

# **ASEAN Conference on Civil Service Matters: ASEAN Resource Centre's Directory**



**One Vision  
One Identity  
One Community**





ASEAN Conference  
on Civil Service Matters:  
ASEAN Resource Centre's  
Directory

**The ASEAN Secretariat  
Jakarta**

The Association of Southeast Asian Nations (ASEAN) was established on 8 August 1967. The Member States of the Association are Brunei Darussalam, Cambodia, Indonesia, Lao PDR, Malaysia, Myanmar, Philippines, Singapore, Thailand and Viet Nam. The ASEAN Secretariat is based in Jakarta, Indonesia.

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## Brunei Darussalam

### Introduction of the ARC

- Country : Brunei Darussalam
- Title : ASEAN Resource Centre on Managing New Technologies
- Date of establishment : 1995
- Vision and Mission(s) : **Vision:**  
Educating and exposing the members in the areas of managing new technologies.
- Mission:**  
In the long term, Brunei Darussalam will become the provider of expertise in the field of ICT in the civil service, assisting the members in enhancing their ICT capabilities and becoming a role model in managing new technologies.
- Objective(s) : Brunei Darussalam will provide programs and activities that enable members:
- To create a long term vision in managing ICT in the civil service;
  - To devise a clear direction and strategy for the ASEAN civil service in the development of ICT;
  - Striving towards enhancing IT competency in the ASEAN civil service.

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## Activities

Area of expertise : Managing New Technologies

Key activities :

- To provide seminar / workshop / symposium;
- Project Based – Developing training programs delivered by 'computer-based' training packages;
- Working visit – ASEAN Exchange of Visits Programme

Total number of : 141 participants of ASEAN Member States  
participants  
trained from the  
ASEAN Member  
States

- List of concluded :  
training courses
- Seminar on Information Technology, 31<sup>st</sup> August – 2 September 1996;
  - Seminar on Managing New Technologies, 2 – 5 December 1996;
  - Seminar on Managing Electronic Government in ASEAN Civil Service, 27-28 March 2001;
  - Seminar in Managing Change in Implementing Electronic Government in Civil Service, 26-27 August 2003;
  - Executive Development Programme for Senior Government Officers, 2004, 2005, 2006, 2007, 2009, 2011;
  - Development Programme for Government Middle Management Officers, 2006, 2007;
  - Managing I.T for Non I.T Managers, 2004, 2006, 2009, 2010.



## Cambodia

### Introduction of the ARC

Country	: Cambodia
Title	: ASEAN Resource Centre on Capacity Development of the Civil Servants
Date of establishment	: 24 October 2002
Vision and Mission(s)	: <b>Vision:</b> To ensure that Cambodian ARC produces sustainable high performance civil servants to provide best quality service in the professional manner with highest ethical standard to realize the vision of the organization, the national and ASEAN.

#### **Mission(s):**

- To train civil servants to become qualified workforce with high responsibility for their function and duties, adopt new management technique and innovation, adopt to the advance in scientific and technology and keep up with globalization;
- Carry out capacity development programs through workshop, seminar, meeting, training course, distance learning, on the job training, study visit and information sharing;
- To gather all resources (civil service regulations and documents, best practices and experiences from various sources in the world) to innovate our input;



- Objective(s) :
- To exchange and disseminate information related to ASEAN Civil Service;
  - To strengthen the abilities of civil servant to catch up with the development of socio-economy and the country. Civil servants must be retrained in order to enhance their performances and adapt to the emerging changes that are frequently occurred in the country, region and world;
  - To promote civil servants to be qualified service delivers so that they will be able to effectively deliver services to customers;
  - To develop the effectiveness of service delivery and deliver on time without postponement or cancel; and
  - To continue to train civil servants in order to simplify the service delivery.

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## Activities

Area of expertise : Capacity Development of the Civil Servants

Key activities :

- Research, collect, bind, and produce of document relating to the ASEAN Civil Service;
- Provide lecturers for Royal School of Administration and Royal University of Law, Economics and Local Institute for Capacity Development for Sub-National Civil Servants;
- Coordinate/joint collaboration with ASEAN Member States to conduct seminars/workshops/training courses under the framework of ACCSM Work Plan and Initiative for ASEAN Integration Projects;
- Organize a seminar on “ASEAN Civil Service and Evolution toward Modernization”;
- Participate in exploring de-concentration policy on civil service management project; and
- Take part in drafting separate special statute and HRM and HRD policy for sub-national personnel management in conformity with de-concentration and decentralization reform.

