

1st Video Conference 2014
‘Results-Based Management (RBM)’ with MOHA, Laos
World Bank, Bangkok

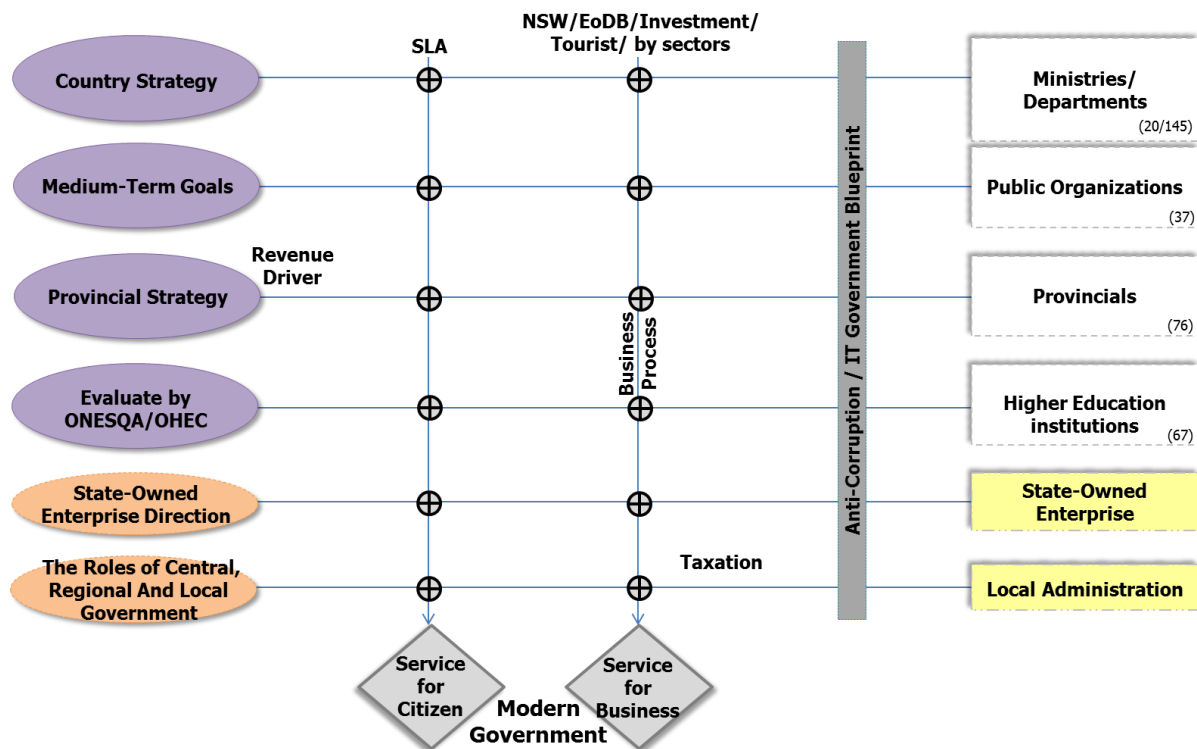
Participants

1. World Bank, Bangkok
2. Ministry of Home Affairs (MOHA), Laos
3. Office of the Public Sector Development Commission (OPDC), Thailand

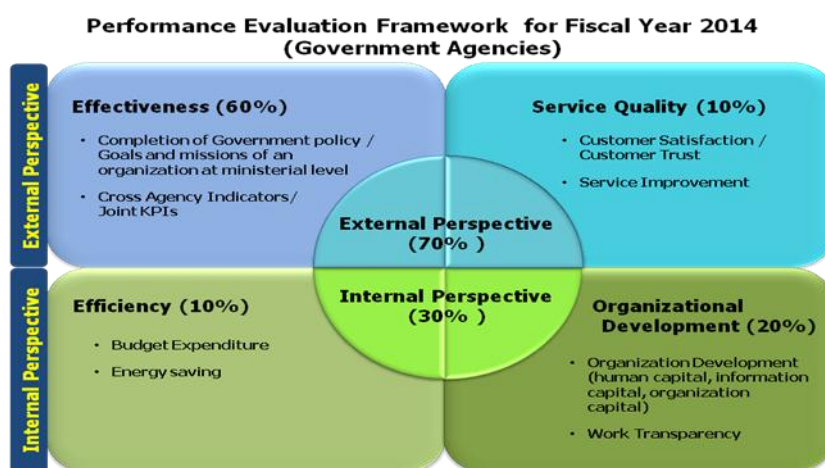
Discussion Issues

A) Presentation from OPDC Thailand

The Office of the Public Sector Development Commission (OPDC) presented an overview of Results-Based Management (RBM) in the Thai public sector highlighting a performance measurement and management approach that focuses on achieving the desired goals and objectives. OPDC representatives illustrated how to cascade performance monitoring and evaluation processes from ministries down to department units, as shown below.



The Performance Evaluation Framework of Government Agencies includes two perspectives each consisting of 30% internal perspective and 70% external perspective. The internal perspective evaluates the efficiency (10%) and organisational development (20%) whereas the external perspective evaluates effectiveness (60%) and service quality (10%). This is demonstrated in the graphic below. The implementation of performance monitoring and evaluation make agencies improve their performance, especially the motivation to improve public service to citizens.



