

**Philippine Association for Government Budget Administration**  
**1<sup>st</sup> Quarterly Meeting and Seminar**  
**Sarabia Manor Hotel, Iloilo City**  
**April 3-6, 2013**



# **Innovations and Productivity in Public Sector Service Delivery**

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**Development Academy of the Philippines**

**03 April 2013**

# Outline of Presentation

- Introduction
- Why Reform the Public Sector
- Themes in Public Sector Reform
- Citizen-centric Government: Examples
- Public Sector Productivity
- Innovations in Public Service Delivery: The Philippine Case



# The Development Academy of the Philippines



- DAP is a government corporation established in 1973 with original charter created by PD 205, amended by PD 1061, and further amended by EO 288.
- By virtue of PD 205, DAP functions as the National Productivity Organization (NPO) for the Philippines.

1

Foster and support the development forces at work in the nation's economy through selective human resource development, research, data-collection, and information services



3

Discharge a regional role in initiating and catalyzing exchange of ideas and expertise on development activities in the regions of Asia and the Far East



2

Promote, carry out policy-oriented research, education, training, consultancy and publication on development problems of local, national or international significance





- The Asian Productivity Organization (APO) was established in 1961 as a regional intergovernmental organization with a mission to contribute to the sustainable socioeconomic development of Asia and the Pacific through enhancing productivity.



- APO has 20 member countries. The Philippines is one of the founding members of APO.
- DAP serves as the NPO for the Philippines.

# Why Reform the Public Sector

- The sheer size and scope of the public sector, especially in developing countries, makes it imperative that steps be taken to improve its efficiency and effectiveness.
- The public sector is the largest spender and employer in virtually every developing country, and it sets the policy environment for the rest of the economy.

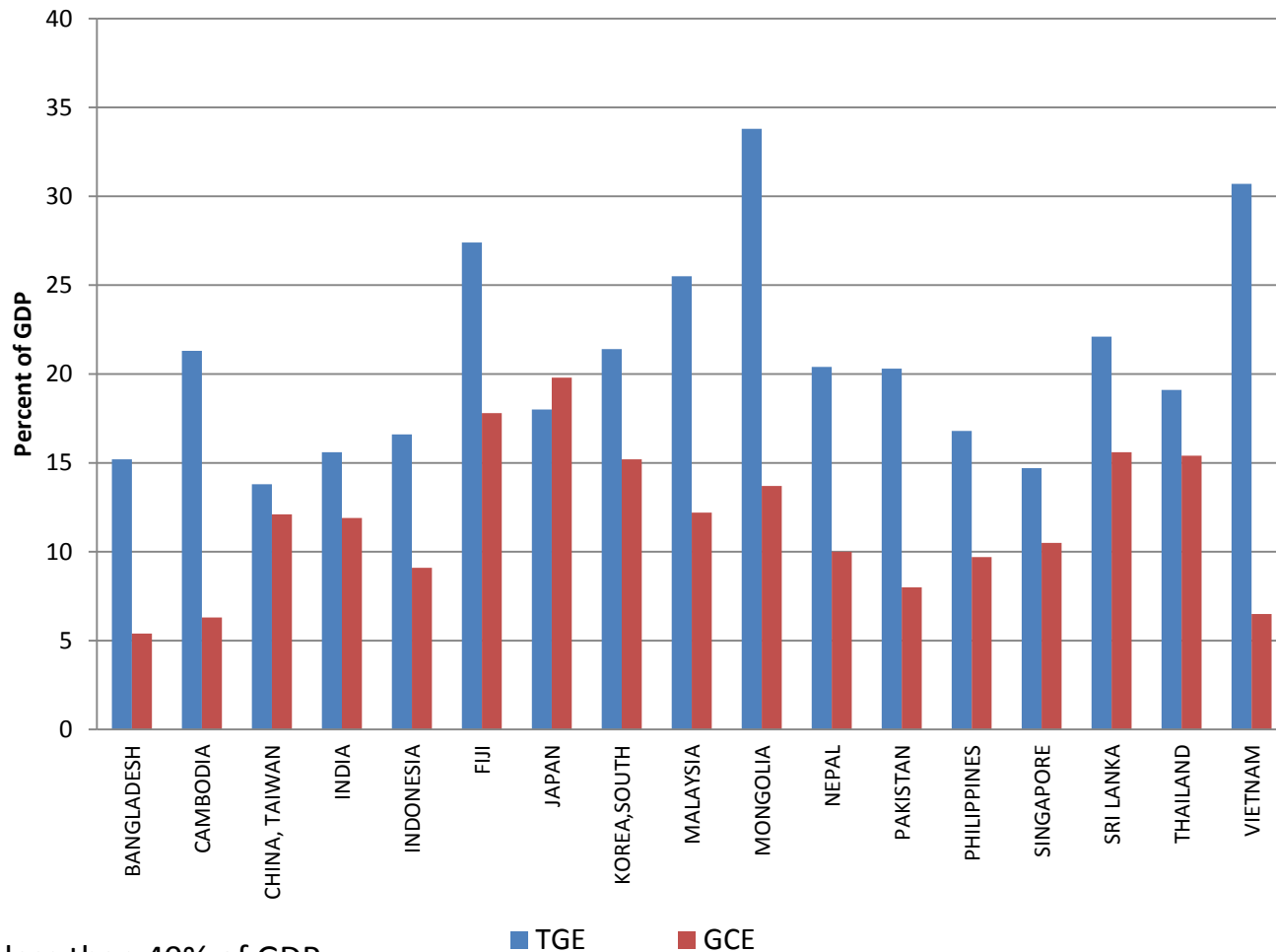


# Public sector is one of the major employers in selected APO member countries

Country	Public Sector Employment (% of Total Employment, 2005)
Taiwan	9.67
India	4.19
Indonesia	11.14
Japan	3.51
Korea	3.57
Malaysia	10.54
Philippines	7.53
Singapore	2.7
Thailand	7.23

# Public sector is generally a moderate\* spender and a moderate contributor to GDP

Total Government Expenditure vs Government Consumption  
Expenditure (2010)



\* Public spending less than 40% of GDP compared to most EC countries

Data Source: ADB Key Indicators for Asia and Pacific 2012



# Most APO member countries has fair ranking on government effectiveness and regulatory quality

APO Member Country	Government Effectiveness	Regulatory Quality
BANGLADESH	21.5	21.5
CAMBODIA	22.5	35.4
INDIA	55	39.2
INDONESIA	47.8	39.7
IRAN, IS. REP.	36.8	2.9
LAO, PDR	26.8	27.3
JAPAN	88.5	80.9
KOREA, SOUTH	84.2	78.9
LAO, PDR	16.7	17.7
MALAYSIA	82.3	71.3
MONGOLIA	32.1	42.6
NEPAL	25.4	24.4
PAKISTAN	25.8	30.1
PHILIPPINES	51.7	44
SINGAPORE	100	98.6
SRI LANKA	49.3	45.5
TAIWAN, CHINA	84.7	83.7
THAILAND	58.4	56.5
VIETNAM	44	31.1

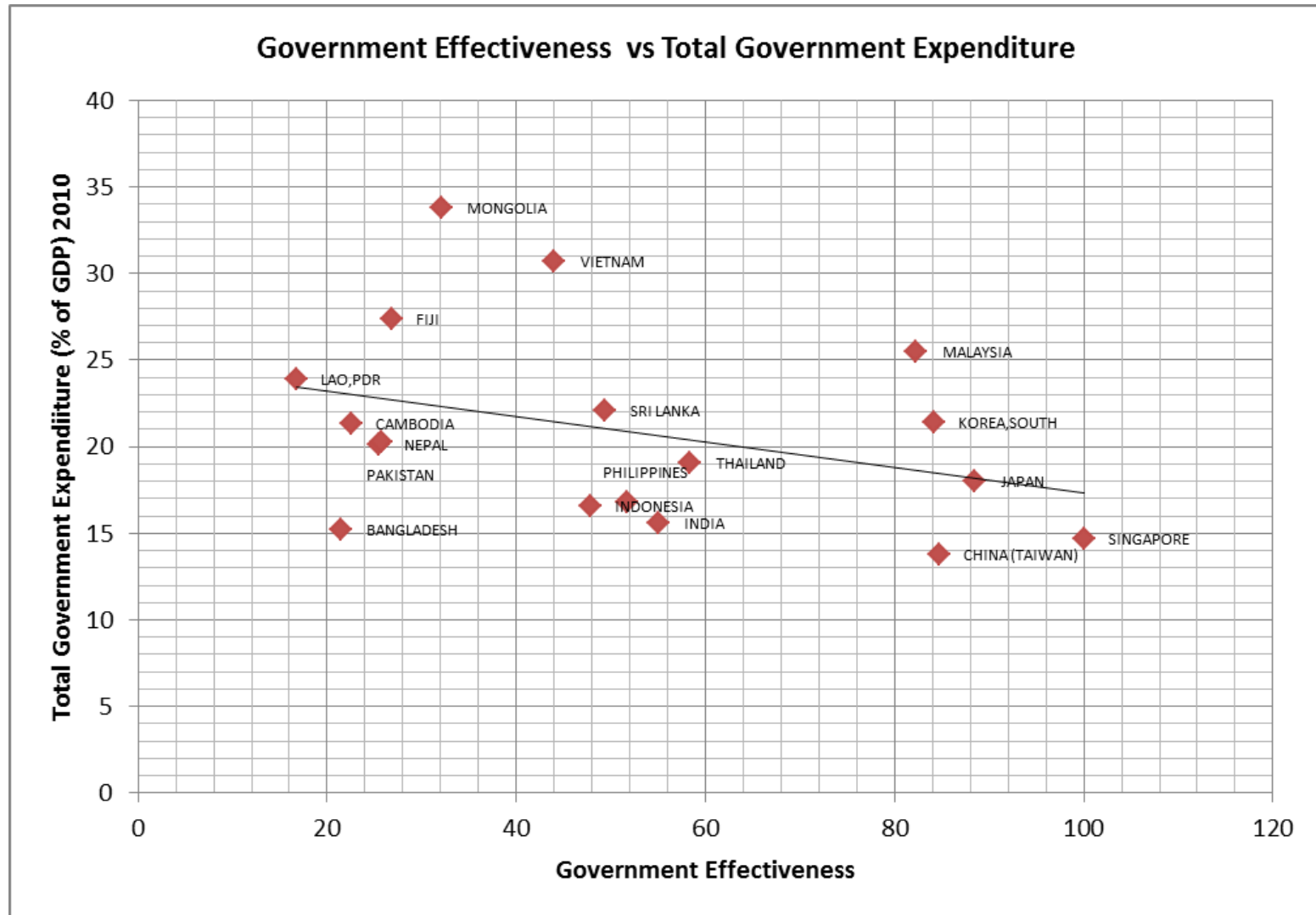
Ranking: 100 (highest)

