants in the concepts, framework, tools, and techniques to enhance the productivity and performance of the public sector.
- c. Prepare participants to become competent, certified public-sector productivity specialists by mastering the knowledge, skills, and competencies stipulated under the APO's curriculum and requirements for public-sector productivity specialists, including completion of posttraining assignments.

2. Background

Public-sector productivity is key to a high-performing public sector, leading to improved citizen satisfaction with government programs and services, enhanced public trust in government and public-sector organizations, improved cost-effectiveness of government programs and services, and better national economic competitiveness, among others. There are several focus areas to improve the productivity of the public sector: work processes; workers' motivation and skills; and managerial capability to optimize resources for producing better services.

The APO places great importance on the role of public-sector organizations in national development and competitiveness. A series of projects and initiatives have been launched to address the needs of member countries since 2009. The APO also developed the APO Public-sector Productivity Framework in 2012. Based on this framework, the APO published a *Course Manual on Developing Productivity Specialists in the Public Sector*, which provides specific public-sector productivity tools and guidance and serves as a reference in conducting capability-building initiatives and developing and certifying productivity specialists for the public sector in member countries.

This course will train participants in the concepts, approaches, tools, and techniques that will develop their competencies as productivity specialists in the public sector and develop the skillsets required to become APO-certified public-sector productivity specialists. NPOs are requested to nominate professionals who are expected to work as productivity specialists for the public sector. It is mandatory for participants to submit productivity improvement project reports after completing the training course to fulfill the requirements for certification.

3. Scope, Methodology, and Certificate of Attendance

The duration of each day's sessions will be around three hours, comprising presentations by experts, group discussions, and other relevant learning methods. The indicative topics of the presentations are:

Day 1:

- Understanding public-sector productivity
- Citizen-centered service issues and challenges
- The APO Public-sector Productivity Framework

Day 2:

- e-Government
- Regulatory reform
- Case studies

Day 3:

- Performance management
- Public-sector productivity measurement
- Case studies

Day 4:

- Tools for improving organizational productivity

- Leadership for performance improvement and change management
- Case studies

Day 5:

- Developing a productivity improvement plan
- Mentoring and certification procedures

The detailed program and list of speakers will be provided two weeks prior to the sessions with announcement of the names of the selected participants.

The participants are required to attend all sessions. This full participation is a prerequisite for receiving the APO certificate of attendance.

4. Financial Arrangements

- a. The APO will meet the assignment costs of overseas resource persons and honorarium for up to two local resource persons.
- b. The host country will meet the costs for a virtual site visit(s), either broadcast live or recorded as applicable.

5. Implementation Procedures

Please refer to the implementation procedures for APO digital multicountry projects circulated with this document.



Dr. AKP Mochtan
Secretary-General