



PROJECT NOTIFICATION

Reference No.: 327

Date of Issue	22 April 2024
Project Code	24-IP-07-GE-WSP-A
Title	Workshop on Innovations in Public Service Delivery
Timing	11 June 2024–13 June 2024
Hosting Country(ies)	Republic of Korea
Venue City(ies)	Not Applicable
Modality	Online
Implementing Organization(s)	Korea Productivity Center and APO Secretariat
Participating Country(ies)	All Member Countries
Overseas Participants	38
Local Participants	12
Closing Date	27 May 2024
Remarks	Not Applicable

Objectives	Identify drivers of innovation in public services leading to improved service delivery to citizens; analyze successful government practices in coordinating the use of ICT, regulatory tools, and management models for improving service delivery; and case studies based on a common analytical framework of real-world examples.
Rationale	The APO recognizes that governments play a crucial role in enhancing productivity. Consequently, the organization aims to assist policymakers and other stakeholders in member economies by creating evidence- and research-based frameworks for digitalized, platform-driven public service delivery.
Background	<p>The role of the public sector is to provide quality services and respond to citizens' and businesses' needs while developing and maintaining trust in government. In an era of digital governance, IT, the internet, mobile devices, and social media have transformed public service organizations, management, and delivery. The public sector must continue to meet diverse demands from citizens through its services. Revamping public service delivery ensures that governments are agile, equipped with crisis management protocols, and have essential data and intelligence for effective, efficient action.</p> <p>This workshop will examine approaches to revolutionizing service delivery, emphasizing creating solutions that align with citizens' needs, improving efficiency, promoting inclusivity, and meeting evolving expectations. Case studies of successful innovations in service delivery will highlight best practices to inspire and inform other public-sector entities.</p>
Topics	Understanding public service innovation; Key technologies and trends in public service delivery; Customer-based solutions and changing expectations; Insights and lessons from case studies; and Recommendations.
Outcome	Improved delivery of public services, enhanced public trust and citizen satisfaction, increased effectiveness and efficiency in delivering public services and learning from case studies and best practices of approaches to improve public service delivery.
Qualifications	Policymakers, government officials, and representatives of local government units and enterprises involved in direct public services to citizens.

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



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