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**EUROPEAN COMMISSION FOR DEMOCRACY THROUGH LAW**  
**(VENICE COMMISSION)**

in cooperation with

**THE GENERAL PERSONNEL COUNCIL OF  
PALESTINE\***

**Regional seminar for high level civil servants**

**13<sup>th</sup> UniDem Med**

**"PUBLIC ADMINISTRATION FACING THE COVID-19 PANDEMIC:  
MODERNISATION AND DIGITAL INNOVATIONS"**

**Videoconference, Palestine\***

**5-6 October 2021**

**GOOD GOVERNANCE IN PUBLIC ADMINISTRATION IN THE AGE OF  
DIGITALISATION: ADAPTING FOR BETTER TRANSFORMATION**

by

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The General Personnel Council (GPC)  
Digital Transformation in Light of  
COVID- 19 Pandemic

# DIGITAL TRANSFORMATION

2021 - 2019

## Crisis Management by GPC

Innovation and Digital Transformation  
in light of COVID 19 Pandemic





**COVID 19 spread all around the globe and cast a shadow over all life aspects.**

**Palestine, like all other countries, was exposed to the threats of the pandemic. Governmental measures prioritized citizens health, then to mitigation taking into account the health measures and precautions. The General Personnel Council formed a team of senior management to develop work policies responsive to existing changes and to empower employees in order to carry out their tasks remotely.**



# GPC's Experience in Enhancing Teleworking in the State of Palestine During Corona Pandemic

Emphasize on GPC's work continuity in a normal manner and the fulfillment of its obligations while changing the work form from working in GPC's headquarters completely to working in a mixed manner (at GPC's headquarters, ... working remotely)

Relying on electronic transactions and documents in implementing administrative procedures for governmental departments.

Expanded adoption of teleworking and the virtual office.

Working with partners to adapt information technology to overcome the crisis "Corona pandemic"

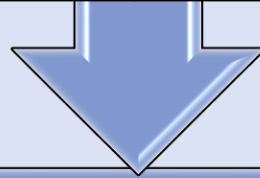
Providing logistics for employees to support their telework.

Benefit from that experience, evaluate it and build on its future outcomes.

# Remote Interviewing

The Ministry of Health, the Ministry of Education and a number of governmental departments.

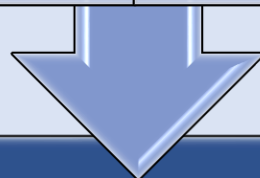
Holding interviews for more than 500 applicants remotely and interviewing applicants in their homes.



# Receiving Job Applications Electronically

Receiving 49,061 job applications

Job advertisements for the Ministry of Education.



# Administrative Transactions

As a result of switching to the electronic system:  
1- Reducing cost 2- completion Speed 3- Accuracy  
4- Monitoring 5- The speed of issuing reports to the decision maker

Stop receiving paper administrative transactions and replace them with the electronic system

## Telework Technical Support Team:

4 technical support staff, and they worked by dividing the working hours which differed during the Corona pandemic from the officially approved working hours, so it was necessary for technical support staff to be available from eight AM until ten PM to provide technical support to GPC staff mainly.

2 Network engineers to enable employees to access GPC's network in a secure manner and access their office devices with all their files and programs, follow-up and document the hours of entry and exit to the systems and to ensure that they work within the granted powers to users

3 Technical support staff whose mission is to provide technical support to users of GPC's systems from governmental institution and job applicants who were able to submit approximately 50,000 electronic employment applications, and the technical support was of assistance to them 24/7 without interruption.

The presence of at least one technical support employee to work at the GPC's headquarters daily to follow up on any needs from inside the workplace.

All institutions and employees have been provided with technical support phone numbers and identification of the mission and institution assigned to them.



# Developing Legal Legislations During the Pandemic

## Preparing and developing the final draft of the Palestinian Civil Service Law.

Work to legalize all new procedures for the civil service due to the pandemic and any emergency circumstances in the Palestinian situation.

## Preparing and approving the system for hiring experts and filling temporary or seasonal jobs

It was dually approved by the Council of Ministers and published in the Official Gazette No. (10) for the year 2021.

## Preparing the disciplinary investigation regulations:

It was duly approved by the Council of Ministers by Resolution No. 14 of 2020 amending the Regulations regarding the amendment of Council of Ministers Resolution No. 11 of 2013 amending Executive Regulations No. 45 of 2005.

## Preparing a list of criminal cases:

Amending the list of criminal cases, which was approved by the Council of Ministers by its decision No. 13 of 2020 amending the amended Executive Regulation No. 4 of 2009 to Executive Regulation No. 45 of 2005 of the Civil Service Law No. 4 of 1998 amended by Law No. 4 of 2005.

# Developing Legal Legislations During the Pandemic

## Preparing the drafted system of incentives and rewards for civil servants:

GPC has prepared the guide for the incentives and rewards system project to serve as a guiding document, especially for those who worked with a distinction during the pandemic.

## Regulations for handling the status of employees stranded abroad due to Corona pandemic:

GPC has prepared a regulation to address the situation of employees stranded abroad due to Corona pandemic, so that it was approved by Council of Minister's Resolution No. (04/89/18) for the year 2020. This establishes provisions regulating this matter, settling the status of scholarship employees and facilitating their return to the homeland.

Preparing and approving the Code of Conduct and Public Service Ethics No. (4) of 2020, which amended the Code of Conduct for the year 2012.

# Job Planning and Classification tables

## First, Strategic planning for civil service

- Updating the National Strategic Plan Civil for Service 2021-2023 in line with governmental directions for the coming period approved by the Council of Ministers on 9/28/2020.
- Preparing the executive plan of GPC for the year 2021 within the framework of governmental results for the years 2021-2023.
- Developing a computerized program to prepare the executive plan for all GPC's departments and units according to the approved governmental models.

