



CDL- UD(2022)005

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EUROPEAN COMMISSION FOR DEMOCRACY THROUGH LAW
(VENICE COMMISSION)

in cooperation with

THE GENERAL PERSONNEL COUNCIL OF PALESTINE*

**Under the auspices of H.E. the Prime Minister
Dr Mohammad SHTAYEH**

Regional seminar for high level civil servants

15th UniDem Med

"PUBLIC SERVICE POLICIES: PARADIGMS FOR CHANGE"

Hybrid format: online and in Palestine*

17-18 May 2022

NEW CHALLENGES FOR PUBLIC SERVICE POLICIES

by

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The Unidem Med project is implemented in the framework of the European Union/Council of Europe joint programme "Regional Support to Reinforce Human Rights, Rule of Law and Democracy in the Southern Mediterranean" (South Programme IV)

* This designation shall not be construed as recognition of a State of Palestine and is without prejudice to the individual positions of Council of Europe and European Union member States on this issue.

*This document has been produced as part of a programme co-funded by the European Union and the Council of Europe.
The views expressed herein can in no way be taken to reflect the official opinion of either party.*

15th UniDem Med Seminar for high level civil servants
Public service Policies :Paradigms for Change

Government Excellence Programs as a paradigms for change in accordance with the current best practices

“General Personnel Council
Achievements and ambition“

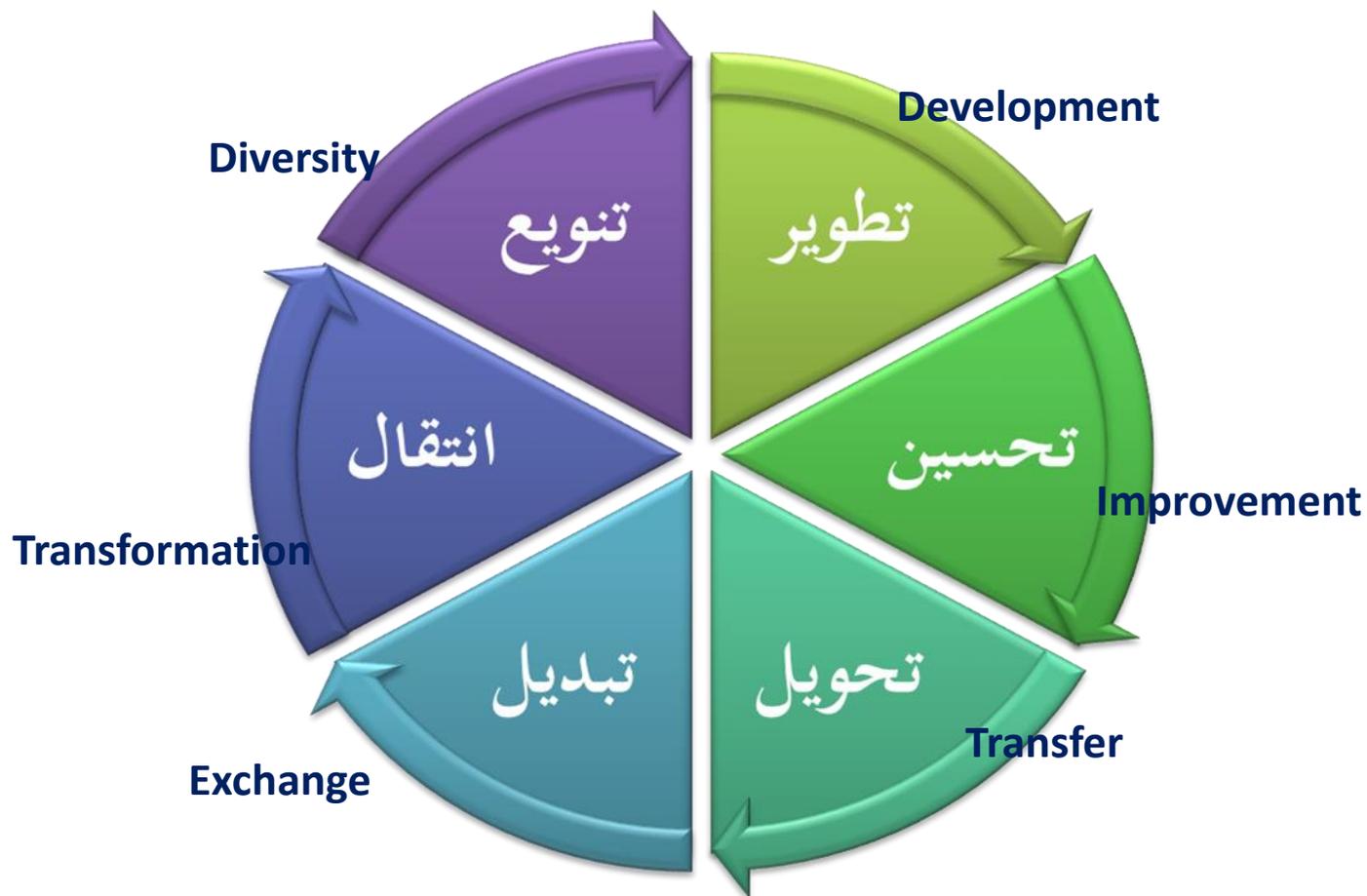
Samir Baidoun

Modern Administrative methods

To improve you must change , and to be the best you must also change .

Winston Churchill

The concept of change



Excellence forms

- Several forms which contribute to promoting the institutions' performance aiming for profit
- Benefits of implementation in the governmental institutions

Institutional Excellent models

- The Excellence Program /Model

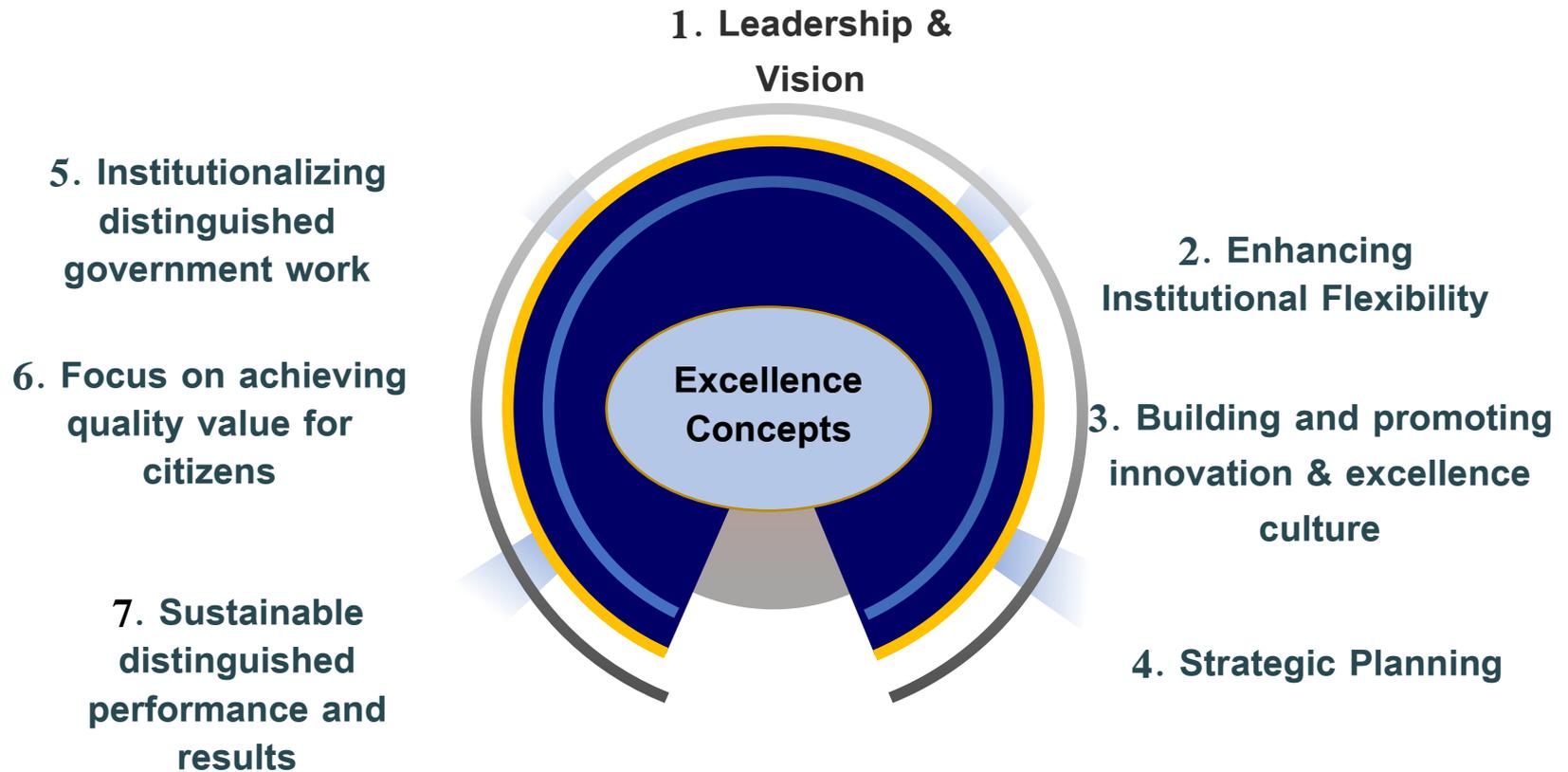
Is an administrative tool includes an integrated system of methodologies and the best practices which represents an road map which guarantees achieving sustainable excellence.

