

**SECTION 1: CURRENT GOOD PRACTICES AND
NEW DEVELOPMENTS**

1.1 Overview of the profile

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This section provides an overview of each of the other sections of the Profile. Section 2 deals with the principles of governance in Singapore – the Singapore concept and practice of good government and the need for the Civil Service to have in place overarching approaches that will contribute to Singapore's governance and help Singapore stay competitive.

Section 3 outlines a programme launched on 5 May, 1995 by the Singapore Public Service known as "Public Service for the 21st Century" (PS21) to prepare public officers to meet the challenges of the 21st century. The public sector needs to respond to two particular developments – a public that is increasingly demanding of higher standards of service and an economy that is increasingly outward-oriented.

The Singapore Civil Service, with a staff strength of about 62,000, is continuously improving the management of its human resources. Some of the changes that have been implemented include devolution of personnel management, decentralisation of the training function, vacation leave, revision of medical benefits, reduction of probationary periods for new recruits, salary revisions to public sector pay and conversion of government departments into autonomous agencies. These human resource management aspects are dealt with in Section 4. Section 4 also covers non-discrimination in employment practices; and enhancing staff training and development through core courses and training road-maps.

Section 5 outlines efforts at making government more effective through improving productivity, contracting out services, and obtaining feedback from the public.

Section 6 discusses improvement in quality service through the Singapore Government's effort to establish a customer orientation and to ensure a right of redress by the public through the setting up of the Service Improvement Unit (SIU). It gives two real-life cases: the Quality Management Approach of the Service Improvement Unit (SIU) and Improvement in Standards Setting by the Urban Redevelopment Authority (URA).

Section 7 discusses a particular initiative in making management more effective by the National Computer Board (NCB)'s improving the management information system.

Section 8 deals with improvements in the management of finance. It takes the reader through the audit systems and practices of the Singapore Civil Service.

Tripartism – an institutionalised system of working together by the three national strategic partners of employers, unions and government – is covered in Section 9. Section 9 also discusses two particular initiatives – that of Registry of Companies and Businesses (ROCB) and Ministry of Trade and Industry (MTI) in deregulation and in developing partnerships with academic institutions.