
THE REGIONAL FORUM ON REINVENTING GOVERNMENT IN ASIA

ACCOUNTABILITY, TRANSPARENCY, AND E
GOVERNMENT

HAMID YASSIN
BRUNEI DARUSSALAM

The Roles of Government in Brunei

- Provider
 - of public goods and services
- Facilitator
 - of national growth and development
- Law and Order

Government Concerns

Traditional Concerns:

- **Efficiency**
- **Effectiveness**
- **Economy**

Contemporary Concerns:

The Consumer Age

- **More diverse public with wider experience of different services from different providers demanding:**
 - **Better quality**
 - **Better choice**
 - **Better standards**
 - **Transparency & Accountability**

The Competitive Age:

- **Regionalism**
- **Globalisation**

The Information Age:

- **Harnessing technology as a factor of production**
- **Change management and OD**
- **K-economy and K-worker**

BUILDING TRUST

Institutional Set-Up	Civil Service wide Initiatives
<ul style="list-style-type: none">■ Legislative Assembly■ Executive■ Judiciary■ Audit Department■ Anti Corruption Bureau■ Public service Commission■ Management Services Department	<ul style="list-style-type: none">■ Client Charter<ul style="list-style-type: none">- introduced 1995■ E Government<ul style="list-style-type: none">- Introduced 2001

CLIENT CHARTER

PROMOTING TRANSPARENCY

Written promise or commitment

■ **Focus :**

- ❑ **Public**
- ❑ **Standard**
- ❑ **Attitude / Ethics**

EXPECTED OUTCOMES

■ Public :

- To know the service
- Voice out suggestion
- Aware of agency's ability
- Be informed of requirements of agencies

■ Agencies :

- Monitoring devices
- Transparent
- Nurture commitment,
- discipline & accountable

INTRODUCTION OF E GOVERNMENT

E government program is derives from the National Strategic IT Plan, “**IT 2000 and Beyond**” with its main aim is to improve the traditional concerns of the government i.e. efficiency and effectiveness of government service delivery to citizens

Its other aims are:

- To promote effective application of IT in both Public & Private Sectors
- Economic Diversification

OBJECTIVES

E-government was introduced into Brunei Civil Service with twin main objectives:

- Continuously modernize the civil service; and
- Creating opportunities for Economic Development

VISION

“e smart Government in line with the 21st
century Civil Service Vision”

EXPECTED OUTCOMES

PEOPLE:

- Easier access to government services (24/7)
- Cheaper cost to customers
- Higher citizens satisfaction

Expected Outcomes

PROCESSES:

- Streamlined processes driven by focus on customer service delivery
- Increased use of online information for decision making and approvals
- Integrated processes that deliver end-to-end capabilities

EXPECTED OUTCOMES

ORGANISATION:

- Better equip to service customers
- Better Monitoring Mechanism
- Efficiency, Effectiveness and Economy

OTHERS EXPECTED OUTCOMES

- Improved efficiency and effectiveness delivery of services to citizens
- Enhanced dealings with business and industry
- Citizen empowerment through access to information
- Efficient government management
- Improved Inter-agencies coordination
- Enhanced transparency & accountability

CHALLENGES IMPLEMENTING CIVIL SERVICE REFORMS

- Change Management
- Capacity Building
- Inter-agencies coordination



THANK YOU