Source: Worldwide Governance Indicators 2011

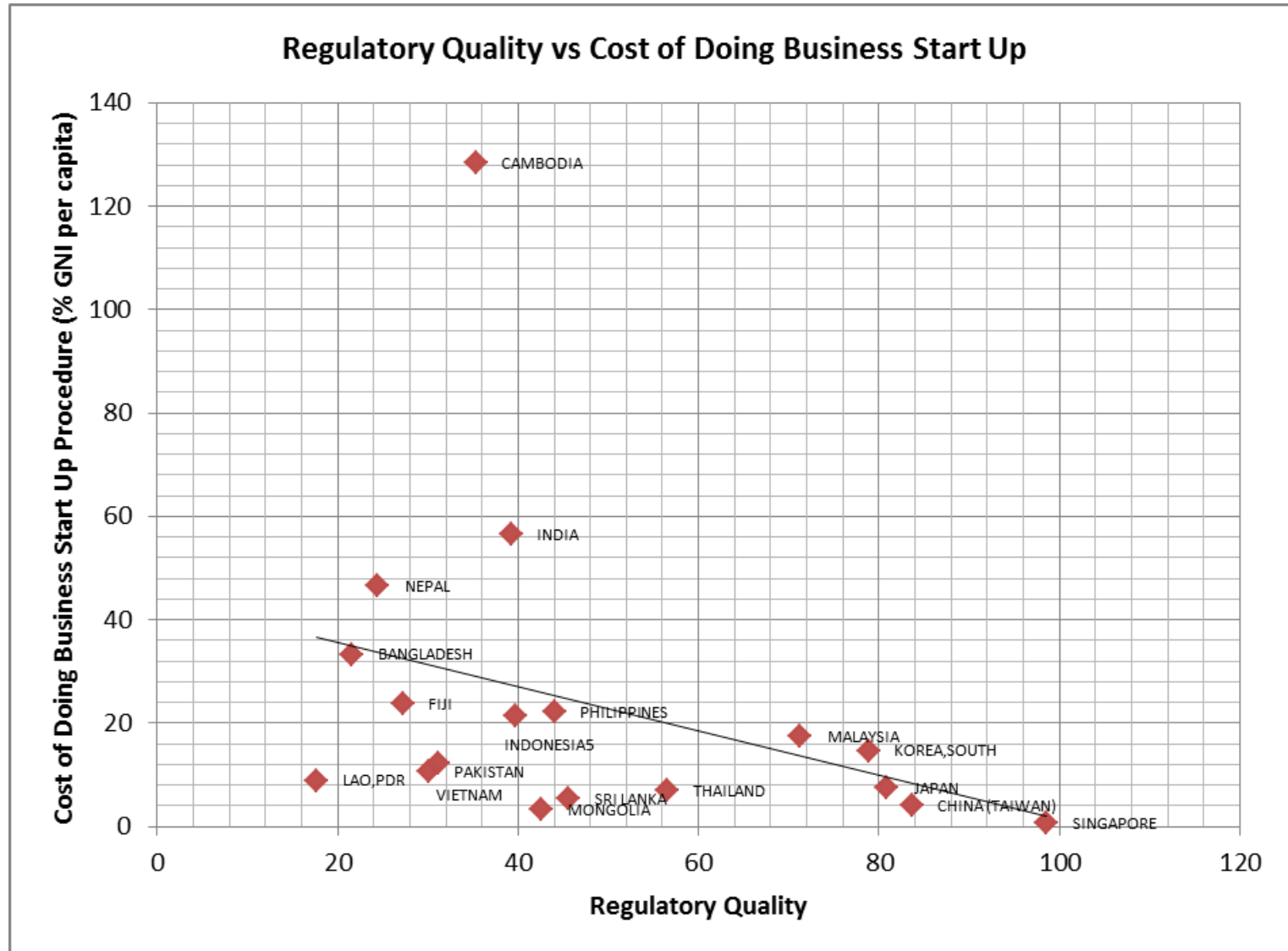
# Why reform the Public Sector?

- The quality of the public sector— accountability, effectiveness and efficiency in service delivery, transparency and so forth — is thought by many to contribute to development.
- An international study has made the clear link between the quality of public sector governance and economic and social outcomes: “good governance leads to better development outcomes such as higher per capita incomes, lower infant mortality and higher literacy.”