Total number of participants trained from the ASEAN Member States : Local participants: 2805 Other AMS participants: 15 (Co-Organize with Management Service Department of Brunei Darussalam)

List of concluded training courses :

- Perfection Course of Civil Servant;
- Senior Student Course;
- Kramaka Student Course;
- Work Procedure Manual Workshop (Co-organize with Management Service Department of Brunei Darussalam);

- Quality Control Circle Course (Co-organize with Civil Service Institute of Brunei Darussalam);
- Seminar on “ASEAN Civil Service and Evolution toward Modernization”.

List of ARC Partners : Royal School of Administration



# Indonesia

## Introduction of the ARC

- Country : Indonesia
- Title : ASEAN Resource Center on Information Exchange (ARCIE)
- Date of establishment : January 1998 at the 8th ACCSM in Manila
- Vision and Mission(s) : **Vision:**  
ARCIE become a single data and information bank related to the Civil Service Matters
- Mission:**  
Providing data and information related to the civil service matters in ASEAN Civil Service
- Objective(s) :
  - Being Information Resource for all ACCSM activities including conference results and reports;
  - Sharing and exchanging information and experiences of public services matters from one ASEAN country to another;
  - Providing data/information bank for all experiences done in all ASEAN Member States which can be used as references;
  - Supporting the role of ACCSM in enhancing corporation among other ASEAN sectoral bodies in order to establish ASEAN Community.

## Contact details

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## Activities

Area of expertise : Providing data/information related to the public civil matters for all ASEAN Member States as references whenever they face the identical problems.

Key activities : NCSA Indonesia as focal point of ARCIE will be the coordinator for maintaining the hardware, developing software and providing network infrastructure. The ACCSM – with the assistance of ASEC – would lead coordination of the project and monitor follow ups.

## Partnership

List of ARC Partners : All ASEAN Resource Centres in ACCSM Member States



## Lao PDR

### Introduction of the ARC

- Country : Lao PDR
- Title : ASEAN Resource Centre on Civil Service Performance Management
- Date of establishment : 11<sup>th</sup> ACCSM on 16-18 October 2011 in Viet Nam
- Vision and Mission(s) : To guide and support the evolution of a Public Service, where management systems and staff reflect best practices, based on a more homogenized regional approach, and focused on strengthened capacity in support of sustainable national development.
- Objective(s) :
  - To implement performance evaluation management in Lao Civil service;
  - To network with ASEAN Member States;
  - To exchange information about Lao Civil Service Performance Evaluation Management with ASEAN Member States.

### Contact details

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## Activities

Area of expertise : 

- Civil service performance appraisal;
- Job descriptions writing.

Key activities : 

- Draft manuals, instructions related to the performance evaluation and job description matters;
- Conducting trainings on different areas related to above mentioned areas;
- Providing consultation, instruction to HR managers and technical staff at central and local levels

Total number of participants trained from the ASEAN Member States : In the past few years of implementation, the ARC of Lao PDR has been providing the training only for Laotians. So Lao PDR ARC is looking forward to further cooperate with other ASEAN Member States.

List of concluded training courses : 

- Introductory workshops on Civil Service Performance Management for Middle managers, Chiefs of Districts and HR technical staff;
- Workshops on Job Descriptions Writing for HR managers and technical staff at central and local levels;
- Workshop on Job analysis and function review.



## Malaysia

### Introduction of the ARC

- Country : Malaysia
- Title : ASEAN Resource Centre for Case Studies
- Date of establishment : The 8<sup>th</sup> ASEAN conference on Civil Service Matters (ACCSM) in 1995 endorsed Malaysia to be the ASEAN Resource Centre for Case Studies.
- Objective(s) :
  - To consolidate and disseminate issues, experiences and situations related to the public sector in the ASEAN region through the use of case studies;
  - To develop a pool of trained personnel in case writing and using of case study as training tool among ASEAN civil service officials.