**Performance Evaluation Framework for Fiscal Year 2014
(Government Agencies)**

	Key Performance Indicators (KPIs)	weight (%)
External Perspective		70
Effectiveness (60)	1. Completion of Government policy / Goals and missions of an organization at ministerial level	30-50
	2. Cross Agency Indicators/Joint KPIs <ul style="list-style-type: none"> • Each Joint KPIs will be weighed no more than 10% or/and total weight no more than 30% • In case of having Joint KPIs less than 2 issues, each issue will be weighed no more than 10%. Weight left over will be added to KPI1. 	10-30
Service Quality (10)	3. Service Quality <ul style="list-style-type: none"> • Customer Satisfaction / Customer Trust • Service Improvement 	10
Internal Perspective		30
Efficiency (10)	4. Budget Expenditure	5
	5. Energy Saving	5
Organizational Development (20)	6. Organizational Development (human capital, information capital, organization capital)	15
	7. Work Transparency	5
	Total	100

B) Sharing Knowledge (Questions and Thoughts)

The delegates from The Ministry of Home Affairs (MOHA), Laos would like to discuss more about Results-Based Management (RBM) by asking questions. Therefore, OPDC outlined in greater detail as follows:

Question: Are there any laws and regulations that involve with implementation of Results-Based Management (RBM) in Thailand?

Answer: There are three regulations involved:

1. The Public Administrative Act which enforce public agencies making strategic plans and evaluation frameworks

2. Thailand Royal Decree on Criteria and Procedures for Good Governance where Good Governance utilised to meet the following targets:

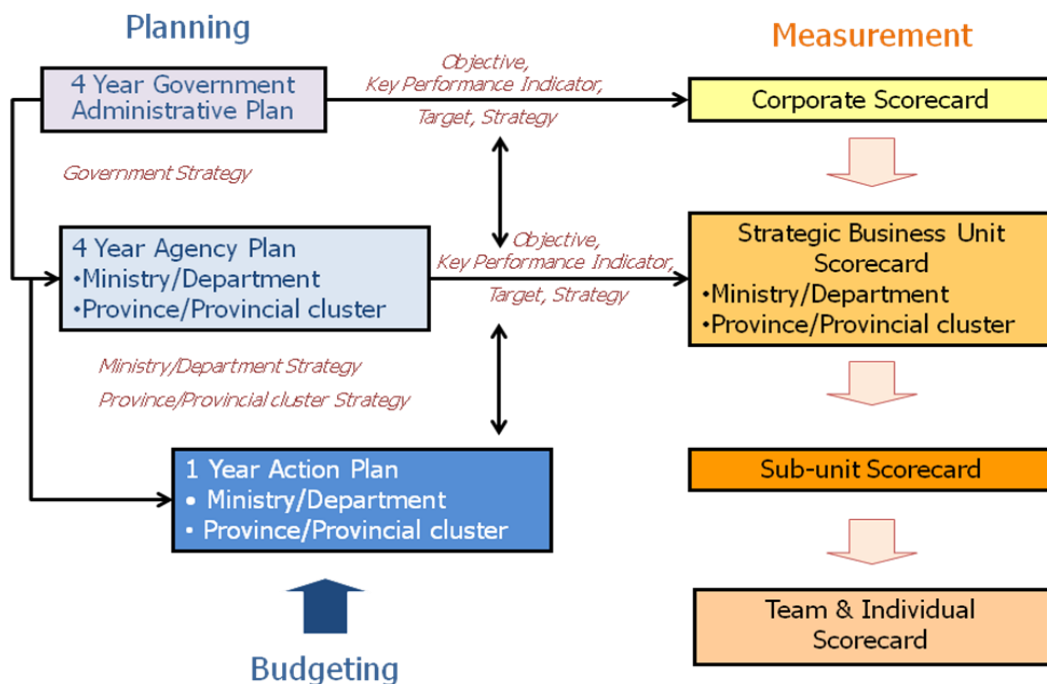
- responsiveness
- results-based management
- effectiveness and value for money
- lessening unnecessary steps of work
- reviewing mission to meet changing situations
- providing convenient and favourable services
- regular evaluation

3. Public Sector Reform Strategic Plan

Question: How to embed the Results-Based Management in every public agency in Thailand?

Answer: Apart from the regulation, we do have embedding the system, as shown below.

Embedding the System



Moreover, OPDC also set up the executive training program for implementing Results-Based Management to enhance agencies understanding of Results-Based Management.

Question: How to manage the cash reward for individual performance in each public agency?

Answer: OPDC will set the principle of paying cash rewards for officials in each agency as follows:

1. Officials that deserve cash rewards have to be evaluated as good (level 3-5) in performance evaluation. However, public agencies can set their own individual performance evaluation framework to evaluate their own officials.

2. Officials that deserve cash rewards have to be a part of the success of mission of their own agency.

3. The cash reward cannot be shared between other officials because the purpose of this cash reward is for officials who demonstrate good performance.

For more information please visit: www.opdc.go.th

C) Others: Future Cooperative Activities

International Conference: The Bank's and OPDC's delegates had raised the issues of the future cooperative activities up to all participants so that delegates are able to mutual agree on what the way forward should have planned. Particularly, that the upcoming International Conference is the continuing event since 2013 will be organized in the beginning of September. Due to the political unrest in Bangkok, it does have an impact on the date scheduling its event. ASEAN and the Bank's delegates have viewed that it would be better off if the OPDC should host an International Conference in November. The sooner the International Conference, the less the ASEAN delegates would participate. As a result, the OPDC has decided to pending organizing the upcoming International Conference in November based upon the counterparts' consensus.

Video Conference (VC): all partners explicitly stated that the OPDC as a focal point of promoting Good Governance among ASEAN Members should regularly schedule VC as we had committed. The next VC will fall into the areas of Service Level Agreement.