# Higher government expenditure, lower effectiveness

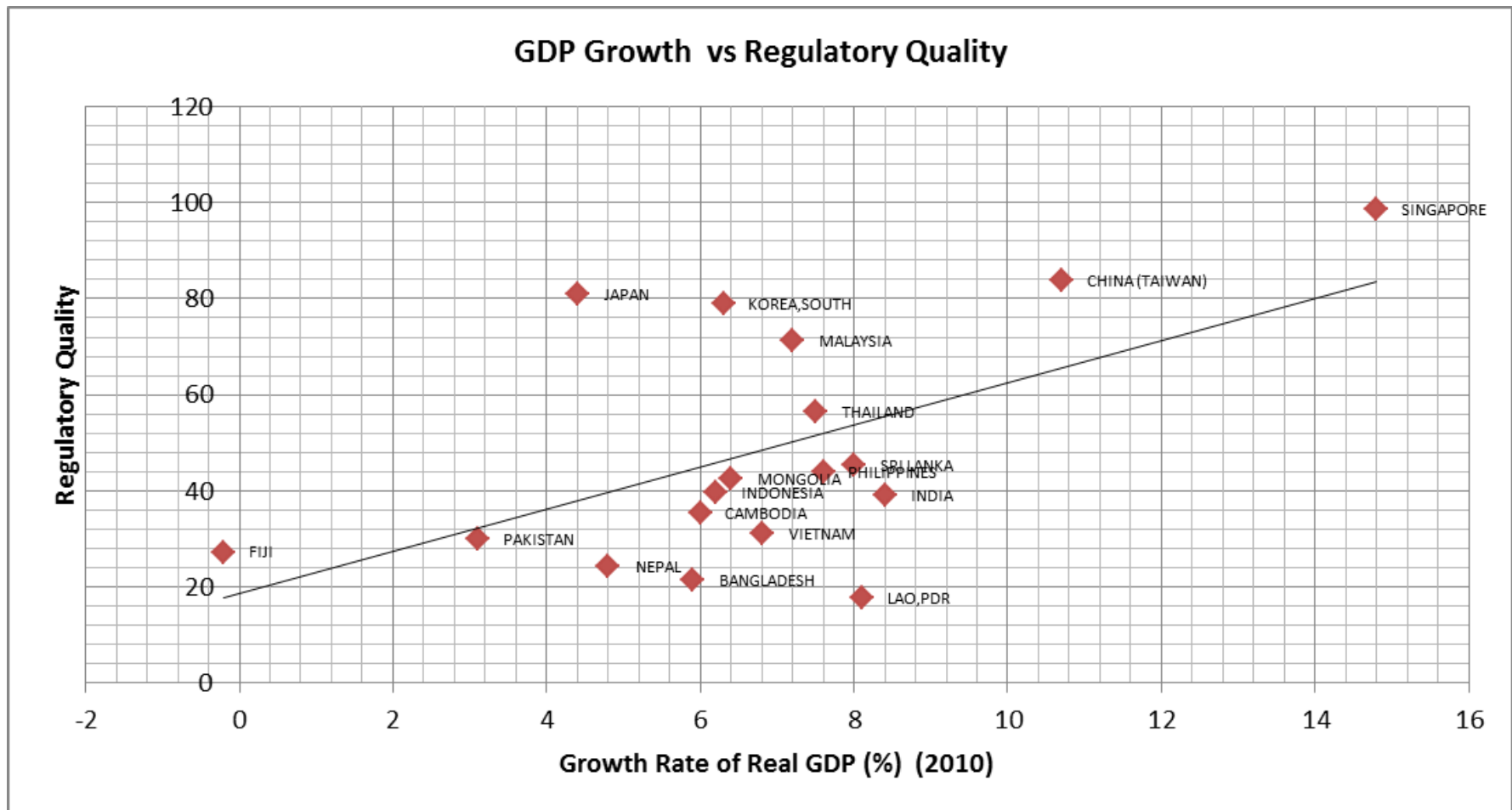


# Better regulations, lower cost of doing business

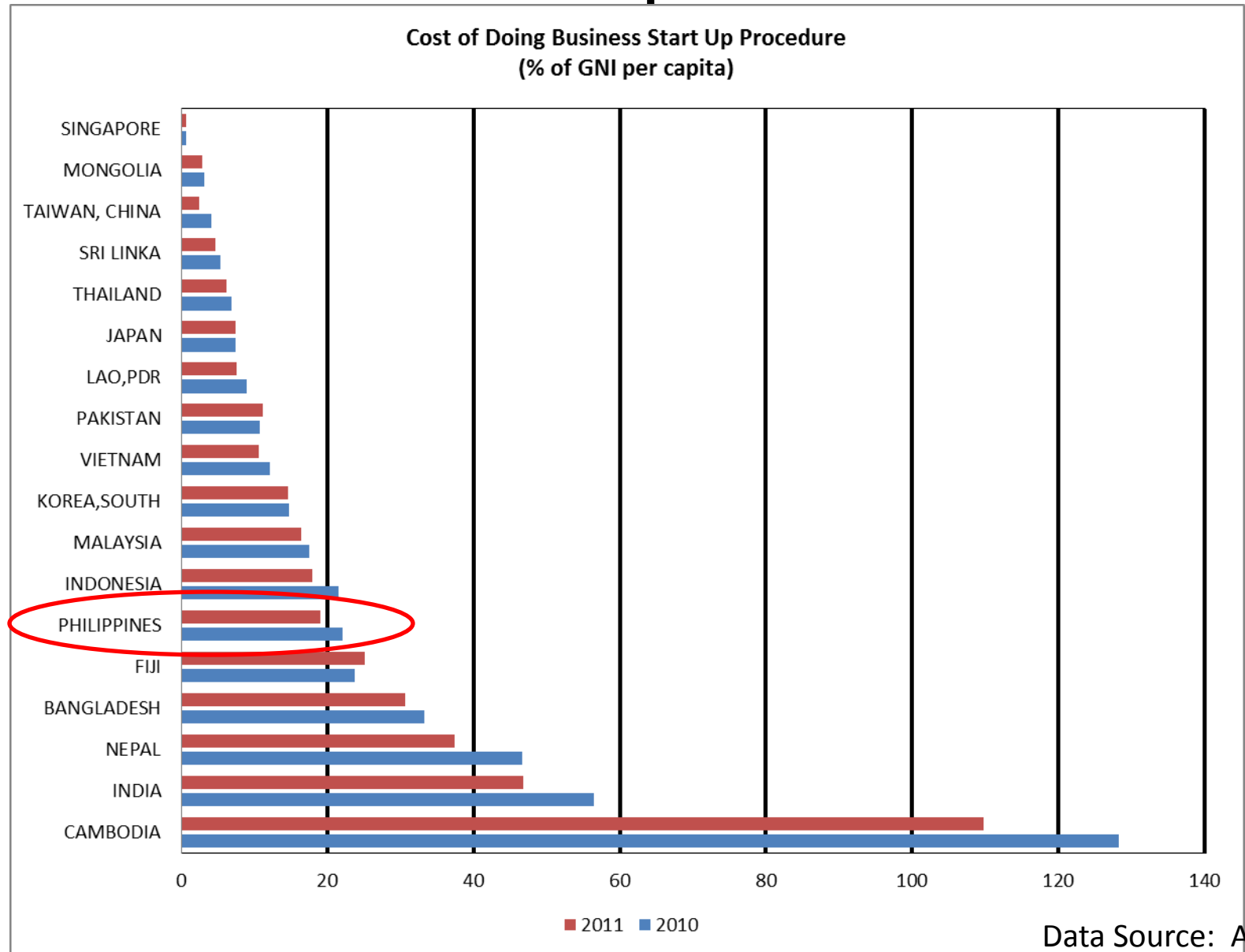


Data Sources: ADB 2012, WGI 2011

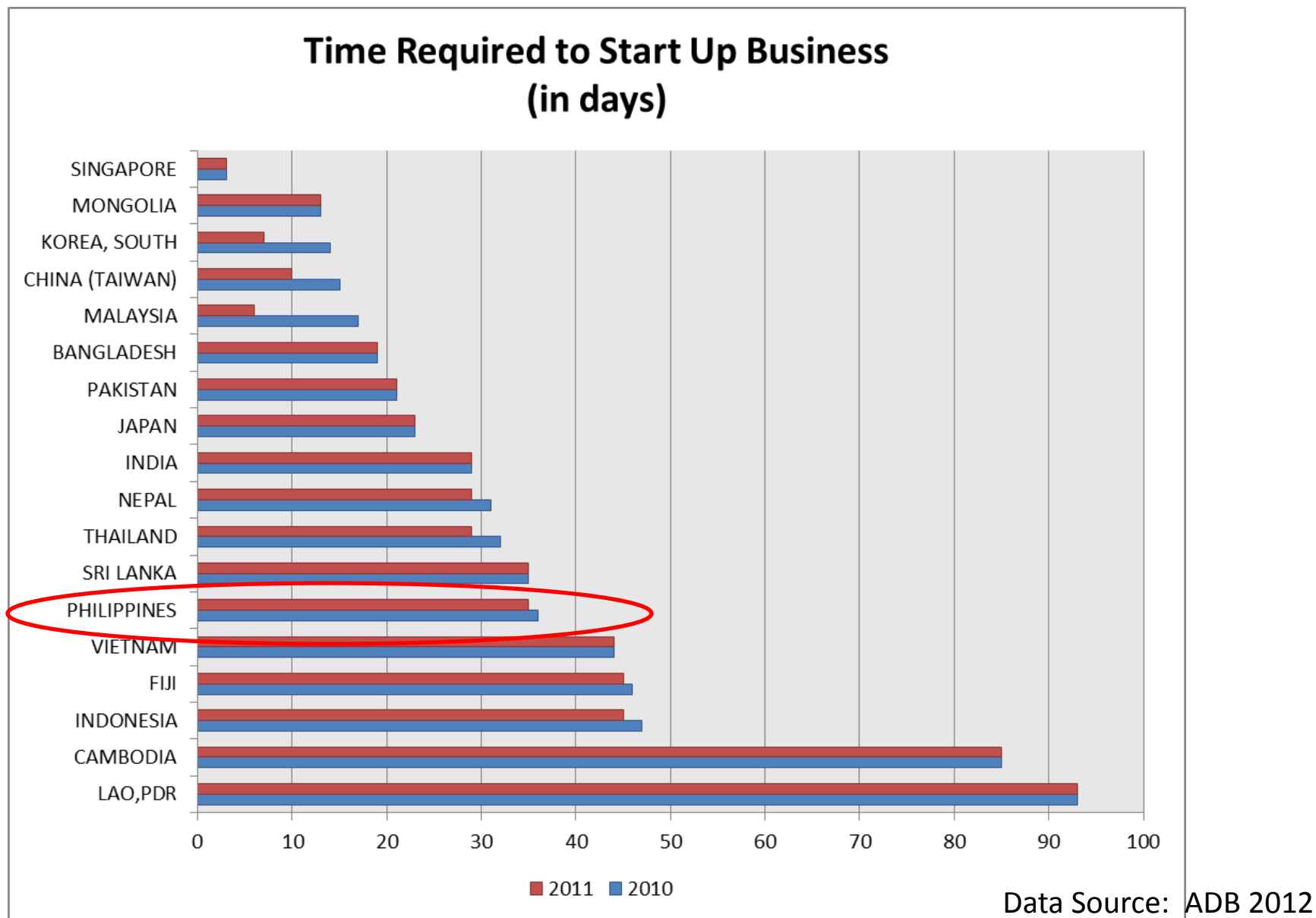
# Better regulation, higher growth rates



# Countries race to make cost of doing business cheaper



# Challenge to shorten time to start up a business





# Themes in Public Sector Reform

- Government that costs less
- Quality government
- Professional government
- Digital government
- Government with *smart regulation*
- Honest and transparent government

# Citizen-centric Government

“... focuses downward, toward citizens, rather than upward toward elected officials.”

“... looking outside government for outcomes rather than within government processes.”

- *Donald Kettl*

# Early Wins in Giving Customers What They Want: Easy Access (Ontario)

## Who We Are The Old Blue Pages

14

### Ontario

FINANCE-MINISTRY OF —Continued  
Retail Sales Tax District Office  
5 ParkHomeAv..222-3226

Tax Appeals  
Tobacco Tax  
Dial .....1 800 263-7965  
TTY (Teletypewriter)  
Dial .....1 800 263-7776

### ONT 613

FRANCOPHONE AFFAIRS-OFFICE OF  
..325-4949

### ONT 614

HEALTH-MINISTRY OF  
General Inquiry .....327-4327  
TTY (Teletypewriter)  
Dial .....1 800 387-5559  
Health Card  
Dial .....1 800 664-8988  
Health Insurance (OHIP)  
Toronto  
Management-Administration  
2195 Yonge..314-7575  
Customer Service.....314-7444  
Etobicoke .....Cooksville 905 275-2730  
Mississauga  
Management-Administration  
201 CityCentreDr Miss  
..Cooksville 905 896-6000  
Customer Service Miss  
..Cooksville 905 275-2730  
NorthYork.....Cooksville 905 275-2730  
Oshawa  
Customer Service 419 KingW  
..Oshawa 905 434-3700  
Scarborough .....314-7444  
Drug Benefits (Senior Citizens)  
Toronto 2195 Yonge.....314-7444

### Ontario

### ONT 617

LABOUR-MINISTRY OF  
Employment Standards  
(Working Conditions)  
Vacation with Pay  
Termination Pay  
Public Holidays  
Minimum Wage  
Overtime Pay  
Parental Leave  
Legislative Changes  
General Inquiry  
Call .....326-7160  
Service in French.....326-7210  
Health&Safety  
Toronto East District Office  
General Inquiry.....314-5300  
Construction Health&Safety..314-5381  
Industrial Health&Safety.....314-5421  
Toronto North District Office  
General Inquiry.....235-5330  
Construction Health&Safety..235-5345  
Industrial Health&Safety.....314-5421  
Toronto West District Office  
General Inquiry.....235-5330  
Construction Health&Safety..235-5136  
Industrial Health&Safety.....314-5421  
Office of Arbitration.....326-1300  
Office of Collective Bargaining  
Information.....326-1260  
Office of Mediation.....326-7358  
Office of the Employer Adviser (Advice  
on Workers' Compensation for  
employers)..327-0020  
Office of the Worker Adviser (Advice  
for Workers on WSIB-formerly WCB)  
Toronto Central .....325-8570  
Toronto West (Downsview) .....235-5550  
Scarborough.....325-9846  
Ontario Labour Relations Board.....326-7500  
Pay Equity Commission.....314-1896

### Ontario

### MANAGEMENT BOARD SECRETARIAT

—Continued  
Government Bookstore .....326-5300  
Human Resources Services Branch  
..327-3812  
Ontario Gazette.....326-5310  
Facsimile .....326-5317  
Ontario Lottery Corporation  
Administration 33 BloorE.....961-6262  
Consumer Inquiries-Information  
..324-6540  
Winning Numbers.....870-8946  
TTY (Teletypewriter)  
Dial .....1 800 563-5357  
Ontario Realty Corporation  
General Inquiry.....327-3937  
Property Development Division  
Project Development Branch..326-4850  
Real Estate Services  
General Inquiry .....585-6777  
Property Management Division  
Leasing Services Branch  
General Inquiries.....327-3944  
Tender Office.....327-9614  
Facilities Section-GTA  
General Inquiries.....327-9577  
Facilities Management Units  
Queen'sPark.....327-9962  
East of Bay.....314-3472  
Downtown Courts .....327-5389  
Lakeshore.....327-9930  
Downsview .....235-3847  
Parkway North .....314-9525  
York-Durham .....327-4153  
Brampton-Metro West..905 874-4024  
Building Emergency  
(After Business Hours)..325-1100  
Business Development Division..327-3725  
Provincial Seal for Documents.....325-8416  
Queen's Park Child Care Centre..327-9979  
Supplier Information System .....327-3555

### Ontario

### MEMBERS OF PROVINCIAL PARLIAMENT

—Continued  
Mississauga East...Cooksville 905 238-1751  
Mississauga North  
..Streetsville 905 826-7200  
Mississauga South  
..PortCredit 905 278-1557  
Mississauga West...Cooksville 905 897-8815  
Oakwood .....781-2395  
Oriole.....494-6856  
Parkdale .....535-3158  
Riverdale .....461-0223  
St Andrew-St Patrick .....413-1894  
St George-St David .....972-7683  
Scarborough-Agincourt .....297-6568  
Scarborough Centre .....261-9525  
Scarborough East .....281-2787  
Scarborough-Ellesmere .....438-1242  
Scarborough North .....297-5040  
Scarborough West .....698-0967  
Willowdale .....733-7878  
Wilson Heights.....630-0080  
York Centre .....Thornhill 905 886-6748  
York East .....425-4560  
York Mackenzie .....Aurora 905 727-1985  
York Mills .....445-4040  
York South .....658-8127  
Yorkview .....743-7272

### ONT 621

MUNICIPAL AFFAIRS&HOUSING-  
MINISTRY OF  
General Inquiry .....585-7041  
Regional Operations Branch  
(Central Region)  
Municipal Advisors.....327-0017  
Subsidies Branch  
Managed Forest-Conservation Lands  
Tax Rebates..585-7546  
Human Resources Br (Personnel)..585-6820  
Metropolitan Toronto Housing  
Authority

# Early Wins in Giving Customers What They Want: Easy Access (Ontario)

## *What We Do      The New Blue Pages*

### Camping SEE Parks and Recreation

### Child and Family Benefits/Services

Adoption	<b>P</b>
Disclosure Services .....	327-4730
Private and International Adoption Information..	327-4730
Assaulted Women-Information Services (24 hrs)	
Assaulted Women's Helpline .....	863-0511
TTY Only.....	364-8762
Children's Lawyer	
393 UniversityAv .....	314-8000
Children's Secretary	
1075 Bay.....	325-0054
Facsimile.....	326-3793
Children's Services	
Children and Youth Services .....	325-0500
Office of the Child and Family Service Advocacy..	325-5669
Thistletown Regional Centre for Children and Adolescents	

### Child Care

General Information .....	392-5437
APPLICATION OFFICES	
Finch West 2363 FinchAvW .....	392-5615
Etobicoke 1243 IslingtonAv .....	392-5610
Yonge St N 5150 Yonge .....	392-3300
Scarborough 2425 EglintonAvE .....	397-7935
Toronto 55 John .....	397-1445
York Civic Centre 2700 EglintonAvW .....	392-3314
CHILD CARE CENTRES	
Albion 1545 AlbionRd .....	392-5083
Alexander Park 75 AugustaSq.....	392-5515
Ancaster 45 AncasterRd .....	392-5064
Ancaster Satellite 44 AncasterRd.....	392-5576
Bellevue 95 BellevueAv .....	392-5054
Berner Trail 120 BernerTrail .....	392-6273
Birchmount 365 BayMillsBl.....	392-2294
Blake 84 Blake.....	392-5055
Blake Satellite 343 JonesAv .....	392-3012
Blevins 26 BlevinsPl .....	392-5517
Brahms 5 BrahmsAv.....	392-6262
Canadiana Court 20 GordonridgePl .....	392-5698
Capri 7 CapriRd .....	392-4399
Centenary (7 Oaks) 9 NeilsonRd .....	392-4750

### Camping — Community Centres

7

### Child Care —Continued

#### CHILD CARE CENTRES —Continued

Rawlinson 40 EarnscliffeRd.....	392-5068
Regent Park 600 DundasE.....	392-5513
Rowntree 2765 IslingtonAv.....	392-5089
Shoreham Satellite 31 ShorehamDr .....	392-8599
St Mark's 201 CowanAv .....	392-5074
Thomas Berry 3495 LakeshoreBIW .....	392-5080
Trimbee Court 30 Denarda.....	392-3705
Warden Woods 76 FirvalleyCt.....	392-5078
Warden Woods Satellite 644 WardenAv .....	392-5042
Willowridge 30 EarldownDr .....	392-5086
Woodbine 700 MilvertonBl.....	392-2257
Child Care Licensing Services .....	325-0500

### Citizenship and Immigration

#### CITIZENSHIP AND IMMIGRATION CANADA (CIC)

All Enquiries: Applications and Kits Information and Visitor Information, Application and Case Status, Sponsorship Applications..	973-4444
Citizenship-test questions (Recorded Message ext 1002)	



# Service Ontario provides easy access to government services through one door

## Customers Channel



## Services

Birth Certificates



Drivers' Licences



Change of Address



Marriage Certificates



Death Certificates



Vehicle Abstracts



Outdoors Cards



Business Registrations



# Life Centric Service

## www.ServiceOntario.ca

The image displays two screenshots of the Life Events website. The top screenshot shows the 'Life Events' page with a grid of 18 categories. The 'Lost Your Wallet' category is circled in blue. The bottom screenshot shows the 'Lost Wallet' page, which provides detailed information and links for users who have lost their wallet.

**Life Events (Government of Ontario, Canada) - Microsoft Internet Explorer**

Address: [http://www.gov.on.ca/MBS/english/myontarioweb/life\\_events.html](http://www.gov.on.ca/MBS/english/myontarioweb/life_events.html)

### Life Events

Throughout our lives, we may each experience many important events such as getting married, having a baby or preparing for retirement. To help you deal with these kinds of events, we have gathered resources and services from several different ministries and levels of government to provide you with focused and organized information. We hope that you find this new service valuable. [More about Life Events.](#)

**Choose a Life Event:**

- Losing Your Wallet**
- Looking for a Job**
- Vacationing in Ontario**
- Having a Baby**
- Moving to and Around Ontario**
- Getting Ready to Retire**
- Pursuing Life's Best After Retirement**
- Planning Your Next Steps After High School**
- Managing Your Debt**
- Getting Married**
- Dealing With Separation and Divorce**
- Dealing With Spousal Abuse**
- Finding Seniors' Health Care Resources**
- What to Do When Someone Dies**

**Government of Ontario - My OntarioWeb - Lost Wallet - Netscape**

Address: <http://www.gov.on.ca/MBS/english/myontarioweb/bereavement.html>

### Lost Wallet

Have you lost your wallet? There are steps you can take to protect yourself.

