



PROJECT NOTIFICATION

Ref. No.: 22-CP-19-GE-TRC-A-PN2200100-003

Date of Issue	28 October 2022
Project Code	22-CP-19-GE-TRC-A
Title	Development of Public-sector Productivity Specialists
Timing and Duration	5–9 December 2022 (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 (central and local), representatives of government enterprises, staff of public organizations, and professionals from National Productivity Organizations involved in public-sector training and consultancy or working on e-government systems, digital public services, e-governance, administrative process innovation, management information systems, R&D, and ICT
Nomination of Participants	All nominations must be submitted through National Productivity Organizations of member countries
Closing Date for Nominations	28 November 2022

1. Objectives

- a. Discuss the importance of productivity growth in the public sector.
- b. Examine the roles of productivity specialists in supporting improvement initiatives in public-sector organizations.
- c. Assist participants in acquiring required skill sets and competencies as productivity specialists who can continuously enhance performance and productivity in the public sector.

2. Background

The COVID-19 pandemic has hit organizations and employees in every sector worldwide in unprecedented ways, including the public sector. Almost all governments implemented strict lockdowns, contact tracing measures, and digitization to save lives while ensuring the continuity of essential services such as healthcare, education, public administration, and food delivery. With restrictions on people's mobility still imposed even after two years, difficulties in operating and delivering basic public services continue. The situation also changed the ways employees in public-sector organizations operate such as adjusting to remote work and adopting digital solutions to ensure that services can be provided while enhancing performance and productivity.

Recognizing the importance of public-sector performance in serving citizens' needs under the new normal, the APO continues examining methods and approaches to improve work processes, motivation and skills of employees, and managerial capability to optimize public-sector resources in the region. These factors constitute the fundamentals of the APO Public-sector Productivity Framework. This course aims at strengthening the capabilities of the public sector in APO members by rebuilding and reshaping workforce skillset requirements under the new normal.

Participants will be trained in the concepts, approaches, tools, and techniques needed by productivity specialists in the public sector and develop the skillsets for the required competencies. NPOs are requested to nominate professionals who are expected to work as productivity specialists for the public sector.

3. Scope, Methodology, and Certificate of Attendance

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

Day 1:

- Understanding the concept of public-sector productivity
- The APO public-sector productivity framework
- Citizen-centric service issues and challenges
- New Opportunities for improving public service delivery in the new normal

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

Day 5:

- Change management

- Case studies

The detailed program and list of resource persons will be provided one week prior to the training course.

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 international 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.



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Secretary-General