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## Activities

Area of expertise : Conducting training programmes on Case Writing and  
Using Case Study as a Training Tool;

Key activities : 

- Developing case writing and the case method training programmes;
- Up-dating online case repository;
- Editing case studies produced by participants of the case writing workshops;
- Case clearing house for public sector case studies;
- Compiling case studies produced annually;
- Setting up of an “on-line” repository of case studies produced by participants of the local and ASEAN case writing workshops;
- Development of case studies through the application of technology for training and learning purposes through INTRANET and INTERNET.

Total number of : Total ASEAN Participants trained from 2003 - 2011=  
participants 101  
trained from the  
ASEAN Member  
States

- List of concluded : training courses
- International: Workshop On Case Study Writing (3 weeks)
  - ASEAN: Workshop on using Case Studies as a Training Tool (1 week)
  - Local:
    - a) Course On Case Study Writing (5 days)
    - b) Course On The Use Of Case Study As Training Tools (5 days)

## Partnership

List of ARC Partners : Case Writers Association of Malaysia (CWAM)



## Myanmar

### Introduction of the ARC

Country : Myanmar

Title : ASEAN Resource Centre for Training of Trainers

Date of establishment : 8 August 2004

Vision and Mission(s) : **Vision:**  
Excellence in Civil Service is essential for the Nation's prosperity.

**Mission(s):**

- To conduct training and educational programmes aimed at capacity enhancement of civil service personnel;
- To build an independent, efficient, competent and disciplined Civil Service for the sustainable all round development of the Nation through efficient trainers.

Objective(s) : 

- To conduct training programmes for trainers;
- To develop training modules for middle and senior level civil service personnel;
- To convene workshops/ seminars;
- To coordinate with ASEAN and other regional and international civil service agencies for participation in the activities of the Centre;
- To acquire advanced knowledge related to training methodology from ASEAN and other developed countries; and
- To conduct research related to civil service matters.

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## Activities

Area of expertise : Training the trainers of public sector

Key activities :

- Acquisition and communication of information.
- Developing teaching materials;
- Conducting surveys on training needs and methods, training programmes and training workshops;
- Upgrading computerization and enhanced use of internet technology for information dissemination and networking.

Total number of participants trained from the ASEAN Member States : None for the time being and still under planning stage.

- List of concluded training courses :
- Training Development Workshop, 4 to 6 April 2005, Central Institute of Civil Service (Phaunggyi) Myanmar;
  - Training of Trainers Workshop, 6 to 8 December 2005, Information and Resource Centre (Singapore);
  - Workshop on Capacity Enhancement of Training of Trainers, 8 to 10 May 2006, Central Institute of Civil Service (Phaunggyi), Myanmar;
  - The Reorientation Sessions of International Experience have been held monthly since July 2007 at Union Civil Service Board, Nay Pyi Taw, Myanmar;
  - Course on Training of Trainers for Civil Service, 16 March to 4 April 2009, Union Civil Service Board, Nay Pyi Taw, Myanmar;
  - Course on Training of Trainers for Civil Service, 10 August to 4 September 2009, Union Civil Service Board, Nay Pyi Taw, Myanmar.
  - Course on Training of Trainers for Civil Service, 27 July to 20 August, 2010, Union Civil Service Board, Nay Pyi Taw, Myanmar;
  - Course on Training of Trainers for Civil Service, 20 December, 2010 to 14 January, 2011;
  - Course on Training of Trainers for Civil Service, 13 June to 8 July 2011, Union Civil Service Board, Nay Pyi Taw, Myanmar;
  - Course on Training of Trainers for Civil Service 5 to 30 December 2011, Union Civil Service Board, Nay Pyi Taw, Myanmar.

## Partnership

List of ARC Partners : The Sasakawa Peace Foundation, Japan.



## The Philippines

### Introduction of the ARC

- Country : The Philippines
- Title : ASEAN Resource Center on Examination and Testing
- Date of establishment : 27 January 1995
- Objective(s) : To provide an avenue for a meaningful exchange of available information and technical know-how with other ASEAN Member States, to support Member States in developing and enhancing their testing operations.

