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# THE REGIONAL FORUM ON REINVENTING GOVERNMENT IN ASIA

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ACCOUNTABILITY, TRANSPARENCY, AND E  
GOVERNMENT

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# The Roles of Government in Brunei

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- 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"><li>■ Legislative Assembly</li><li>■ Executive</li><li>■ Judiciary</li><li>■ Audit Department</li><li>■ Anti Corruption Bureau</li><li>■ Public service Commission</li><li>■ Management Services Department</li></ul>	<ul style="list-style-type: none"><li>■ Client Charter<ul style="list-style-type: none"><li>- introduced 1995</li></ul></li><li>■ E Government<ul style="list-style-type: none"><li>- Introduced 2001</li></ul></li></ul>

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# CLIENT CHARTER

## PROMOTING TRANSPARENCY

### **Written promise or commitment**

- **Focus :**
  - **Public**
  - **Standard**
  - **Attitude / Ethics**

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# 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**

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# 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

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# OBJECTIVES

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

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

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# VISION

“e smart Government in line with the 21<sup>st</sup>  
century Civil Service Vision”

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# EXPECTED OUTCOMES

## **PEOPLE:**

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

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# 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

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# 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

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# CHALLENGES IMPLEMENTING CIVIL SERVICE REFORMS

- Change Management
- Capacity Building
- Inter-agencies coordination

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**THANK YOU**