Institutional Excellent models

- Excellence models aim to:

- Helping the institutions to specify opportunities and improving suitable activities which enable them actively of achieving excellent results.
- Evaluation of institutional performance.
- Achieving the best results Beneficiaries, employees and Beneficiaries the society's satisfaction.
- Spreading the positive spared and good values in the institution's culture.

Palestinian Government Excellence Program: the proposed guiding principles



Palestinian Program for the excellence governmental performance objectives

- Promoting the quality of provided governmental services for the beneficiaries
- Raising beneficiaries' satisfaction about the governmental performance and enhance their trust in the plans and the governmental programs
- Guaranteeing the governance and plans' a liement and establishing governmental, institutional and active participations
- Enabling governmental work environment, enhancing the institutional culture and employing the modern techniques

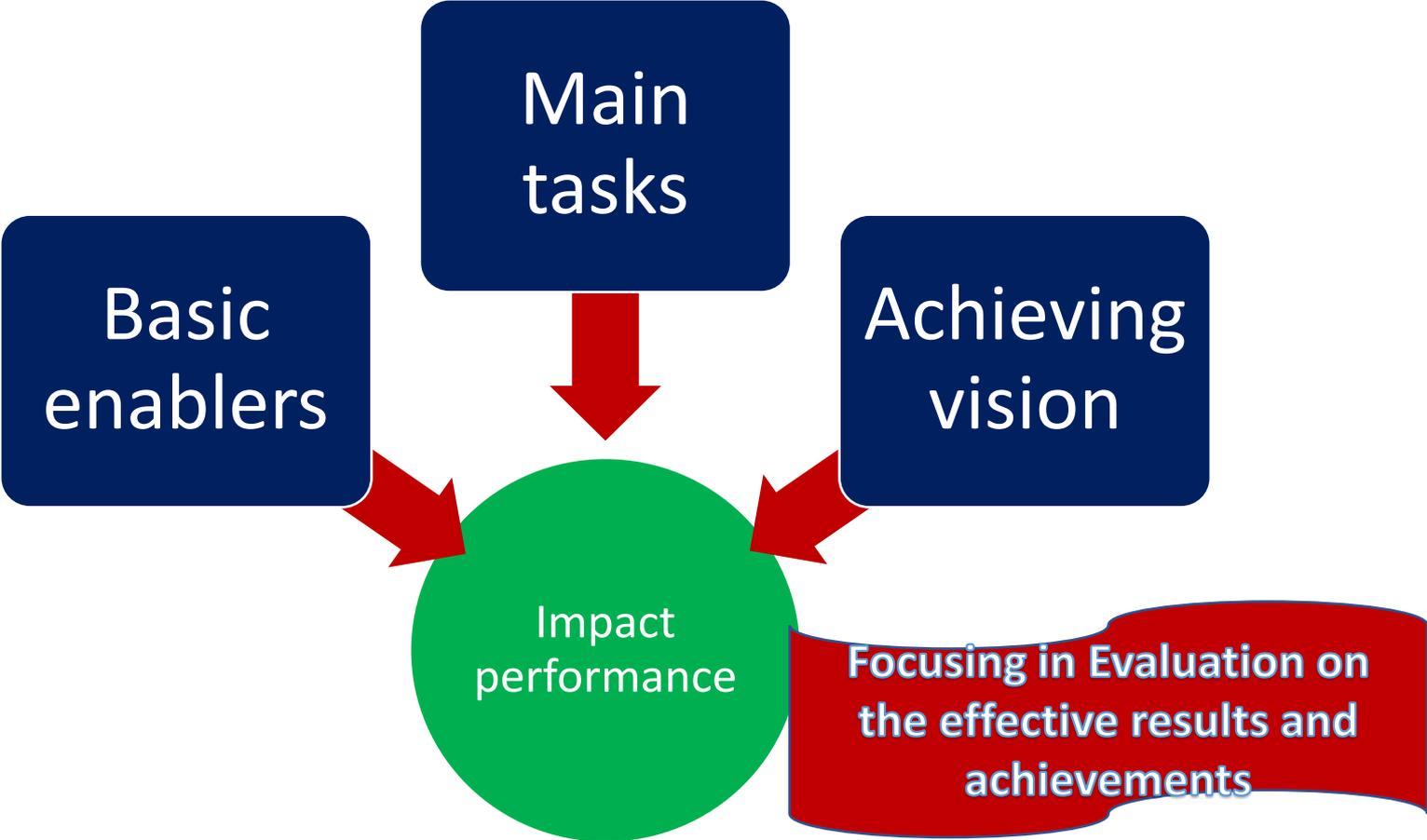
The proposed Excellence Criteria

- Leadership
- Strategic Planning
- The national Trends)priorities general policies(
- Resources Management
- Operations' Management
- Information Management)Institutional Knowledge(
- Innovation and oversighting future
- The results

