



**Asia-Pacific  
Economic Cooperation**

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**2015/SOM1/EC/002**

Agenda Item: 11

## **Program of Policy Discussion on Improving the Quality of Public Services**

Purpose: Information  
Submitted by: Chinese Taipei



**First Economic Committee Meeting  
Clark, Philippines  
4-5 February 2015**

## **Program of Policy Discussion on Improving the Quality of Public Services**

2015 APEC Economic Committee First Plenary Meeting

February 5, 2015, Clark, the Philippines

Organized by Chinese Taipei

### **Introduction**

Quality public service delivery is essential when promoting citizen trust and satisfaction toward the public sector. Seeking ways to advance the efficiency and quality of the public service delivery, APEC member economies have developed various innovative measures in recent years. In order to deepen experience-sharing on how economies utilized new incentive mechanisms to improve the quality of public services, Chinese Taipei will hold a two-hour policy discussion at 2015 EC1. This EC “Friends of the Chair” Group on Public Sector Governance (PSG FotC) event is expected to provide a platform for economies to exchange innovative ideas and initiatives that economies designed to evaluate the quality of public services and to encourage the citizen-oriented public services.

The aim of this discussion is to facilitate the improvement of the quality of public services, especially in advancing efficiency and quality of the public service delivery. The keynote speech will focus on innovations and quality improvement in public services. Indonesia, Japan, Chinese Taipei, Viet Nam, and voluntary economies will also share their experiences in the session. The discussion will provide an opportunity for all member economies to exchange the incentive mechanisms or initiatives to enhance the quality of public services.

### **Discussion Preview**

1. Introduction by PSG FotC coordinator (5 minutes)

Tsai-Tsu Su, Senior Director, TPGRC, Chinese Taipei

2. Keynote speech (25 minutes)

Decentralization: A Reform Strategy to Improve Public Service, by Prof. Alex B. Brillantes Jr., National College of Public Administration and Governance, University of the Philippines

3. Brief presentation /Experience-sharing (60 minutes)

Presentation topics are as follows:

- A. Innovative methods used by economies to promote public service quality in public sector.
- B. The criteria of evaluating public service quality.
- C. The effectiveness of public service quality award in terms of the influence and benefits to the publics.
- D. The successful public service cases
- E. Future projects of improving public service quality.

Presenting members:

Indonesia (tbc)

Rizal Edwin, Acting Assistant Deputy Minister for Regional and Sub Regional Economic Cooperation, Coordinating Ministry for Economic Affairs, Indonesia

Japan

Kyoko Deguchi, Director for International Economic Affairs, Cabinet Office, Japan

Chinese Taipei:

Li-Lan Juang, Deputy Director, Department of Social Development, National Development Council, Chinese Taipei

Vietnam

Nguyen Anh Duong, Deputy Director, Department for Macroeconomic Policy and Integration Studies, Central Institute for Economic Management, Vietnam

- 4. General discussion (25 minutes)
- 5. Wrap-up remarks by PSG FotC coordinator and the EC chair (5 minutes)