- contact your local police to let them know it is missing.
- contact your financial institutions and credit card companies so they can cancel your cards.
- contact government offices to report your lost government identification and cards.

**Quick Links:**

- [Bring Your ID Card Application Form](#)
- [Canadian Citizenship Certificate Application Form \(PDF - 248K\)](#)
- [Canadian Passport Application Form \(PDF - 142K\)](#)
- [Ontario Birth Certificate Application Form \(PDF - 48K\)](#)
- [Social Insurance Number Application Form \(PDF - 45K\)](#)

**Cards You May Need To Replace:**

- [Immigration Record of Landing](#)
- [Outdoors Card](#)
- [OAS \(Senior's Card\)](#)
- [Canadian Passport](#)
- [Social Insurance Number](#)
- [Bring Your ID Card](#)
- [Ontario Driver's Licence](#)
- [Ontario Birth Certificate](#)
- [Canadian Citizenship Certificate](#)
- [Status Card](#)
- [Ontario Health Card](#)

**What To Do When Someone Dies - Microsoft Internet Explorer provided by MBS**

Address: <http://www.gov.on.ca/MBS/english/myontarioweb/bereavement.html>

### What To Do When Someone Dies

**The First Steps**

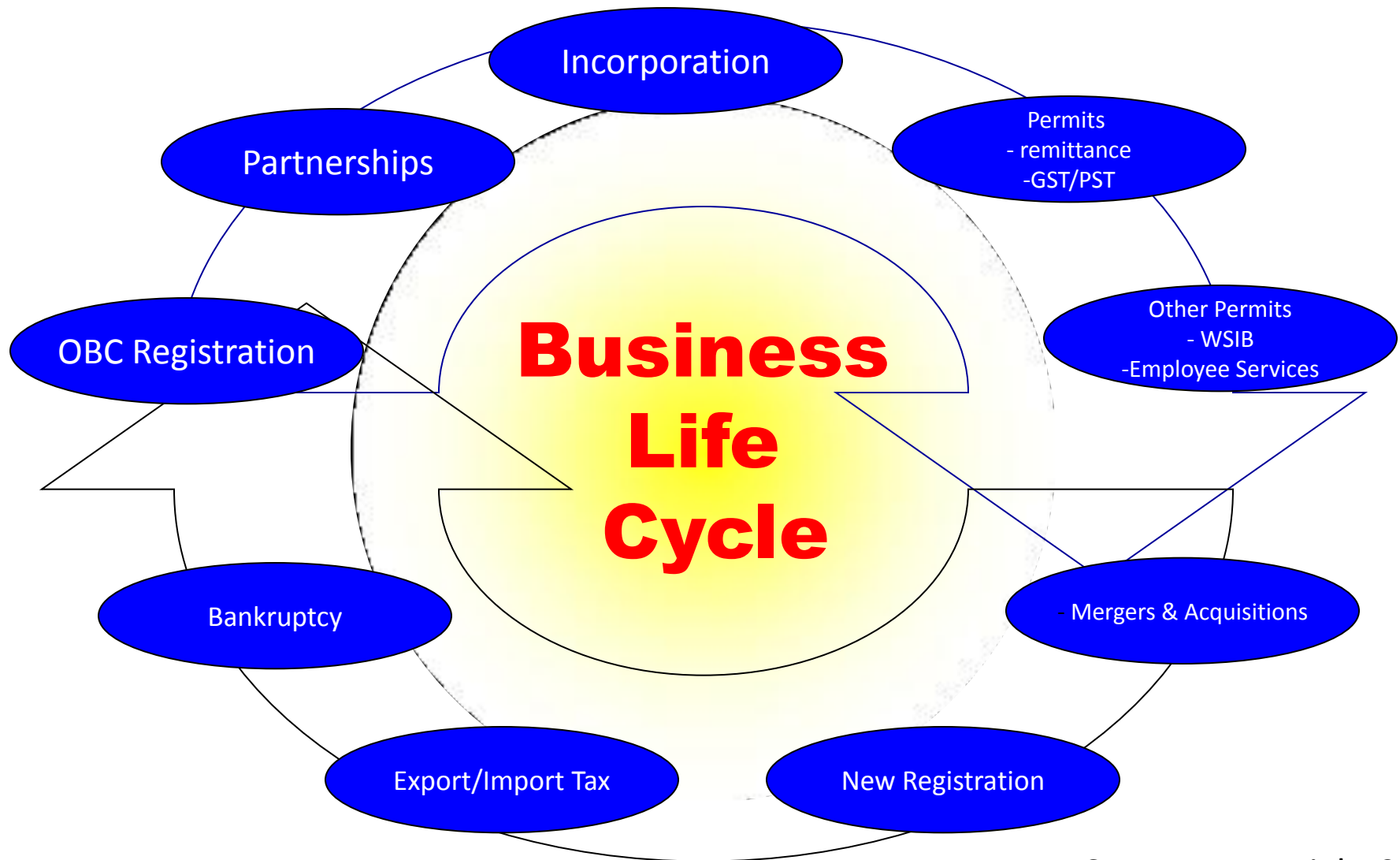
- Call the attending physician if there is an expected death. If there is no doctor available or the death is unexpected, call 911 or the emergency services number for your area.
- If your arrangements will include a funeral or a [direct disposition](#) you may contact a funeral home or a [transfer service](#). Funeral directors can help you make all the arrangements for funerals. For more information, contact the [Board of Funeral Services](#) (416-979-5450 / 1 800 367-4450).
- Should your arrangements also include burial or cremation the cemetery or crematorium you choose can help you make the necessary arrangements. If you have questions relating to cemeteries and crematoriums and the services and supplies that they offer, contact the Ministry of Consumer and Business Services, Cemeteries Section (416-326-8393 / 1 800 268-1142).
- There are organizations such as [Bereaved Families of Ontario](#), the [Ontario Psychological Association](#), and [Distress Centres Ontario](#) who can help you through this time.

**With a Will**

- [Without a Will](#)
- [Death Out of Country](#)
- [Death Certificate](#)
- [Compensations, Pensions and Benefits](#)
- [Income Tax](#)
- [Banks, Financial Institutions, and Credit Cards](#)
- [Government Cards / Registries](#)
- [Vehicles](#)
- [Property](#)
- [Clubs, Organizations, Services, and Professional Associations](#)
- [FAQ for Life Events](#)

# Ontario Business Connects **NO** *WrongDoor*

*Supporting Business Life Cycle*



Source: A. Daniels, 2010



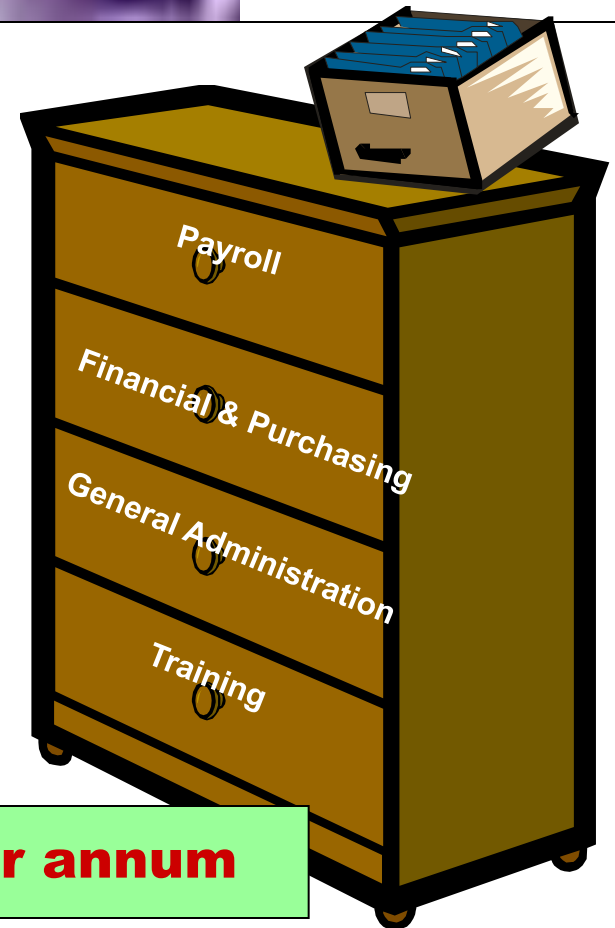
# Shared Services Bureau in Ontario



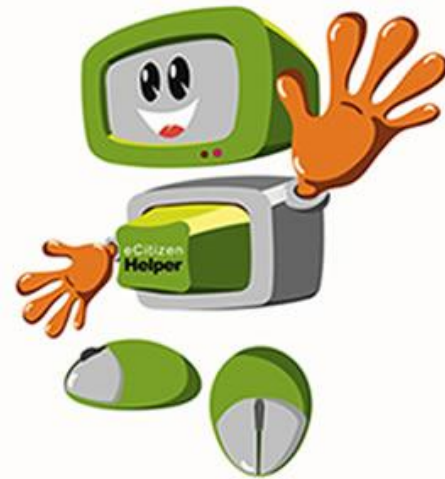
## (SSB) Products

- Financial Processing
- Payroll & Benefits
- Purchasing
- Mail & Print
- Generic Training
- General Administration
  - Forms Management
  - Fleet Management
  - Translation

**> SAVINGS 300M (CDN) per annum**



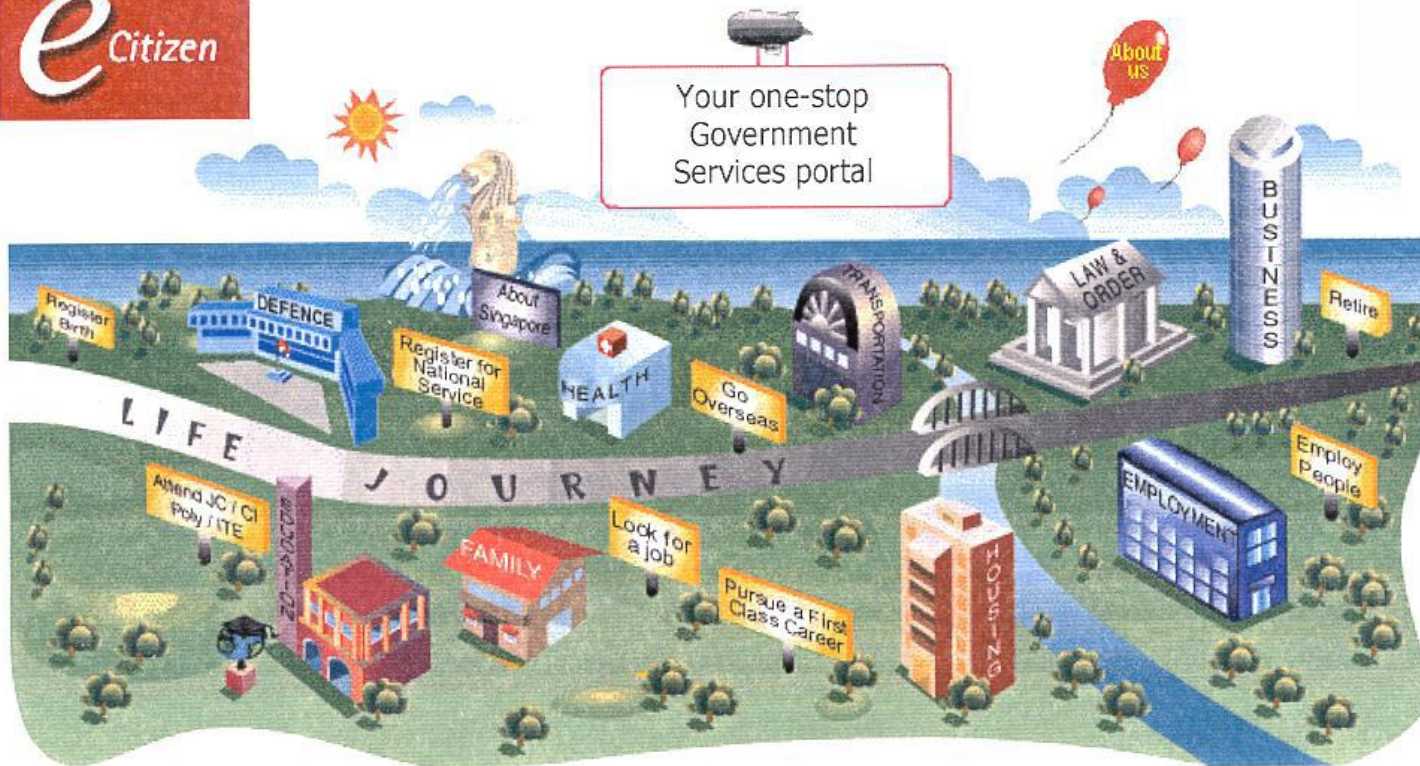
# One-Stop Government Services Portal in Singapore



eCitizen [www.ecitizen.gov.sg](http://www.ecitizen.gov.sg)



Your one-stop  
Government  
Services portal



# Electronic Service Delivery Scheme in Hong Kong



The Solution for e-Security



Hongkong Post e-Cert

AD HERE

A Subsidiary of  
Hutchison  
Global Crossing



People



Business



City



ESDclubs



Public Services  
by Department



Keywords



Help

Login / Join Us Now!

