

MEASURING AND IMPROVING PUBLIC SERVICE'S TECHNOLOGY IMPLEMENTATION RETURNS

Some countries are head and shoulders above others in carrying out and measuring public service reforms. From our observation, two key components stand out in reforming the public sector:

1. Institutional reform and governance:

Granted, the supply and demand sides of government services are quite complex. Reforming the supply side involves overhauling state structures and strengthening public sector management. Conversely, the demand side deals with service recipients and empowering communities to tailor better service delivery.

PUBLIC SERVICE REFORMS AROUND THE WORLD: MAKING SENSE OF NEW PUBLIC SERVICE DEFINITIONS AND DIRECTIONS



'Service Canada' provides Canadian citizens a one-stop point of access to all federal services.

The main goal of Service Canada is to provide end-to-end government services and enable integrated service delivery through information sharing.



United Kingdom (UK) - Civil service reform:

Digital by Default was launched by UK's **Government Digital Service (GDS)**.

It promotes open policy-making by fostering collaborations with experts such as academics and think tanks.

Across government agencies, a policy-related curriculum is implemented to ensure government workforces possess the skills and expertise needed.



Australian government's administration reform blueprint:

Integrated services establish a link that connects multi-tiered government levels

Cultivates strong leadership and strategic directions

Promotes highly capable **workforce** through increased investment in human resource management

Efficient governance arrangements reduce 'red tape' and promote systematic and transparent agency reviews



Scotland: The next phase of public service reform

Launches a shift towards **preventive approaches**

Greater integration of services at local levels

Greater **people investment** and workforce development

Greater transparency, stronger innovation and **higher adoption of new technologies**