

Public Administration Reform in Cambodia

Bangkok, January 2013

National Program for Administrative Reform

Vision:

Serving People Better

Goal:

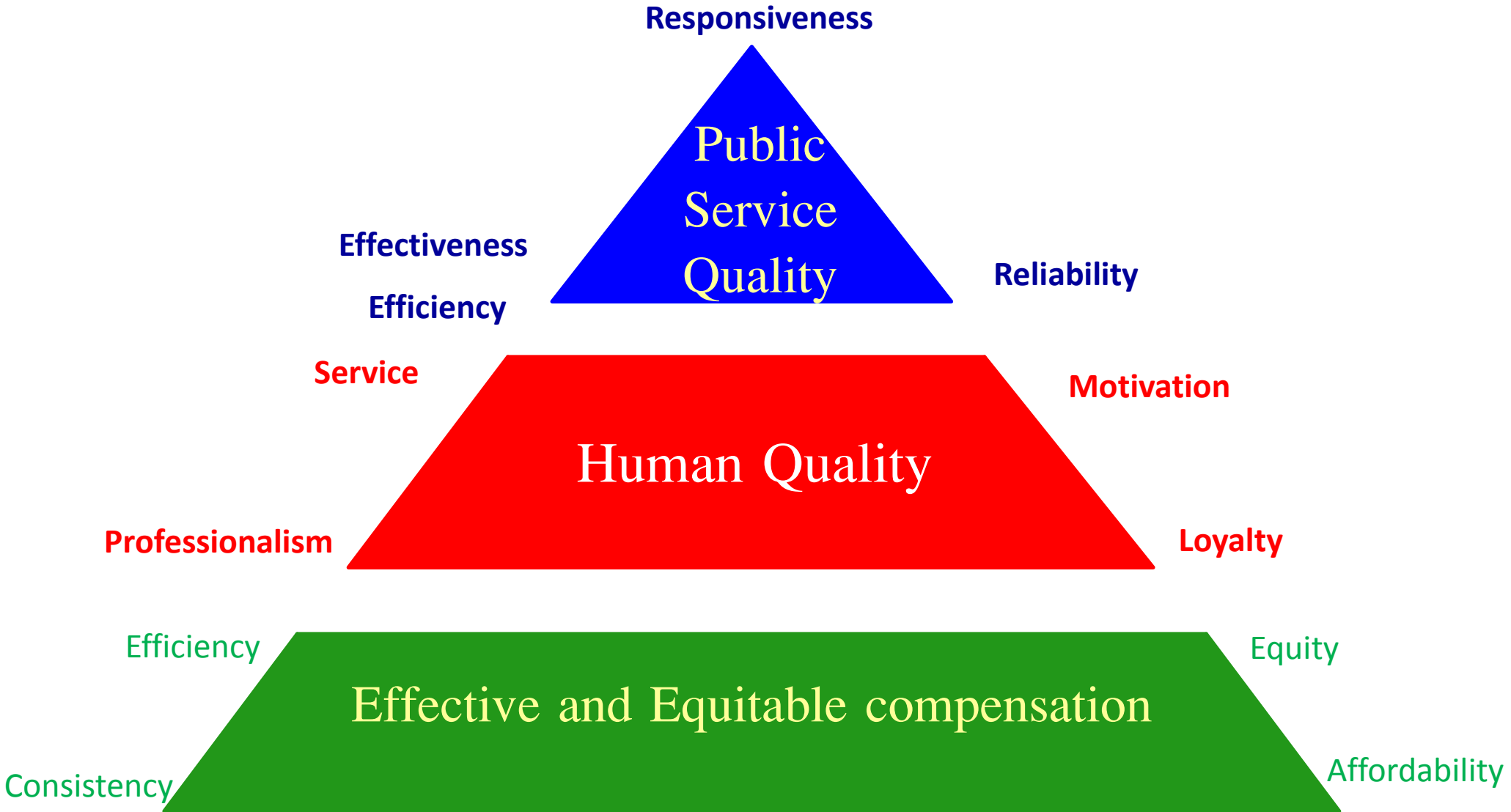
Transform the Public Administration into an effective provider of public services

Objectives:

Making the Administration more responsive, effective, efficient and reliability

Improving values of service, loyalty, motivation and professionalism

Serving People Better



Lessons Learned

- Reforming is a political venture (engagement)
- Reforms require a long-term perspective (sequencing)
- Reforms require effective leadership (resilience)
- To be sustainable reforms must be
 - Anchored into one's reality
 - Designed and implemented according to one's capacity
 - Flexible based on a “no – rush” approach
- Need for **direct** access to knowledge and experiences (sharing)

Conclusion

Serving people better is an ongoing necessity

Much has been accomplished

Yet, must accelerate the reform

Performance and capacity are keys

A matter of sustainable development