SERVICES DIRECTORY

Transport  
Citizenship  
Education  
Employment  
Finance  
Household  
Leisure  
Business  
Tourism

COMMERCIAL HIG

On-line Map  
Ask The Experts



The Government of the Hong Kong  
Special Administrative Region  
Electronic Service Delivery



PEOPLE



Having a Baby

Raising a Child

Turning 18

Building a Career

中文



What's New



# T-Government in Korea



If you press "government services" while watching TV, e-government services are connected directly.





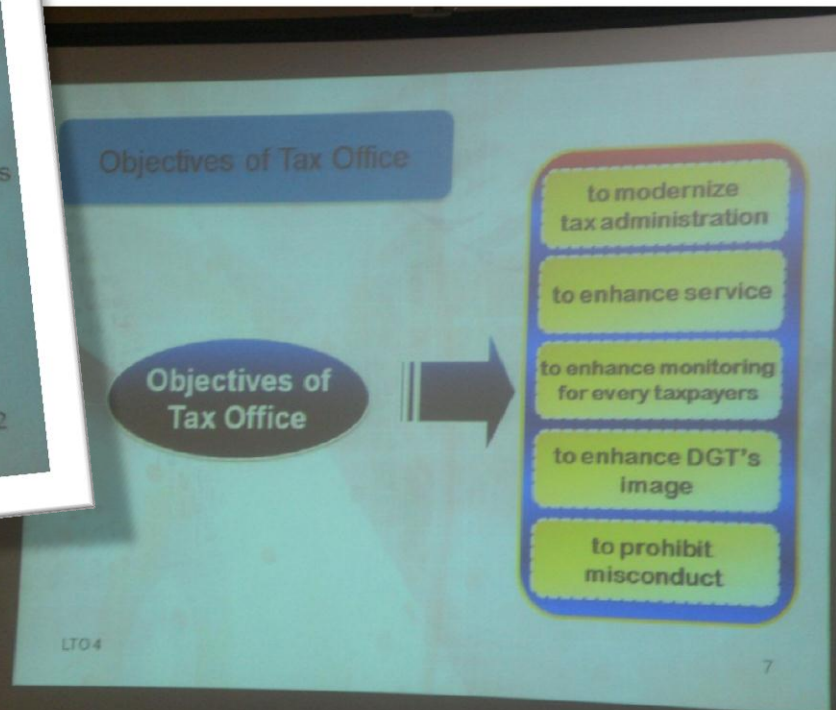
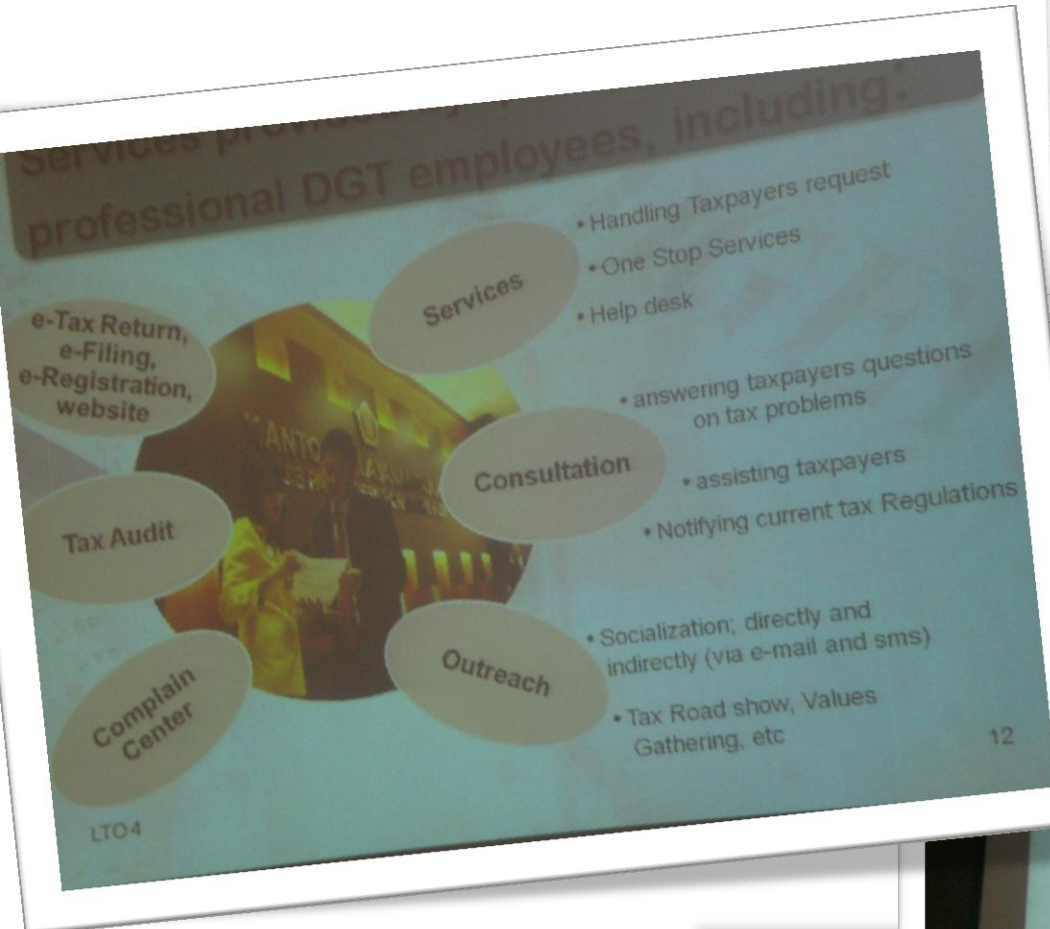
# Smart Card in Malaysia

What's in the card?

- Birth Certificate
- Drivers License
- Health Card
- Military Service
- Health Record
- Police Record
- Passport
- Debit Card
- Credit Card

Security	Convenience	Capability	Access
<ul style="list-style-type: none"><li>• Biometrics Verification</li><li>• Chip Technology - digital photo &amp; basic data in chip</li><li>• Encryption &amp; Decryption</li></ul>	<ul style="list-style-type: none"><li>• All in 1 card</li><li>• Paperless</li><li>• Fast Processing</li><li>• Less Queue</li><li>• Versatile - data update do not require replacement</li></ul>	<ul style="list-style-type: none"><li>• Memory - 100x that of Magnetic Stripe</li><li>• Multi-Application</li><li>• Dynamic Load Capability</li></ul>	<ul style="list-style-type: none"><li>• Medium of access to Government applications &amp; a platform for personal authentication to both Government &amp; non-Government applications</li></ul>

# Taxpayer Service Quality in Indonesia



# One-Stop Service Centers in Malaysia

## One-stop centres key to business growth

**Antonia Chiam**

**KUCHING:** One-stop service centres for investors and the business community in general are essential elements in creating a world-class environment for doing business.

State secretary Datuk Amar Mohamad Morshidi Abdul Ghani said achieving excellence in service delivery for clients through one-stop service centres was an important instrument of the government's transformation

Productivity Corporation (MPC) and the Service Modernisation and Quality Unit in the Chief Minister's Department at a hotel here yesterday.

Morshidi pointed out that the attractiveness of a country to foreign investors was closely linked to a country's policy environment.

"What is important is the practical administrative implementation of this policy.

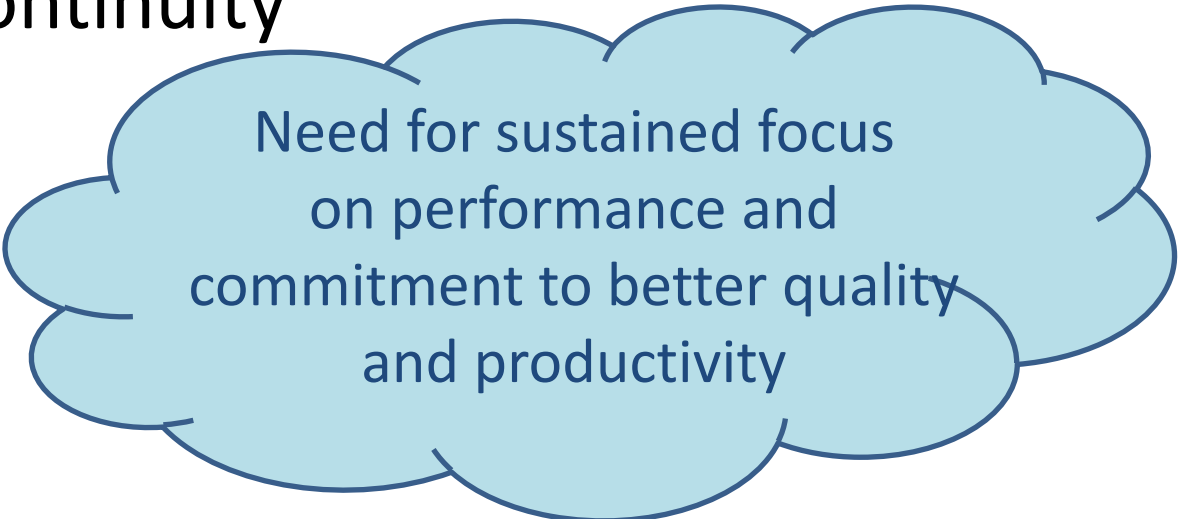
within the responsibility of our department, we must provide them with sufficient information so that they feel that they have been attended to and feel delighted with our sincerity in providing assistance.

"This concept emphasises that all government services are available in a one-stop counter and easily accessible and reliable with ICT system and applications as the enabler.



# What are They Trying to Achieve

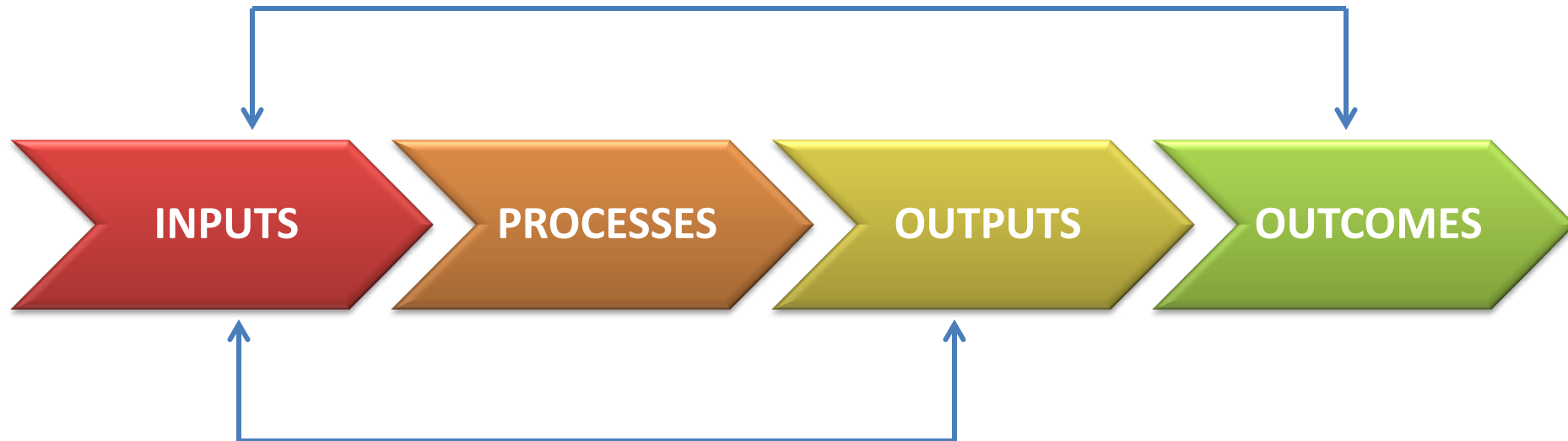
- Strong public trust and confidence
- Value for taxpayers' money
- High quality services
- Well-informed policy
- Stability and continuity



Need for sustained focus  
on performance and  
commitment to better quality  
and productivity

# Public Sector Productivity

$$\text{Effectiveness} = \text{Outcomes} : \text{Inputs}$$



$$\text{Productivity} = \text{Outputs} : \text{Inputs}$$

Basic notion of public sector productivity is “doing more with the same or even fewer resources”. Yet, in a broader sense, it means not only improving productivity of the public sector itself, but also enhancing effectiveness of the public sector in creating a conducive environment to increase total factor productivity in private sector production and in meeting citizens’ needs and expectations.

