



# CRC and Continuous Improvement and Benchmarking Techniques (CIB)

Potential Application by Policy Makers,  
Service Providers and Training Institutes

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# Presentation Outline

- CIB in public service delivery
- UP-NCPAG and its network
- Promotion of toolkits
- Next steps
- Some final notes





*" There is only one position  
higher than that of the  
President. That of a CITIZEN."*

- Senator Jovito Salonga  
Quoting Justice Malcolm





# CIB in Service Delivery

- Complements the Citizens Report Card for engaging *“Partnership for Action”*
- CRC tells us “What ‘s Wrong”
- CIB facilitates a more in-depth analysis of root causes in a systematic way
- It provides practical alternative solutions
- It compares best practices to set standard





# Critical Factors of Successful Implementation of CRC and CIB

<b>CRC Critical 9</b>	<b>CIB 12 Factors</b>
<ol style="list-style-type: none"> <li>1. Political setting</li> <li>2. Decentralization</li> <li>3. Security</li> <li>4. Citizen's Freedom to Voice</li> <li>5. Presence and Activism of CSOs</li> <li>6. Professional Activity of NGOs</li> <li>7. Quality Media</li> <li>8. Leadership Orientation of Service Providers</li> <li>9. Government Interest</li> </ol>	<ol style="list-style-type: none"> <li>1. Clear and visible support</li> <li>2. Continuous leadership by a senior executive</li> <li>3. A critical mass of trained CIB team members</li> <li>4. Training in CIB techniques and tools</li> <li>5. A permanent resource</li> <li>6. An inclusive approach</li> <li>7. Financial support</li> <li>8. Allocation of adequate staff time</li> <li>9. A "performance culture"</li> <li>10. Professional management practices</li> <li>11. A "team culture"</li> <li>12. A positive culture to accept change</li> </ol>





# Users of Toolkits

- Policymakers
- National Government Agencies
  - e.g. DILG and LGA
- Local Government Units
- Civil Society
- Academic and Training Institutes
  - UP National College of Public Administration and Governance (UP-NCPAG)
  - Eastern Regional Organization for Public Administration
  - Network of Asia-Pacific Schools and Institutes of Public Administration and Governance (NAPSIPAG)
  - Association of Schools of Public Administration in the Philippines (ASPAP)





# UP-NCPAG and its Mission

- Strive for excellence in public administration and governance education, social relevance, capacity building
- Serve as social critic and provider of technical assistance
- Build and nurture ties with regional and international bodies
- Strive to meet the challenges and problems of governance
- Uphold public interest and high ethical standards





# UP-NCPAG and its Key Functions

**Center for Public Administration and Governance Education**

→ Academic and student affairs  
PA Degree Programs

**Center for Leadership, Citizenship, and Democracy**

→ Top government executives  
Civil society

**Center for Policy and Executive Development**

**Research, training, and extension services**

→ Senior and junior executives  
National government agencies  
Public corporations

**Center for Local and Regional Governance**

→ Local government units  
Local executives and legislators





# NCPAG and its Network

- EROPA
- NAPSIPAG
- ASPAP
- GOP-UNDP Fostering Democratic Governance Partners
- Others





# EROPA

- Established in 1960 to develop public administration for advancing economic and social development in the Asia-Pacific Region
- 12 state members
- 100 group members; 487 individual members; 60 associate members; 31 honorary members from more than 25 countries
- Centers: Local Government Center, Japan; Development Management Center, Korea; Training Center, India







# Key Activities of EROPA

- Conferences, publications, training and capacity building
- Regional Conferences and Annual Executive Council Meetings – state members serve as **“local host”**





# EROPA Activities in 2006

- Comparative Study on Civil Society and Governance (LAC, Japan) (Ongoing)
- Country fact sheets and regional report on the State of Decentralization in Asia-Pacific Region (GRALE-UCLG) (ongoing)
- Regional Seminar on "*Modernizing Civil Service in Alignment with National Dev't Goals,*" 13-17 November 2006, Brunei Darussalam
- Development of Online training courses: resource development, knowledge management, (with UNPAN) (Design Phase)