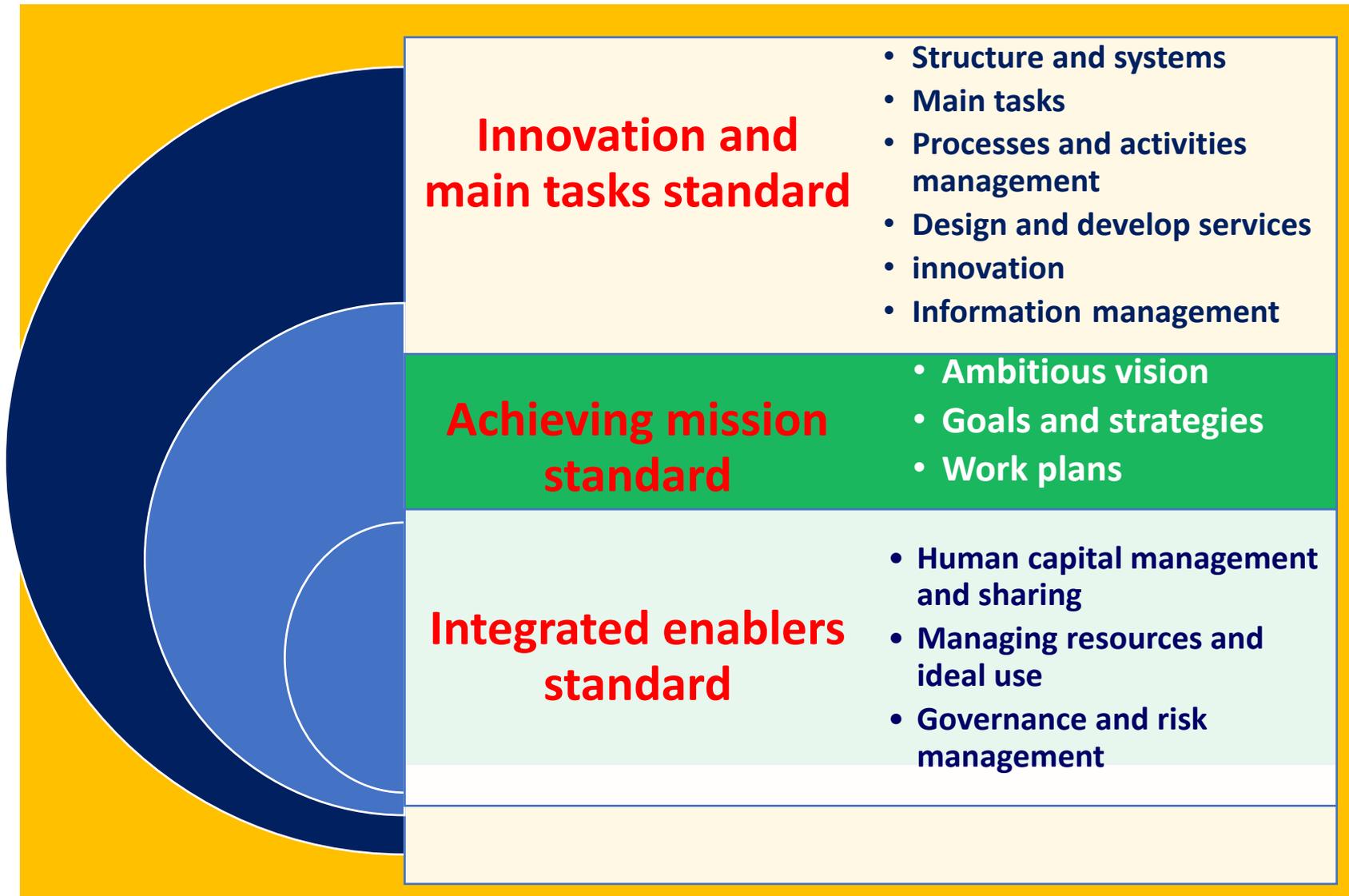
Arab Governmental Excellence Model

- The excellence award was launched in accordance with the model in 2019
- Aiming to:
 - **Publishing the institutional excellence culture in Arab countries**
 - **Creating a positive leading thinking to adopt the excellence in the Arab governmental parties**
 - **Improving the general performance and continuous development in the Arab governmental apparatuses**

Arab Excellent Governmental Model



Excellence Criteria and Sub Criteria



The Results

- The distinguished governmental parties focus on the results and the positive effects on all the beneficiaries and the society and guarantee these results sustainability for the long-term to achieve their leadership and their governments' leadership this criterium include