## 50th WSM convened in Manila

**T**he 50th Workshop Meeting (WSM) of Heads of National Productivity Organizations (NPOs), the annual program planning meeting of the APO, was held at the Edsa Shangri-la Hotel in Manila, the Philippines, 20–22 October 2009. The WSM brought together 56 NPO and Agriculture delegates and their advisers. It was also attended by two observers, from the Colombo Plan Secretariat, Sri Lanka, and Productivity SA, South Africa.

The WSM was assigned to undertake two major tasks: finalizing the APO program plan for 2010 and reviewing the proposed priority projects for 2011–2012. The WSM's role in project prioritization started with the new budgeting system that came into effect in 2009. After review at the WSM, the list of the priority projects will be revised and submitted to the Governing Body Meeting (GBM) to assist the APO Directors in considering the total membership contributions for the coming biennium. The prioritization exercise was conducted at the two concurrent Strategic Planning Sessions, by the Industry and Service Committee and the Agriculture Committee, respectively.

The Industry and Service Committee was chaired by NPO Delegate from Thailand Dr. Phanit Laosiriat with Sri Lanka's NPO Delegate D.L. Kumaradasa assisting him as rapporteur. Philippine Agriculture Delegate Salvador S. Salacup chaired the Agriculture Committee session, with Bangladesh Agriculture Delegate Md. Jamsher Ahmed Khandker as rapporteur. Both committees conferred the hosting of the projects for 2010 and endorsed the proposed priority of projects for the 2011–2012 biennium. They also agreed that the necessary modifications to be presented to the GBM would be entrusted to the Secretariat, taking into consideration the comments and suggestions made at the meeting. Other major items on the agenda included a statement by the Secretary-General (see page 2) and country presentations by NPO and Agriculture delegates to provide suggestions on the roles of the APO in relation to its coming golden jubilee and possible directions over the next decade.



Secretary-General Tokemaki (R) thanking Executive Secretary Erenito (L) for his keynote address

The Philippines stressed the importance of public sector productivity and urged APO to come up with Public Sector Productivity program



## Study Meeting on Public Sector Productivity July 28 - 31, 2009 in Seoul, Korea



## Experts Meeting February 15 – 17, 2010 in Tokyo, Japan

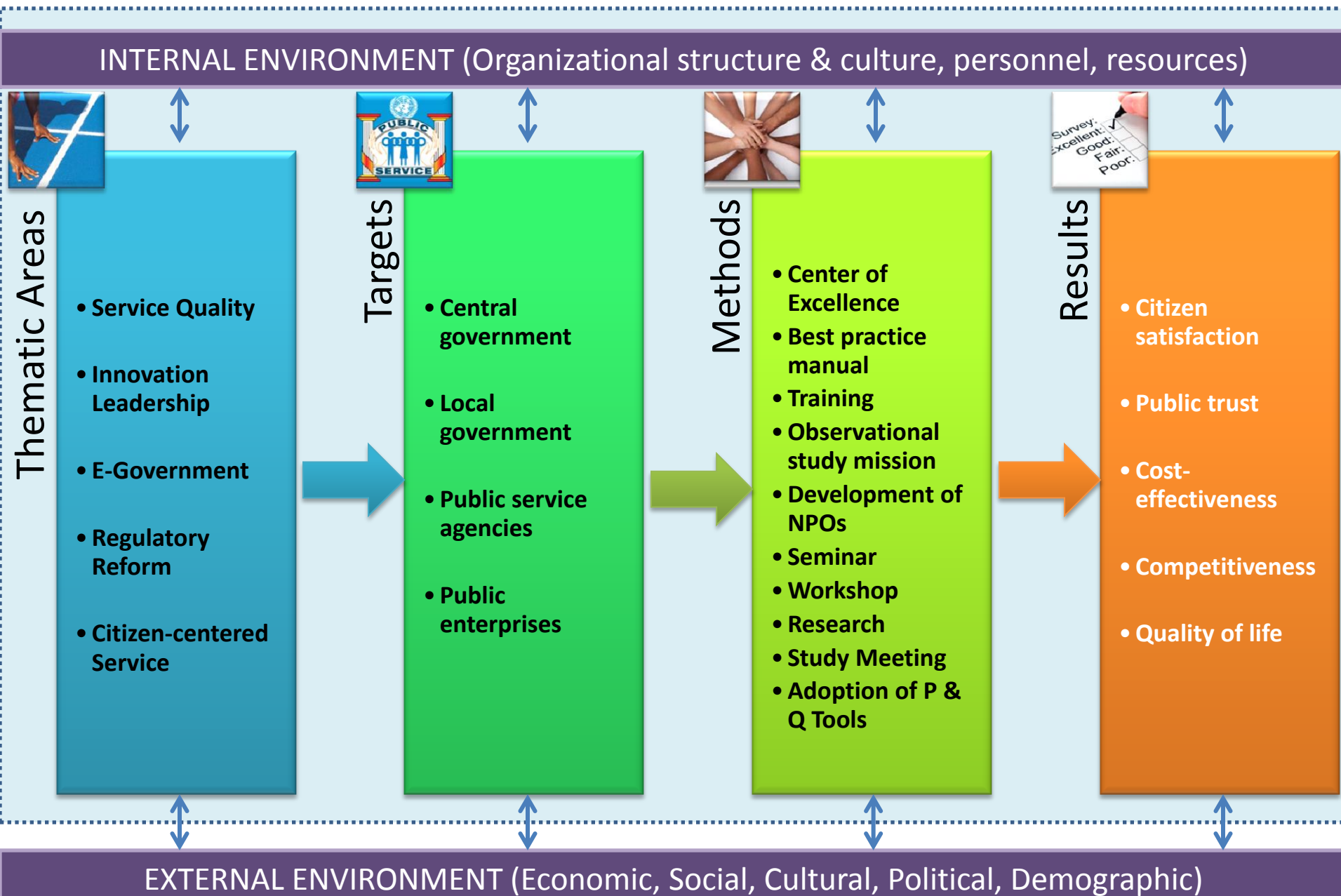


**Study Mission on Innovation and Productivity in the Canadian Public Sector  
August 23 – 27, 2010 in Canada**



**APO Study Meeting on Innovation in Public Sector Service Delivery  
November 1-5, 2010 in Bekasi, Indonesia**

# APO Public Sector Productivity Program Framework

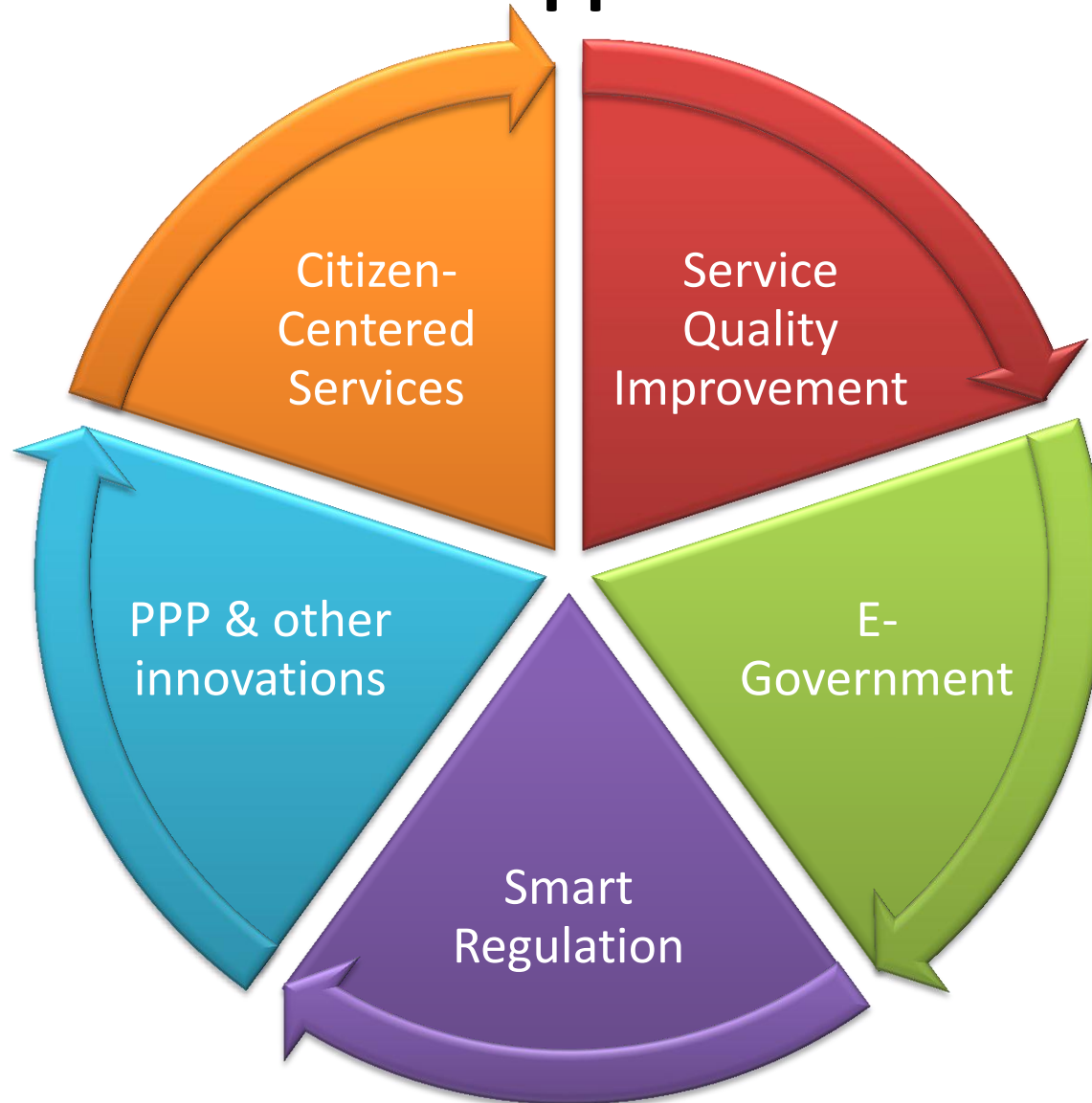




# Public Sector Productivity in the Philippines: Early Initiatives

- 1970s** : Productivity promotion
- 1980s** : Work Improvement Teams (WIT) in the Public Sector
- 1988-1992** : Government Productivity Improvement Program
- 1995-1998** : National Action Agenda for Productivity (NAAP)
- 1998-2000** : Medium-Term NAAP
- 2001** : Philippine Quality Award Act
- 2001** : Signature Reduction
- 2004** : EO 366 Government Rationalization
- 2005** : E-Government Fund
- 2006** : AO 161 on Government Quality Management System
- 2007** : EO 605 on ISO-certification of QMS
- 2007** : Anti-Red Tape Act (Citizen's Charter)

# What are the Recent Innovations and Productivity Efforts in the Philippine Public Sector?





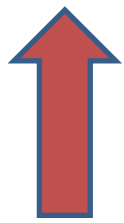
# Citizen-centric Government

Philosophy of governance:  
*“Tuwid na daan”*



People to serve:  
*“Kayo ang Boss Ko”*

Delivery of public services:  
*“Ramdam ni Juan”*



# Efficiency in the Delivery of Public Services



Anti-Red Tape Act of 2007 aimed at cutting red tape and improving public service by establishing across Government:

- Citizens Charters\*
- Service Standards
- Anti-Fixer Campaign
- Report Card Surveys

\*100% compliance expected with the establishment of Citizen's Charter as Good Governance condition of FY 2012 PBB

# One-Stop Services

- The Philippine Government has implemented a one-stop business registration service, as a collaborative one-stop effort of several departments and agencies.
- Passport Offices, NBI Clearance and Vehicle License Offices have been opened in Shopping Malls around the country, serving as the hub for one-stop government offices in shopping centers.







