



PROJECT NOTIFICATION

Reference No.: 172

Date of Issue	3 July 2023
Project Code	23-IP-10-GE-WSP-A
Title	Workshop on Public Service Innovation in the New Normal
Timing	14 August 2023–16 August 2023
Hosting Country(ies)	Indonesia
Venue City(ies)	Not Applicable
Modality	Online
Implementing Organization(s)	Ministry of Manpower of the Republic of Indonesia and APO Secretariat
Participating Country(ies)	All Member Countries
Overseas Participants	38
Local Participants	12
Closing Date	31 July 2023
Remarks	Not Applicable

Objectives	Discuss the current landscape of innovation in public service and its importance to improve citizens' satisfaction in the new normal; explore how innovation solutions can help governments to improve public services and their delivery; and equip participants with required skills to transform organizational operations, foster a culture of innovation, and apply design thinking to public service innovation.
Rationale	Governments around the world are placing increasing priority on innovation. The interaction of social, political, environmental, and technological factors is inevitable and makes it impossible to maintain unchanged norms. It is becoming more apparent that the public sector's capacity for innovation plays a crucial role in modern economies and is important in overall socioeconomic innovation.
Background	<p>The fundamental concept of innovation is the introduction of something new and relevant, perhaps contrary to established norms or customs. For public-sector organizations operating in the new normal, innovation means modernizing processes and enhancing the quality of life for citizens. Citizens now expect more from their governments. The ways they interact with their governments have changed as a result of technology, giving rise to more complex demands (UN/DESA, 2020).</p> <p>Creative strategies are needed in the public sector as a result of these raised expectations, new challenges brought on by complicated problems, and financial constraints.</p> <p>Given this situation, the delivery of public services should be innovated to ensure that governments are responsive and have crisis management procedures in place along with the necessary data and intelligence to act effectively and efficiently. This workshop will explore how to employ more innovation initiatives in public services.</p>
Topics	Understanding of innovation and its challenges and opportunities; Applying innovation in the public sector; Procedures and regulations to support public service innovation; Designing approaches for public service innovation, including procurement and partnerships; Engaging citizens in public service culture, design and planning; Best practices of public-service innovation; and Tools to manage risk in innovation.
Outcome	Enhanced understanding of the importance of public service innovation; methods/approaches to improve work processes, employee skills, and managerial capability are identified; and lessons are learned from case studies and best practices of public service innovation.
Qualifications	Policymakers, government officials, and representatives of local government units and enterprises providing direct public services to citizens.

Please refer to the implementation procedures circulated with this document for further details.



Dr. Indra Pradana Singawinata
Secretary-General