 - The related results to the human capital (as :job satisfaction's indicators, positive results in the work environment , the job loyalty results and others).
 - Financial Planning results as :Revenues Development Results and decreasing costs, Budgeting accuracy and others
 - Results of internal or external audit reports and the received processing notes
 - Transparency and integrity results and equal opportunities as :dealing with the beneficiaries, dealing with human resources, Supplier selection and others.

General Personnel Council's Journey Towards Excellence

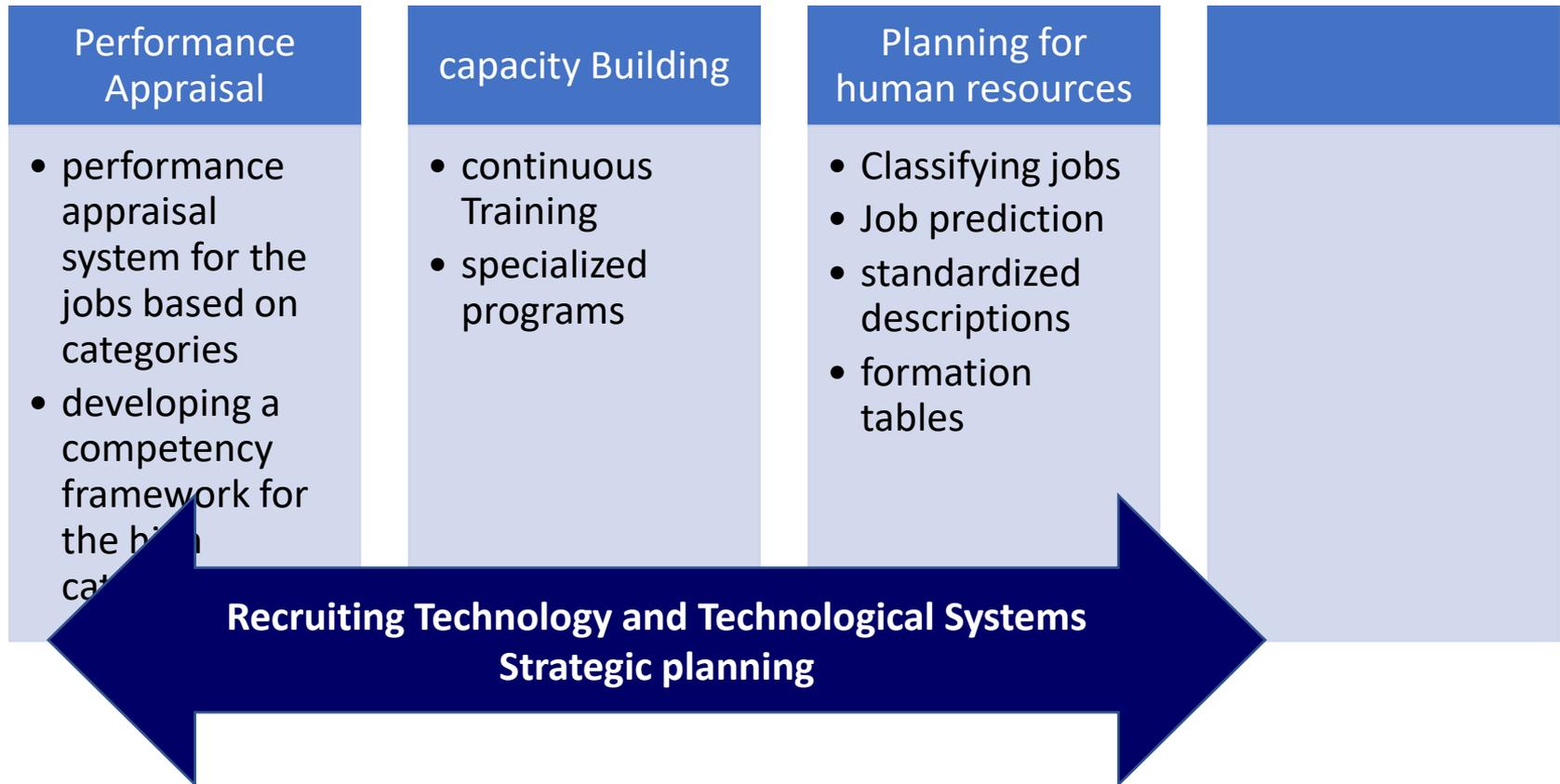
- Daragmeh's study 2022 indicates that GPC was enabled to apply the main drivers)enablers (for the European excellence model In a high level which guarantees sustainable results