# It's more fun at NAIA



Double lanes to shorten immigration processing



Service quality: comfort rooms

**SUMMARY OF THE RIGHTS OF AIR PASSENGERS**

UPON PURCHASE OF TICKET AND UPON ARRIVAL AT THE AIRPORT  
Based on Joint DOTC-DTI Admin. Order No. 01 or the Air Passenger Bill of Rights

**Major Rights of an Air Passenger**

- i** Right to be provided with accurate information before purchase
- g** Right to receive the full value of the service purchased
- p** Right to compensation

Customer information: Passenger Bill of Rights



Eliminate unnecessary: integration of terminal fee



# World-class Government Quality Standards

- Executive Order No. 605 - directs the adoption of the ISO 9001 Quality Management Systems as part of the implementation of a government-wide quality management program
- QMS shall be certified for demonstrated conformity with ISO 9001 and the applicable Government Quality Management Systems Standards (GQMSS)
- **Over 100 government agencies have obtained ISO certification for their priority services**



# QMS Recognition with H.E. Benigno S. Aquino III



President Benigno S. Aquino III presents the Plaque of Recognition to agencies during the 3rd Recognition Ceremony for Government Organizations with ISO 9001 Certifications in 2010-2011 at the Rizal Ceremonial Hall of the Malacañan Palace on Tuesday (January 17). The event is organized by the Government Quality Management Committee (GQMC), the steering and implementing body of the Government Quality Management Program (GQMP), as part of its mandate to encourage and promote improved public sector performance through the adoption of ISO 9001 QMS in all government agencies, and recognize citizen-driven organizations. (PCOO)



# Instilling Quality Mindset and Performance Excellence in the Public Sector



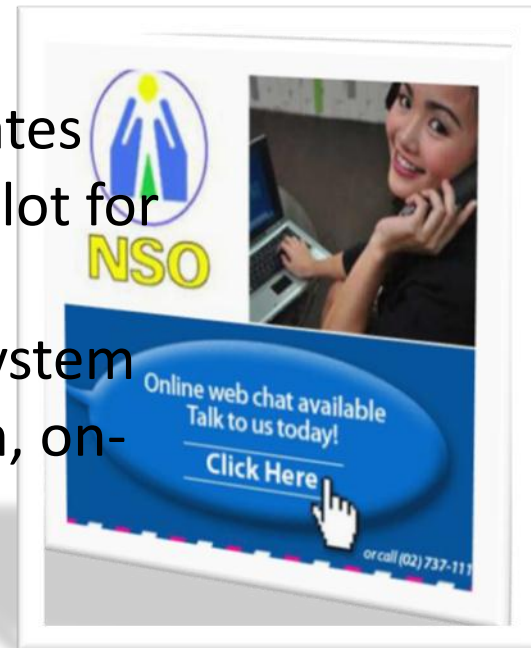
- Republic Act No. 9013, s. 2001 – Philippine Quality Award Act
- Adopted the global performance excellence framework (MBNQA, EQA, AQA) to public sector organizations

“ ... as long as all of us—private companies, government, and the Filipino people alike—continue down this never-ending road of self-improvement, we will weather any storm; we will get back up; and we will get to the point where our products and services and, and most importantly, our people, will truly shine in the world stage continuously.”

- Excerpt from President Aquino's speech during the 15<sup>th</sup> PQA Awarding in October 2012.

# No Face-to-Face E-Government

- Almost all national agencies have established information websites and e-services.
- The Philippine government uses web-based internet and other applications to enhance the access to and delivery of government services.
- Examples include obtaining NSO birth certificates through on-line application, reserving a time slot for a passport renewal appointment, obtaining information about individual Social Security System account payments, business name registration, on-line tax filing, etc.



# ICT is maximized to enhance e-governance



The image displays three vertical panels illustrating the 4Ps communication channels. Each panel features a banner at the top that reads "Ikaw ba ay may Reklamo sa 4Ps?" (Do you have a complaint with 4Ps?).

- Left Panel:** Shows a smartphone screen with the text "4Ps Juan Cruz/ Quezon City/ Wala ako sa Payroll". Below the screen, it says "Halimbawa:" (Example:).
- Middle Panel:** Shows a text message format: "I-text ang: 4ps<space>pangalan <slash>lugar <slash>reklamo ex. 4ps Juan Cruz/ Quezon City/ Wala ako sa payroll at ipadala sa: 0918-912-2813".
- Right Panel:** Shows a poster with the text "I-text ang: 4ps <space> pangalan <slash> lugar <slash> reklamo ex. 4ps Juan Cruz/ Quezon City/ Wala ako sa payroll" and the phone number "0918-9122813".

4Ps Communication Channels



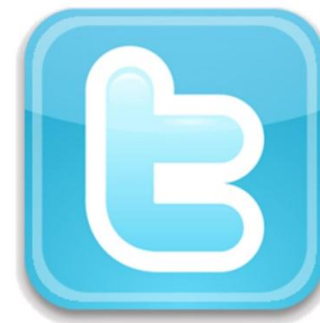
Central portal of all public procurement



Access to agency information



Government Facebook accounts



Government Twitter accounts

# Government payroll and loans made easy



E-payroll

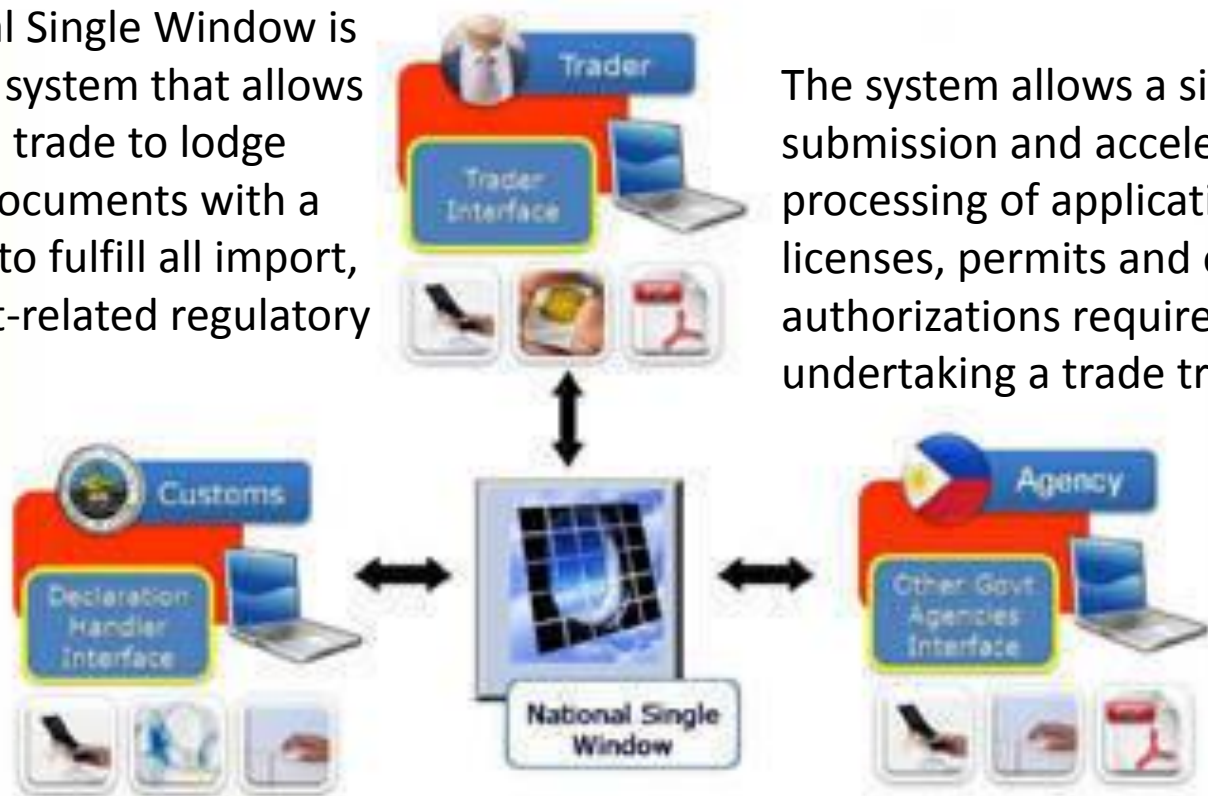


GSIS Wireless Automated  
Processing System  
(G-W@PS)



# Smarter regulation: National Single Window

Philippine National Single Window is an Internet-based system that allows parties involved in trade to lodge information and documents with a single entry point to fulfill all import, export, and transit-related regulatory requirements.



The system allows a single submission and accelerated processing of applications for licenses, permits and other authorizations required prior to undertaking a trade transaction.

It already serves as a link between 40 Agencies and their public.

# Web-based Philippine Business Registry



PBR is a web-based system aiming to facilitate business registration-related transactions by integrating all agencies involved in business registration, such as the DTI, SEC, CDA, BIR, SSS, Pag-IBIG, PhilHealth, LGUs



# Mobile Government



Justice on Wheels to decongest courts of caseloads



Mobile classrooms

# eLibrary



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The Philippine eLibrary Kiosk  
where students and  
professionals can gain access  
to the bibliographic data and  
resources of the Project.



# Public-Private Partnerships (PPP)

The Philippine Government actively promotes PPP for infrastructure projects such as roads, ports, public utilities



