



*Powerful Insights.
Proven Delivery.®*

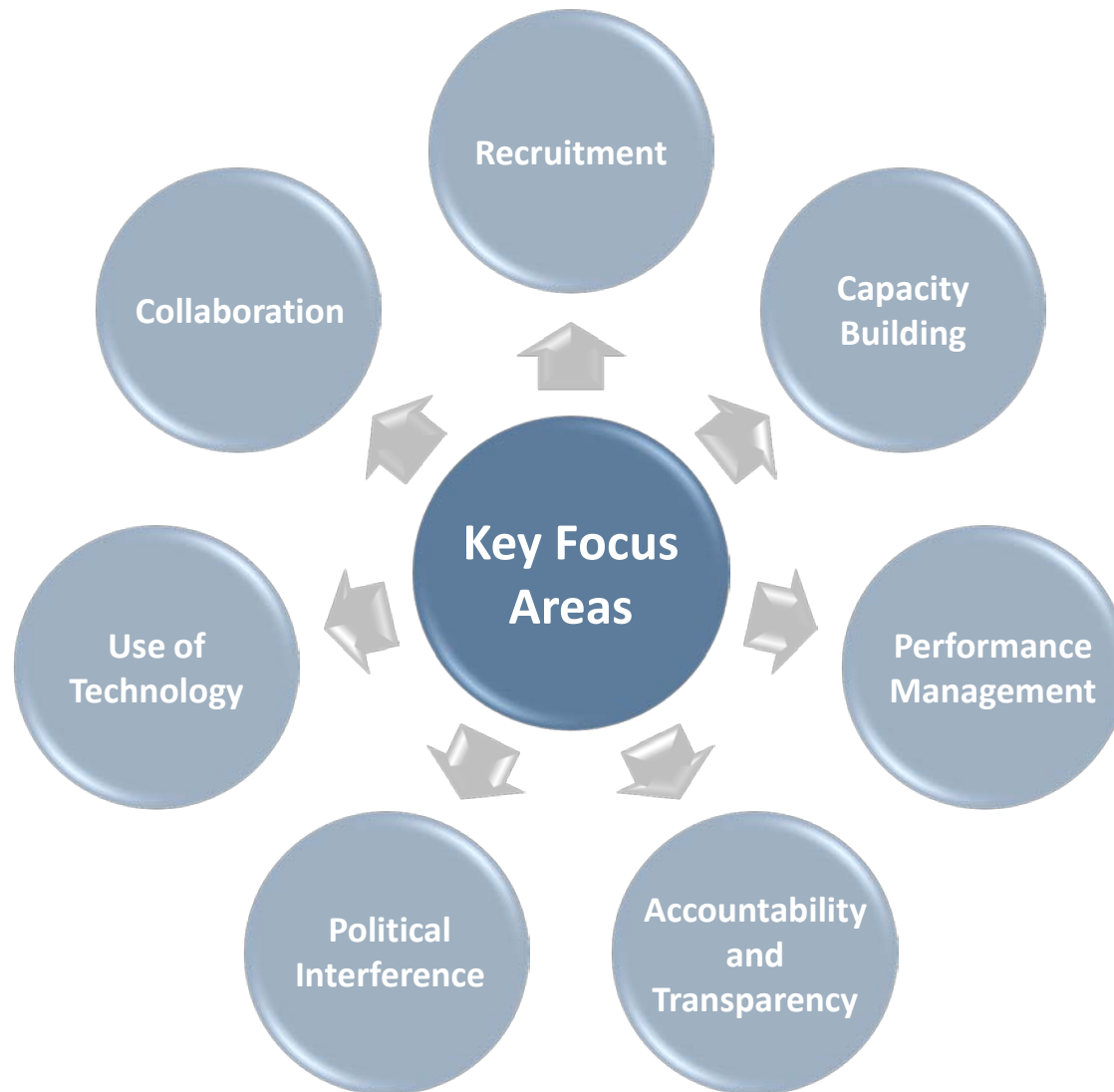
Civil Services: Fit for the Future

Civil Services Day

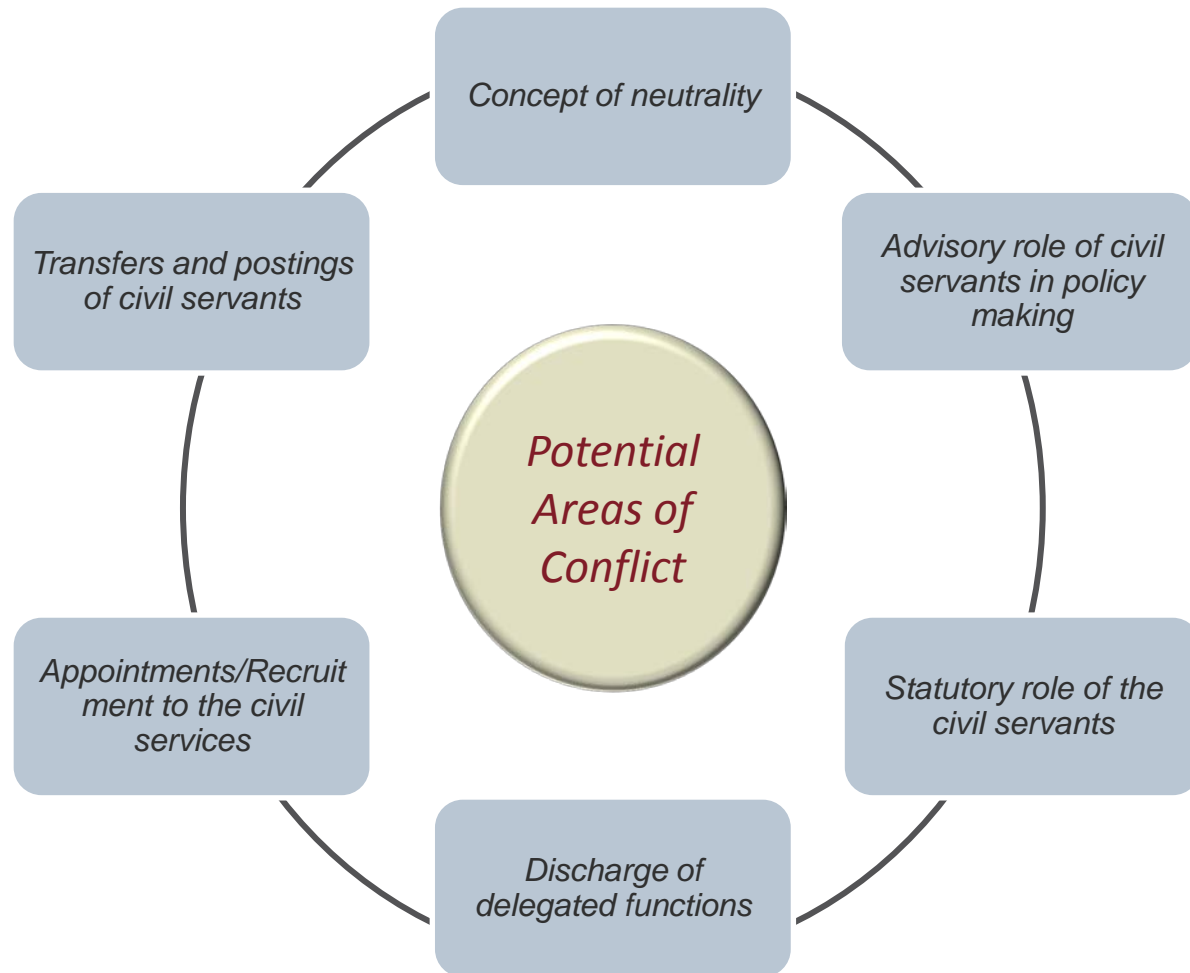
April 21, 2013

protiviti®
Risk & Business Consulting.
Internal Audit.

Making Civil Services Fit for the Future



Making Civil Services Fit for the Future



Making Civil Services Fit for the Future



- Age of entry
- Lateral hiring
- Post-selection counselling/Skill set matching
- Contract-based employment
- Examination pattern

Making Civil Services Fit for the Future



- Making trainings a regular and ongoing process
- Restructuring training programmes
- Specialised training for Officers

Making Civil Services Fit for the Future



- Performance-oriented and proactive civil services
- Incentives to encourage performance
- Move from tenure-based to performance-based promotion system

Making Civil Services Fit for the Future



- Service-oriented and citizen-centric civil services
- Improving accountability
- Monitoring by independent agencies
- Involving citizens in policy development and implementation

Making Civil Services Fit for the Future



- Ensuring harmony between civil servants and political leadership
- Insulate civil servants from undue political interference
- Develop a flatter structure

Making Civil Services Fit for the Future



- Help streamline operations
- Embrace technology
- Use of social media

Making Civil Services Fit for the Future



- Increase collaboration across departments
- Use of technology to increase knowledge sharing
- Motivate civil servants to share best practices

The background of the slide features a series of thin, dark, curved lines that sweep across the top and right sides, creating a sense of motion and depth. The lines are most concentrated in the upper right quadrant and become sparser towards the bottom left.

*Powerful Insights.
Proven Delivery.®*