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## Activities

Area of expertise : Test Development and Examination Administration

Key activities : Formulate policies, programs, standards and guidelines relative to test development, conduct of examinations, grant of eligibilities under special laws, and certification and placement of eligible.

Total number of : Seven (7): Brunei Darussalam, Malaysia, Thailand, participants trained from the ASEAN Member States  
Laos, Myanmar, Singapore and Viet Nam.

List of concluded : ASEAN Conference on Examination and Testing training courses (December 2 to 4, 1996), ASEAN Seminar-Workshop on Test-Item Writing/Construction and Development (December 1 to 4, 1998)



# Singapore

## Introduction of the ARC

- Country : Singapore
- Title : ASEAN Resource Centre on Human Resource Management Programme.
- Date of establishment : 2011
- Vision and Mission(s) : **Vision:**  
Sharing on concepts and best practices of management innovation with a focus on talent management.  
**Mission:**  
To provide a platform to share on the latest trends and developments in human resource management in the public service specifically recruitment and selection, compensation and benefits, performance management, training and development and strategic human resource planning.
- Objective(s) : The objective of the programme is to share Singapore's experience in talent management in the public service

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### Activities

Area of expertise : Management Innovation: Human Resource Management

Key activities : Eight training programmes on Human Resource Management

Total number of : 163  
participants  
trained from the  
ASEAN Member  
States

List of concluded :  
training courses

- Human Resource Management in the Public Sector Course
  - a. 6 February to 17 February 2012
  - b. 25 June to 6 July 2012.
- Human Resource Management in the Public Sector Course conducted at the Cambodia-Singapore Training centre on 25 July to 29 July 2011.

- Human Resource Management in the Public Sector Course conducted at the Lao-Singapore Training centre on 27 July to 1 August 2011.
- Human Resource Management in the Public Sector Course conducted at the Myanmar-Singapore Training centre
  - a. 4 August to 6 August 2011
  - b. 25 to 29 June 2012
- Human Resource Management in the Public Sector Course conducted at the Viet Nam-Singapore Training centre on
  - a. 5 March to 9 March 2011
  - b. 21 to 25 May 2012



## Thailand

### Introduction of the ARC

- Country : Thailand
- Title : ASEAN Resource Center on Leadership Development
- Date of establishment : 1995
- Vision and Mission(s) : Strengthening cooperation in civil service matters and in providing avenues for capacity building among ASEAN Member Countries on Leadership Development.
- Objective(s) :
  - To build up the Civil Service Training Institute (CSTI) capacity as a center for leadership development;
  - To exchange and expand leadership practices and experiences, including HRM and HRD, and develop networks of leaders among ASEAN members as well as foreign countries;
  - To enable participants to gain insights into the latest development and public sector innovations;
  - To support and assistance to the new members of ASEAN (CLMV) Countries to narrow the gaps of public management development between the old and new members of ASEAN and to bring the CLMV Countries into the integration process as soon as possible.

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## Activities

Area of expertise : Leadership Development

Key activities : The mutual cooperation is mostly in the form of technical assistance, such as training/ seminar/ workshop; staff attachment to an agency; experts/ consultancy service; and study visits;

### a) Past activities

To enhance the CSTI & quotes capability before reaching out for ASEAN participation, major activities operated under the project were:

- *New-Wave Leadership Development Program in the Thai Public Sector* during 1998-2003, to provide participants hands-on experiences and knowledge to be applied to their organizations and to encourage their analytical thinking skills;
- *Self-development Guidebooks* on leadership skills on mentoring, coaching, and job assignment
- International graduate course, the *Graduate Program: Master of Management in Public Sector Management*, to provide a solid foundation for public sector reform and also to strengthen capability of public officials in Mekong region;
- *ARC Web Pages* under the OCSC's Web Site, to translate the activities of ARC on leadership development to the others in the ASEAN region.