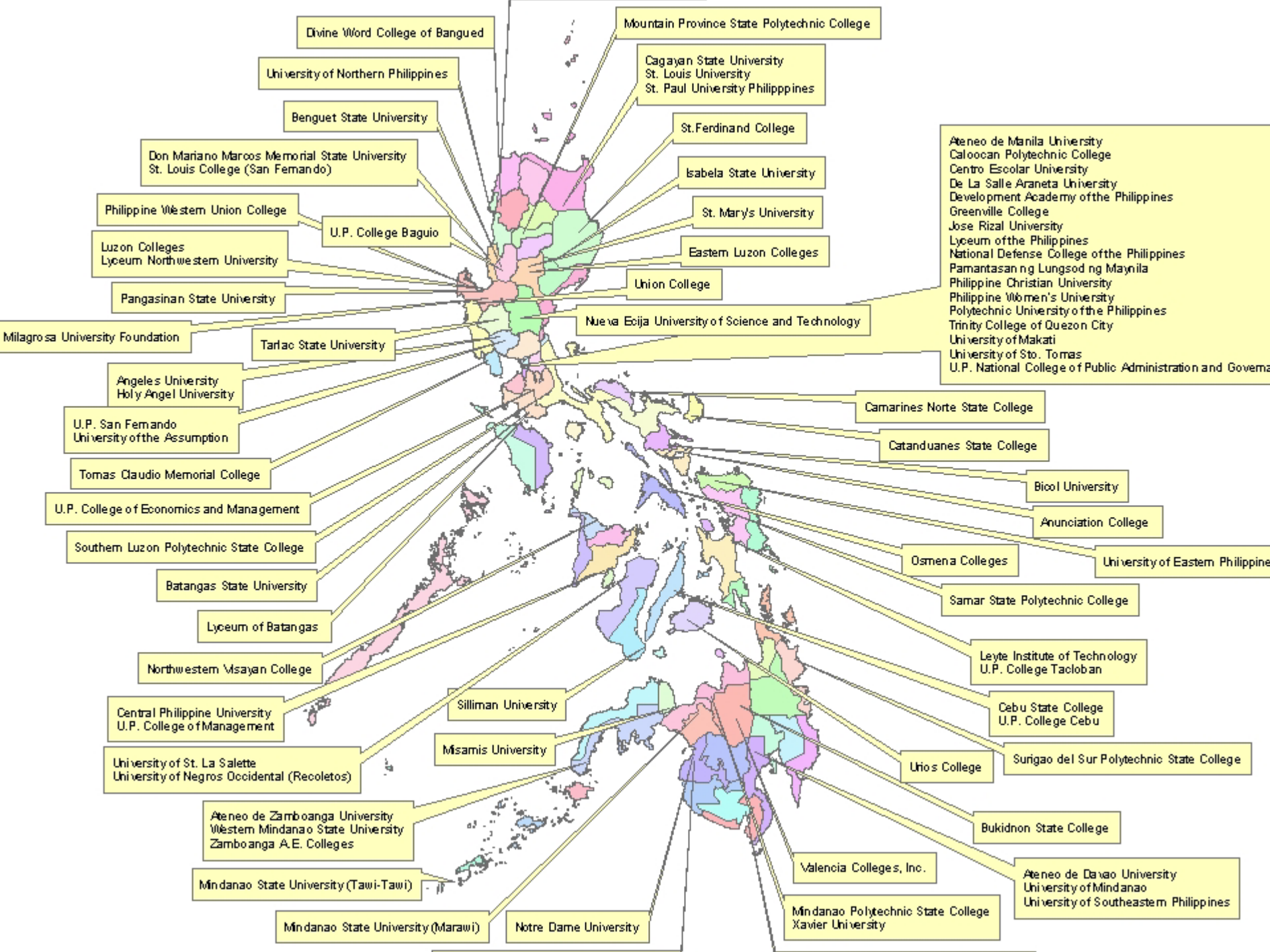




# ASPAP

- Established in 1979; now has over 90 member schools in the country
- Core competencies in teaching and provision of extension services, i.e. research, training and capacity building and consultancy
- “TOWN and GOWN” Play an active role in effecting governance reforms and service delivery improvement







# Some inspiring examples of Gov't-Civil Society Engagement in the Philippines

- Naga City (Citizen's Charter)
  - Meaningful participation in making decision and promoting pro-poor service delivery
  - I-Governance: use of website to disclose public information, e.g. calls for bidding, procurement results, bids awards, etc.; and use of SMS for citizen's feedback





# Some inspiring examples of Gov't-Civil Society Engagement in the Philippines

- Concerned Citizens of Abra for Good Government (CCAGG)
  - Monitoring and auditing of poor quality projects at the LGs
  - Reporting of non-compliant projects such roads and other infrastructure
- PASADA of Civil Service – evaluating frontline services of government, e.g. licensing, permits, etc.
- Galing Pook Winners





## Next Steps

- Identify CRC and CIB champions from EROPA, ASPAP and UP-NCPAG
- Integrate the toolkits in academic curricula, teaching and training modules
- Interface CRC and CIB toolkits with GOP-UNDP supported project of NCPAG-ASPAP on *“Strengthening the Capacities of Selected SPA and LRIs”* and *“SWS Survey”*





# Some Final Notes

- Indeed, CRC and CIB support the service delivery reform efforts of public service providers and policy makers
- Can and should supplement existing Citizen's Voice Mechanisms





## Some Final Notes

- Strong UP-NCPAG, EROPA and ASPAP institutions are potential partners to promote and appropriately adapt the CRC and CIB – academic curricula and training programs
- Provide continuity, stability and sustainability of learning and practical application of the toolkits





## Some Final Notes

- *Indeed at the end of the day CRC and CIB are some of the powerful tools to operationalize the principle that the **CITIZEN** is a higher position than that of the Mayor, Governor, Congressman or the President.*





Thank you

