

Scope of Good Governance Practices and Implementation:

How service is delivered?

1. Equity and fairness
2. Service quality
3. Responsiveness
4. Participation and feedback

How a public agency performs during service delivery?

1. Rule of law
2. Effectiveness
3. Efficiency
4. Accountability

Key issues (but apparently neither urgent nor discussed):

1. Consensus
2. Check-and-balance

Challenges on Good Governance Practices:

Internal challenges:

1. Capacity building for staffs and management on the continuous basis
2. Organizational culture
3. Retirement and replacement through recruitment of top talents

External challenges:

1. Ability to anticipate public needs, given a lack of understanding of Generation Y, unique needs in different regions, youth population, aging population, and lack of understanding citizens' needs, etc.
2. Continuous investment in economic infrastructures such as roads, mass transits, airports, and electricity generating plants through private investment and public-private partnership- how public interests are protected?
3. Size and geography with different needs of public services such as service delivery for urban and rural populations
4. Continuous engagement with the general public to ensure participation for consensus building in the development of public policies (and preventing disillusionment)
5. Climate changes and disaster management- how the public sector provides needed services such as warning, evacuation, rescue, and reconstruction
6. Decentralization and regionalization
7. Accessibility and communication of performance information to the general public
8. Check and balance mechanism through the legal means and the involvement of NGOs
9. Corruption

Uniqueness among ASEAN for Good Governance

1. Strong central government– setting the country's vision
2. Extensive involvement of NGOs in service delivery
3. Balance of public obligations to rebuild the country (from the Cold War) , to provide basic public services, and to invest in economic infrastructures for economic development and growth
4. Weak bureaucratic structure which is subjected to political interference
5. High-income country that moves past through middle-income trap is driven by good governance practices in the public sector
6. Service delivery should be defined by the minimum requirements and begins to increase through continuous engagement with citizens.
7. Service delivery for life-cycle consideration (from birth-to-death) should be designed within the context of technology advancement.
8. Legitimacy of the public sector depends on how well the voice of citizens is heard which is possible through political processes (e.g., election and political party).
9. Skills of civil servants in providing life-cycle services will be essential.
10. Weak management systems and inability to attract qualified staffs are the hurdles of good governance practices.
11. Empowerment (when citizens are ready) is the key to sustain good governance practices.
12. Good governance practices should include the size of the public sector.
13. There are ongoing role changes of the public sector from ownership of assets when delivering services (i.e., service delivery) to a regulator.
14. Practices of conflict management between central and local governments during service delivery.

Implications from Morning Presentations and Afternoon Discussion on Good Governance

1. Needs to change the current way of government agency “Think & Act” in response to “higher demand and expectation” of the upcoming generation in each country.
2. Actively involvement of citizen and private sector in governance seems to be a common direction in policy creation and service delivery in particular for public infrastructure development & improvement.
3. Upgrade the civil servant workforce competency in order to engage the new set of challenges and problems with responsiveness.
4. New approaches for civil servant to interact with politician and citizen to ensure sustainable growth of the nation
5. Dealing with Generation Y as future civil servants and citizens to ensure good governance (e.g., service delivery, participation and engagement, etc.)
6. Understanding of the impacts and limitations of ICT in good governance practices
7. Service delivery is dynamics and changes over time. The public sector must be proactive in learning and understanding the needs of citizens.