

IMPROVING PUBLIC SECTOR PERFORMANCE IN THE 21ST CENTURY



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TRAINING CENTER



Introduction

Improving Public Sector Performance in the 21st Century develops the capability to raise public service performance in an environment of digital expectation, fiscal constraint, and constant public scrutiny. Governments now face demands that were unusual a generation ago: citizens compare services to digital experiences, oversight bodies expect measurable evidence, and budgets rarely grow in line with need. This Improving Public Sector Performance in the 21st Century Training Course builds the methods to respond. Participants examine performance frameworks, service design, digital delivery, workforce capability, integrity, and citizen engagement. Furthermore, the course covers the OECD Public Governance framework, the UN E-Government Development Index, the Balanced Scorecard, ISO 9001, regulatory impact assessment, and ISO 22301 continuity planning. It also addresses measuring outcomes and reporting credibly. As a result, participants leave able to improve performance with evidence and accountability.

Improving Public Sector Performance in the 21st Century Course Objectives

- Diagnose public sector performance using benchmarking and capability assessment.
- Design citizen-centred services using journey mapping and service standards.
- Apply performance frameworks including the Balanced Scorecard and outcome KPIs.
- Lead digital service delivery with interoperability and once-only principles.
- Apply the OECD Public Governance framework and UN E-GDI measures.
- Strengthen integrity, transparency, and anti-corruption controls.
- Apply regulatory impact assessment (RIA) and good regulatory practice.
- Build workforce capability, succession, and leadership capacity.
- Plan service continuity and resilience using ISO 22301.
- Measure and report performance credibly to oversight bodies and citizens.



Course Methodology

The course applies interactive, practice-based methods:

- Facilitated workshops on live public sector performance challenges.
- Case studies of reforming and underperforming public bodies.
- Hands-on benchmarking, service mapping, and KPI design exercises.
- Simulation of performance reviews and oversight scrutiny.
- Group work on improvement plans and delivery frameworks.
- Action planning that converts each framework into an institutional commitment.

Who Should Take This Course

- Government agency directors and senior managers.
- Ministry officials and public sector leaders.
- Performance, quality, and compliance officers.
- Service delivery and citizen experience managers.
- Policy advisers and program directors.
- Consultants supporting public sector reform.

Improving Public Sector Performance in the 21st Century Course Outlines

Day 1: Foundations of Public Sector Performance

- Defining performance in public services and why it differs from business.
- Understanding the drivers of 21st-century public expectations.
- Reviewing performance management models and maturity frameworks.

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- Applying benchmarking against peer organisations.
- Assessing your institution's current performance baseline.
- Identifying the biggest constraints on public service performance.
- Setting improvement priorities for your area.

Day 2: Service Design and Digital Delivery

- Applying citizen journey mapping to service design.
- Setting service standards, charters, and response targets.
- Designing multi-channel delivery with digital and in-person options.
- Applying interoperability, once-only, and digital identity principles.
- Applying the OECD Digital Government Policy Framework.
- Applying accessibility and inclusion standards such as WCAG.
- Designing a service improvement and digitisation plan.

Day 3: Performance Measurement and Accountability

- Building KPIs with leading and lagging indicators.
- Applying the Balanced Scorecard to public sector performance.
- Using the UN E-Government Development Index and related measures.
- Applying ISO 9001 quality management principles.
- Building performance review cycles and reporting routines.
- Managing risk with risk registers and internal controls.
- Designing a public performance measurement framework.





Day 4: Integrity, Regulation, and Institutional Capability

- Strengthening transparency, ethics, and anti-corruption controls.
- Managing conflicts of interest and procurement integrity.
- Applying regulatory impact assessment (RIA) and good regulatory practice.
- Building workforce capability and skills frameworks.
- Developing leadership pipelines and succession in public bodies.
- Applying whole-of-government coordination practices.
- Designing an integrity and capability plan.

Day 5: Resilience, Change, and Continuous Improvement

- Applying ISO 22301 business continuity planning to public services.
- Leading change with Kotter's eight steps and the ADKAR model.
- Engaging citizens and stakeholders through consultation.
- Applying PDCA and continuous improvement to public processes.
- Reporting performance credibly to ministers, audit, and citizens.
- Reviewing improvement results with honest data.
- Finalizing a personal public sector performance action plan.



Conclusion

By successfully completing Improving Public Sector Performance in the 21st Century, participants will have acquired practical knowledge of public performance management, citizen-centred service design, digital delivery, performance measurement, integrity, and resilience. They will have gained skills in public performance diagnosis and benchmarking, service design and digital delivery management, performance measurement and accountability, and integrity and resilience with change leadership, plus a personal action plan. Gentex Training Center designed this program to help public institutions improve performance in ways citizens can see.

FAQs

Q1 What is the "Improving Public Sector Performance in the 21st Century" course about?

It develops the capability to raise public service performance. Participants study performance benchmarking, citizen-centred service design, digital delivery, KPI frameworks, integrity controls, regulatory impact assessment, resilience, and change leadership.

Q2 What are the key benefits of the "Improving Public Sector Performance in the 21st Century" course?

Participants gain clearer performance measures, better-designed services, and stronger accountability structures. Institutions also improve citizen satisfaction, reduce processing time and waste, strengthen integrity controls, and report results credibly to ministers and oversight bodies.



Q3 What skills will I gain from the "Improving Public Sector Performance in the 21st Century" course?

You will develop four core skills: public performance diagnosis and benchmarking, service design and digital delivery management, performance measurement and accountability, and integrity and resilience with change leadership.

Q4 What tools, methods, or standards are covered in the "Improving Public Sector Performance in the 21st Century" course?

The course covers the OECD Public Governance framework, the OECD Digital Government Policy Framework, the UN E-Government Development Index, the Balanced Scorecard, KPIs with leading and lagging indicators, citizen journey mapping, service charters and standards, interoperability and once-only principles, WCAG accessibility standards, ISO 9001 quality management, regulatory impact assessment (RIA), risk registers and internal controls, ISO 22301 business continuity, PDCA, Kotter's eight steps, and the ADKAR model.

Q5 How is the "Improving Public Sector Performance in the 21st Century" course applied in real-world practice?

Participants apply the methods to live institutional tasks, such as benchmarking against peers, redesigning a citizen service, building a KPI framework, running a regulatory impact assessment, and leading a service continuity exercise. Each module ends with an action commitment, so learning transfers directly into public sector practice.