The new airport freeway will be built using a PPP model

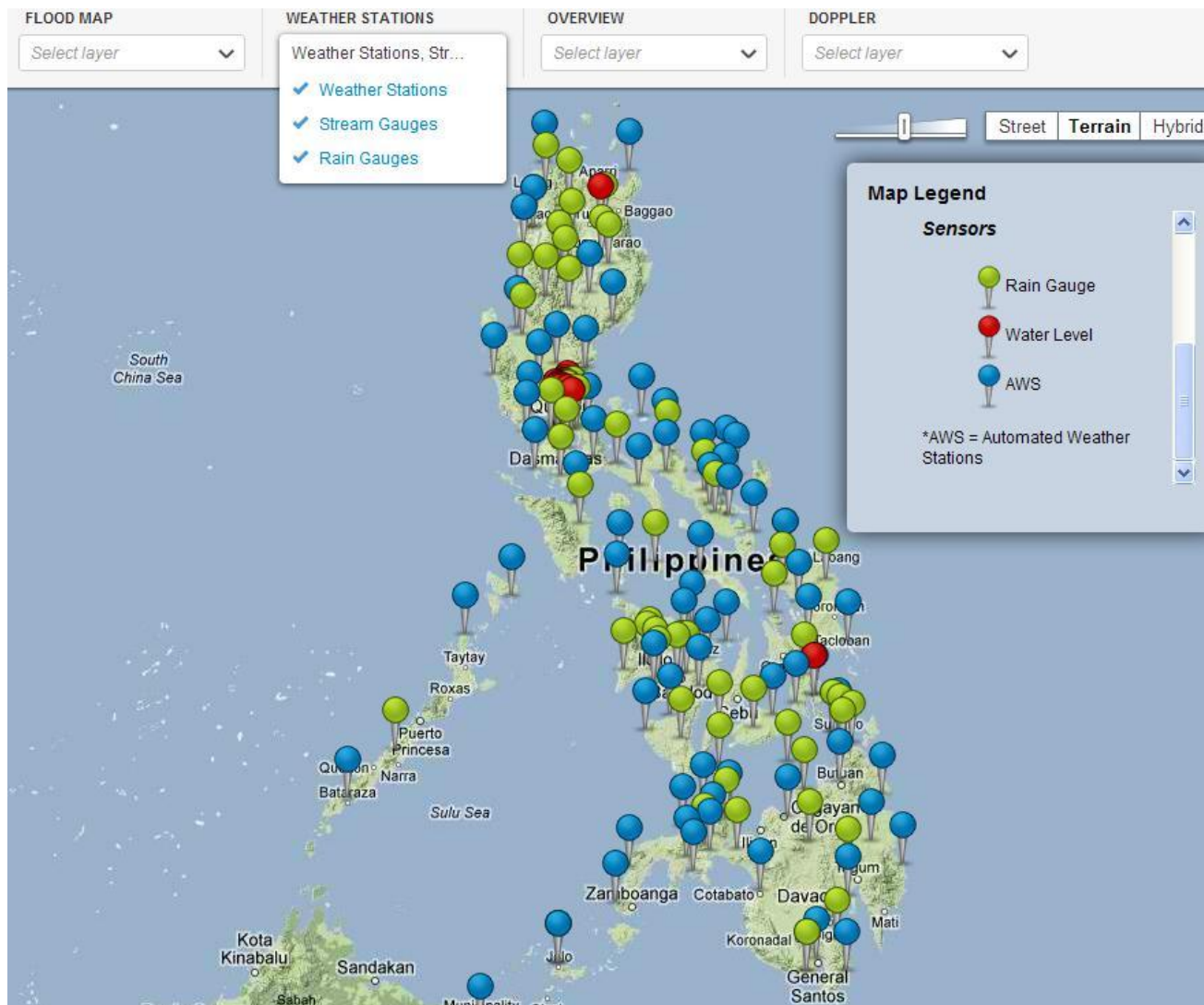
# PPP for Social Services

- PPP for School Infrastructure: Design, financing and construction of classrooms, including furniture and fixtures to supplement the current program of the Department of Education in reducing classroom backlog.
- PPP in Health: State-of-the-art National Kidney and Transplant Institute; Upgrading the Philippine Orthopedic Center





# Project NOAH: Innovation to reducing human, physical and economic losses



Rain



Flooding



Landslide



Earthquake



# Seal of Good Housekeeping: LGU Performance Challenge

The Seal of Good Housekeeping for LGUs aims to elevate the practice of governance that values transparency, accountability, participation and performance into an institutionalized status.

- ✓ Good Planning
- ✓ Sound Fiscal Management
- ✓ Transparency and Accountability
- ✓ Valuing of Performance Information





# Incentives for Results



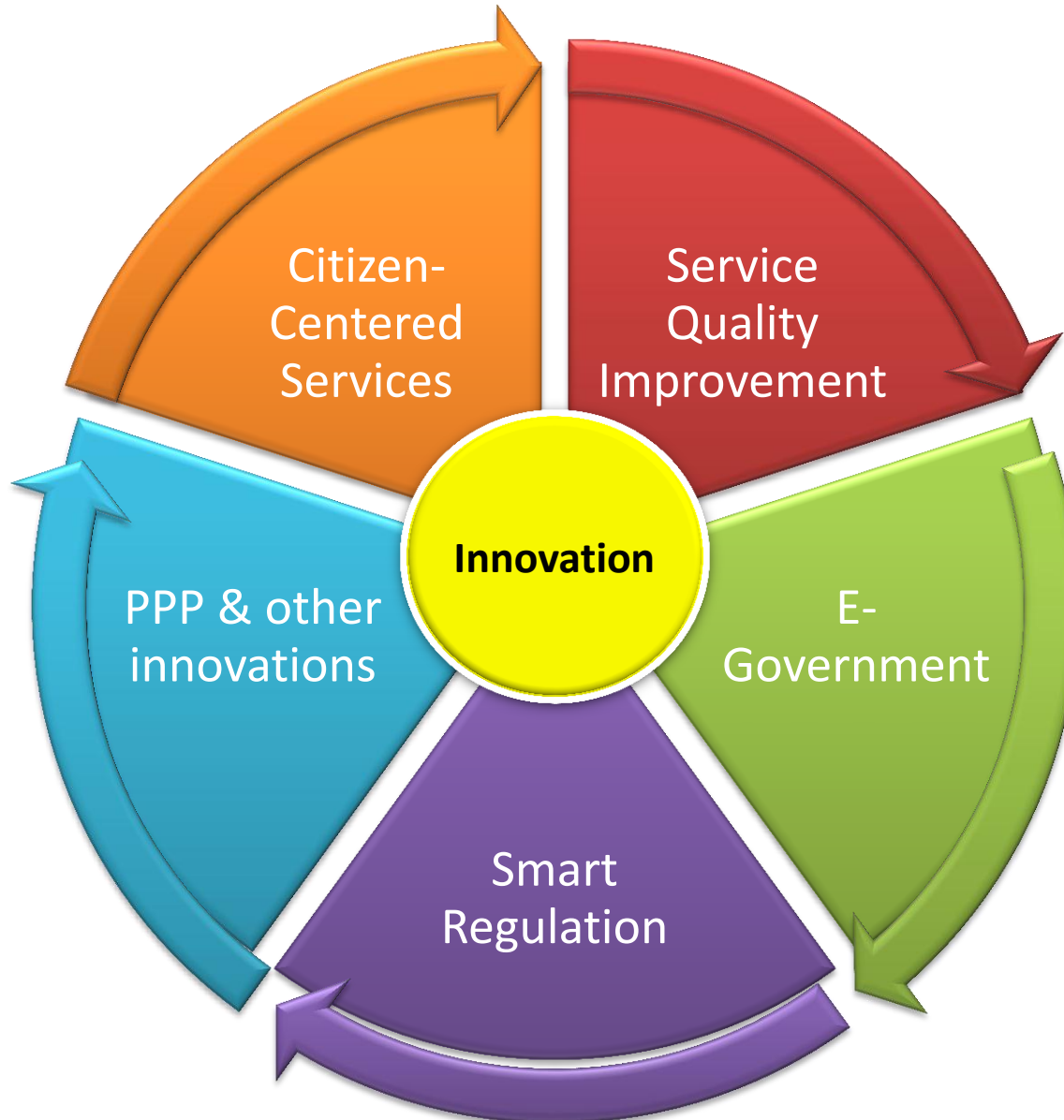
- The government has implemented a robust system of management by results, involving report cards for management and program priority performance at both the Department and Presidential levels.
- This performance accountability system is linked to a new pay-for-performance system: Performance-Based Bonus.

# Early Gains due to PBB



- ✓ Focus on results that matter to the citizens
- ✓ Improving quality of performance indicators
- ✓ Dramatic improvements e.g. CA liquidation, establishment of Citizens' Charter
- ✓ Better information, heightened transparency

# Improving Public Service Delivery



# Innovation Leadership:

## National Government Career Executive Service Development Program

Through DAP, the government is professionalizing public service management and creating a new generation of leaders equipped to manage high performance public organizations.

The Public Management Development Program has two classes:

- **Senior Executives Class**
  - Directors and up
- **Middle Managers Class**
  - Division Chiefs





# Residential Training at DAP Tagaytay, Sensing Journey, Re-Entry Project

PMDP Module 1

PERSONAL PEAK PERFORMANCE (PPP)

PMDP Module 2

DEVELOPMENT PERSPECTIVES (DP)

PMDP Module 3

PHILIPPINE GOVERNANCE & ADMINISTRATIVE SYSTEM (PGAS)

PMDP Module 4

ECONOMIC APPLICATIONS IN THE PUBLIC SECTOR (EAPS)

PMDP Module 5

PUBLIC POLICY ANALYSIS (PPA)

PMDP Module 6

PUBLIC FINANCE AND BUDGETING (PFB)

PMDP Module 7

MANAGING HIGH-PERFORMING PUBLIC SECTOR ORGANIZATION (MHPPSO)

PMDP Module 8

PROJECT DEVELOPMENT & MANAGEMENT (PDM)

PMDP Module 9

TRANSFORMATIONAL LEADERSHIP (TL)

PMDP Module 10

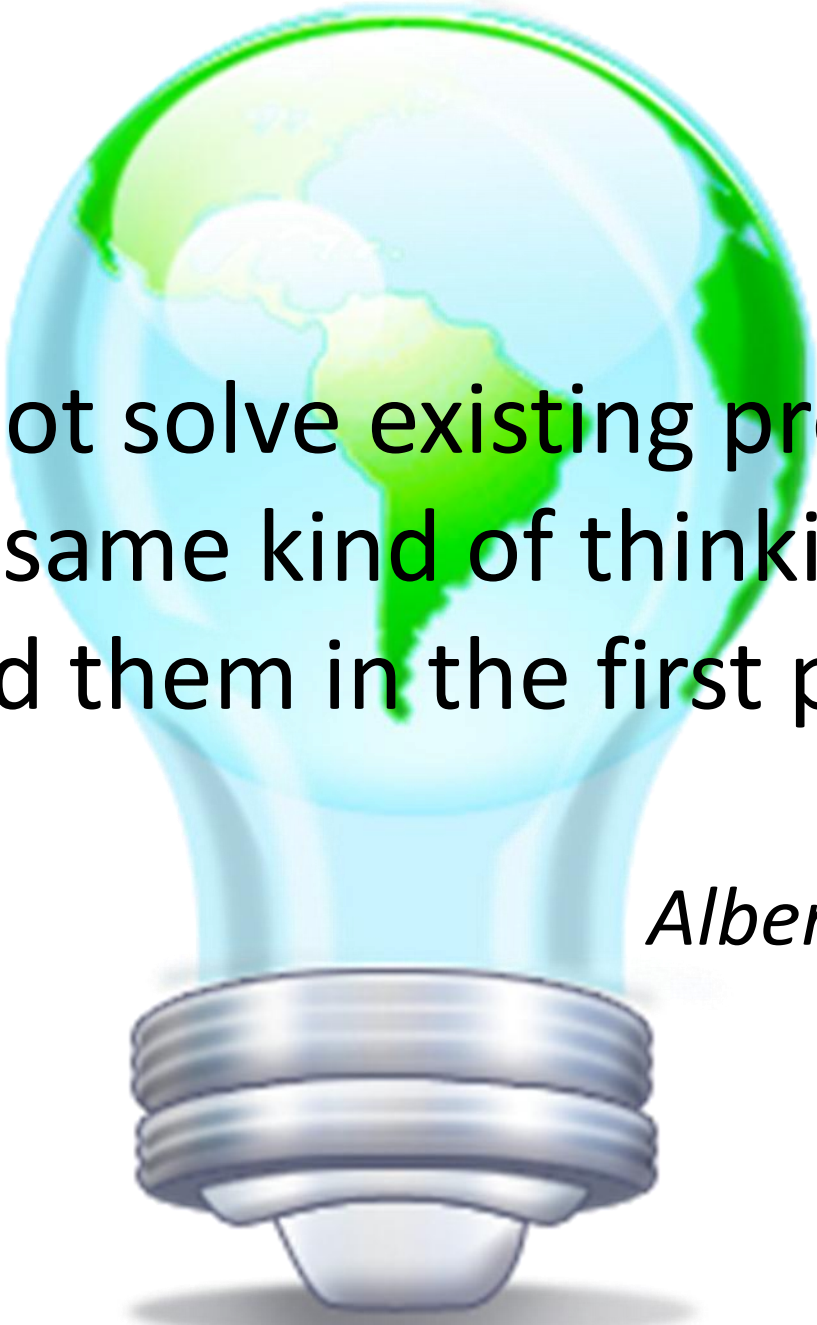
COMMUNICATION, NEGOTIATION & MEDIA RELATIONS (CNMR)

PMDP Module 11

DYNAMICS OF SOCIAL DEVELOPMENT (DSD)

Re-Entry Project





“We cannot solve existing problems using the same kind of thinking that produced them in the first place.”

*Albert Einstein*





The National Government's Career Executive Service Development Program

# PUBLIC MANAGEMENT DEVELOPMENT PROGRAM

*Shaping*

Transformative Leaders,  
Strategic Managers.

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ACCEPTED APPLICANTS WILL ENJOY A FULL SCHOLARSHIP  
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development academy of the philippines  
*The implementing Agency of the PMDP*

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Web Address: [www.dap.edu.ph/pmdp](http://www.dap.edu.ph/pmdp)

For more information, please call the PMDP Program Office c/o DAP

# Thank you.