The standard	Application Level
Leadership	81%
The Strategy	71%
Human Resources	77%
Participations and Resources	71%
Operations	74%

General Personnel Council's Journey Towards Excellence

- GPC depends during its journey on:
 - High level leadership's support, commitment and integration in the excellence journey
 - The vision towards excellent governmental performance internationally Based on reform, raising the quality of governmental services and enhancing transparency and trust.
 - Strategic Planning to achieve the effective results according to the priorities, general policies for the government.
 - Adopting transparent and announced general policies to guarantee integrity and justice.
 - Investing in capacity building for GPC's employees and the civil servants.
 - Approaching the Lean Management principles based on respecting the workers, investing the resources, avoiding their waist, performance and operations development in a continuous manner and simplifying procedures to add the value in serving the beneficiaries
 - Building a knowledge institution using the modern techniques to computerize and digitalize its processes to reach the electronic government
 - Institutional performance appraisal according to results framework for the sectoral plans 2017 2022

Some Important Achievements During The Excellence Journey



Crisis Management (Corona Pandemic as an example)

- Forming a small teamwork headed by chairman of GPC
- Continuous communication with stake holders
- Committing to safety procedures issued by the government
- Continue working by using technology in teleworking, providing services and implementing training programs electronically

Continuing in Excellence Journey

- Using the excellence model as a self evaluation tool for institutional performance appraisal The Arab model could be used for its comprehension and processing the modern administrative requirements linked to governance, risks management and availability of performance indicators for all the model's standards
- Developing an individual performance appraisal system based on linked indicators to the job competency framework for all levels
- Adopting professional tracks in addition to the supervisory track based on job classifying system and a national job competencies framework in a professional and computerized manner

Continuing in Excellence Journey

- Big Data analysis using Data Science and adopting the artificial intelligence to conduct supervisory studies to develop the different administrative systems to be responsive for catastrophes, emergency and crisis for early prediction and alarming and specifying the possible risks
- Developing a risk management system)integrated and systematic approach specifying, evaluating and classifying the risks which may the governmental institution face they may stop its goals accomplishment, and taking the required procedures to prevent them And limit their effects and its occurrence probability (linked directory to the sectoral and strategic plans

**Excellence is a Journey,
not a Destination**



Finally

**Change could be a risk ..
But the strongest risk is not keep up
with changing requirements ...
And sticking to reality**

THANK YOU