### b) Past activities (ASEAN context)

- ASEAN Seminar on *New Wave Leaders*, on August 23-28, 1996, in Bangkok, Thailand. The objective of the program was to discuss their ideas on how leadership within the ASEAN Countries would develop in the future;
- ASEAN Seminar on *Civil Service HRD Strategic Management*, on May 1998 - April 1999 in Bangkok, Thailand. The objectives of the seminar were to enhance the CSTI capacity as a major public HRD agency and to exchange HRD resources and experiences with ASEAN

members;

- ASEAN Seminar on *Leadership Ethics & Public Sector Reform*, on 22-24 September, 1999, in Bangkok, Thailand. The objectives of the seminar were to learn from one & quotes current practices and exchange views on appropriate approaches on developing ethical public leaders, to seek mutual cooperation among the ASEAN members best practices, and to intensify ASEAN cooperation in developing leadership curriculum suitable for regional culture and identity;
- Cooperation with Viet Nam in designing an overseas Training Program on *Enhancing Effectiveness of Public Administration in Transition Economy*, which includes four study visits and training sessions held in Thailand and a workshop in Viet Nam. The objectives of the program were to learn and exchange experiences on training and to upgrade knowledge of civil servants on Public Administration Reform Program;
- Public Administration Internship for Vietnamese *Officials*, on November 14, 2003 – March 5, 2004, in Bangkok, Thailand. The objective of the program was to provide young potential leaders in the public sector of Viet Nam with theories and hand-on experiences in public administration;
- Training on Public Administration and Services for Vietnamese Officials, on August 2 – October 29, 2004. The objective of the program was to provide young potential leaders in the public sector of Viet Nam with theories and hand-on experiences in public administration and public services;
- Training Program on ASEAN New-Wave Leadership *Development*, on August 16 – September 3, 2004, in Nonthaburi, Thailand, including two study trips in Prajuab Kirikhan and Chiangrai. The objectives of the program were

to share fellow ASEAN Member States with leadership experiences of Thai executives and to explore common and unique strategies which enhance organizational success through effective management of change;

- Training Program on ASEAN New-Wave Leadership *Development: Challenging Issues of Leadership Development* on August 19 – September 9, 2005, at Best Western Fortune Hotel, Thailand, including a study trip to People Republic of China. The objectives of the program were :
  - a. to facilitate participants in improving their leadership roles by providing them with a multi-approach learning environment;
  - b. to exchange leadership experiences among ASEAN member countries; and
  - c. to develop network of new-wave leaders in ASEAN public sectors.
- International graduate course, the Graduate Program: Master of Management in Public Sector Management.

c) Present Activities

- New-Wave Leadership Development Program in the Thai Public Sector (Annual project);
- ASEAN New-Wave Leadership Development Program or ASEAN New Middle Management and Leadership Development (Annual project);
- Training and Study Visit upon request as HR Strategic Management to Cambodia;
- Training and Study Visit on 19 projects for ASEAN member countries from 2010-2012 as HR Professional, Leadership Development, etc.

Sustaining Mechanism:

The approval and support in terms of policy, finance, and personnel from the OCSC executives, and also from fellow ASEAN Member States, and foreign institutes related to leadership development.

Total number of : Approx. 2,000  
participants  
trained from the  
ASEAN Member  
States

List of concluded :  
training courses

- New-Wave Leadership Development Program in the Thai Public Sector (Annual project);
- ASEAN New-Wave Leadership Development Program or ASEAN New Middle Management and Leadership Development(Annual project);
- Singapore – Thailand Leadership Development Programme;
- Training and Study Visit upon request.





## Viet Nam

### Introduction of the ARC

- Country : Viet Nam
- Title : ASEAN Resource Centre for Personnel Management
- Date of establishment : 16 February 1998
- Vision and Mission(s) : Exchange information and joint activities related to personnel management area in the ASEAN Member States.
- Objective(s) : Support the cooperation between Ministry of Home Affairs (MOHA) of Viet Nam and other ASEAN countries on the field of personnel management

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## Activities

Area of expertise : Personnel management

Key activities : 

- Organize seminars, workshops and training courses;
- Participate workshops and training courses organised by the other ASEAN resource centres.

Total number of : Around 120  
participants  
trained from the  
ASEAN Member  
States

## Partnership

List of ARC : 

- Philippines' ARC for Examination Testing;
- Singapore'ARC for Management Innovation;
- Thailand 'ARC for Leadership Developpment;
- Lao 'ARC on Performance Management.

  
Partners