## Second: job formations Table for the year 2020 and 2021:

- Start discussing job formations schedule for governmental departments at the beginning of February 2021 with the teams approved by governmental departments for the year 2020 during the emergency period using Zoom and WhatsApp programs and documenting all sessions.
- Completion of preparing job formations schedule for the year 2020 and duly approving it in Cabinet session No. 73 on 7/9/2020. And formations schedule for the year 2021 was approved by Resolution No. 106 on 04/26/2021.
- Complete updating of the career planning guide and formation schedules.

# Job Planning and Classification tables

**Third: In studies and scientific research field:**

- The final review and approval of the final version of the Arab competencies framework of senior cadres according to the following:
- a virtual meeting (Zoom platform) between GPC and ESCWA in Beirut.
- a virtual meeting (Zoom platform) between ESCWA and the Arab team.
- Launching the work in "Rawafd for Public Administration Research and Studies magazine".

# Recruitments: Job Applications 2021 - 2020

100

- Job Announcements

538

- Announced Job Titles

193556

- Job Applications through GPC Portal

119636

- Accepted Job Applications

27420

- Denied Job Applications

# Electronic Exams



During 2020, a number of electronic exams were held which are 79 electronic exams. the total number of candidates for those exams was (43527).



A number of exams have been held according to the employment system in the civil service, especially in the private non-governmental sectors to contribute strongly to supporting and strengthening the partnership between all sectors in the State of Palestine.



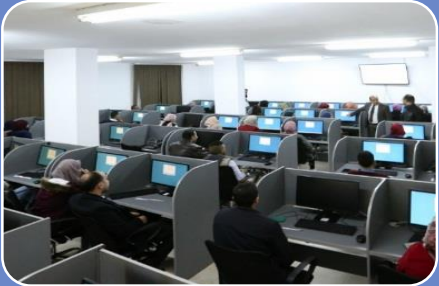
Holding the profession practice exam for nursing diploma holders for 421 applicants. Holding the Excellence Exam for Human Medicine, which was held in cooperation between GPC and the Palestinian Medical Council, with the participation of (150) applicants.

GPC has worked on preparing a coherent electronic system to minimize the negative aspects of the traditional competitive exam, and minimize the human intervention

# Governmental Bank of Questions



GPC has worked on developing a database for the Bank of Questions in various scientific specializations, including specialized, cultural, and general questions.



The idea of the Bank of Questions came up mid-2016, under the instructions of HE Musa Abu ZAID, Head of GPC. To serve this purpose, a specialized committee for GPC was formed.



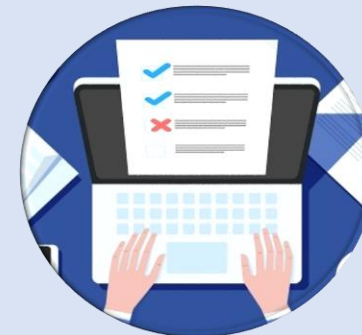
To assure the concept of partnership in the governmental institutions, GPC has worked on forming a number of focus groups of specialized civil servants from various public institutions to enrich the Bank of Questions.

# Human Resources Systems in Civil Service:

## The Automation of Job Appraisal System:

On 07/01/2020, the General Personnel Council issued a circular to all government departments regarding the automation of job performance appraisal forms. All paper correspondences related to performance evaluation were dispensed and implemented electronically through “MAWARD” system.

Implementing evaluation and complaints transactions within the specified legal periods, with less effort, achieving job satisfaction, providing quality services to the citizen, and its reflection on granting the employee promotion on time without delay.





# Palestinian National School of Administration



Third,  
Developing the infrastructure including the internet speed, Computers, etc..  
Promote distance training and teleworking culture as a crucial need in the pandemic.

Second, the continuation of providing services  
Developing training material through the years 2020- 2022

First, the continuation of providing services, where the mechanism of training was divided as the following:  
In- site training, taking into consideration prevention measurements.  
Merged training, in- site and on the internet  
Distance Training.

# Public and international Relations and Media

5- Organizing TAIEX sessions on the internet on Job Appraisal System, in cooperation with TAIEX experts, and BOSA institution- Belgium.

6- Participating in 3 workshops on the internet with SIGMA experts the continuation of public services in the context of COVID 19, with participants from a number of Arab countries (Algeria, Egypt, Jordan, Lebanon, Morocco, Tunisia, and Palestine. Also, countries from Eastern Europe).

7- Conducting an online workshop with SIGMA experts, which focused on the practical implementations, challenges, and suggested solutions to work centrally or non- centrally in the light of Corona Pandemic.

8- Organizing a session with SIGMA experts on defining the priorities of the strategic plan in light of the current challenges.

During 2020

1 – Organizing a training program on ceremonies and protocol at the governmental level.

2 – Participation in the regional panel discussion for senior public officials in the University of Democracy program on “Towards User–Oriented Management”, via video conferencing in Morocco.

3 – Participation in a workshop with the European Union and the General Secretariat of the Council of Ministers, to review the framework for the results of the Association Agreement.

4– Organizing a workshop with Sigma experts on 10/8/2020 on teleworking, with the participation of a number of governmental institutions.

# Public and international Relations and Media

## During 2021

- 1- Three discussion sessions with SIGMA experts on “challenges and obstacles in managing human resources in light of Corona pandemic.”
- 2 - Hebrew language course for the second group, the first level, for 15 employees from GPC.
- 3 - A workshop on Guiding work for human resources officials in ministries and governmental institutions in cooperation with SIGMA experts.



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**Thank You**

2021 - 2019