



United Nations

Department of
Economic and
Social Affairs



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BHUTAN



Royal Government of Bhutan
Royal Civil Service Commission



Peer-to-Peer Learning International Workshop on Public Service Training Assessment Framework for Strengthening Capacities of Public Servants to Support SDG Implementation

Organized by

*Royal Civil Service Commission of Bhutan
United Nations Department of Economic and Social Affairs (UN DESA), through
the Division for Public Institutions and Digital Government (DPIDG) and
its project office -United Nations Project Office on Governance (UNPOG), and
in collaboration with the United Nations Resident Coordinator Office (RCO) in Bhutan*

Concept Note

16-17 March 2022

9 am – 12 pm | Bhutan Time

12 pm – 3 pm | KST

11 pm (15 March 2022) – 2 am (16 March 2022) | EST

11 pm (16 March 2022) – 2 am (17 March 2022) | EST

Via Zoom and at the Royal Civil Service Commission, Thimphu, Bhutan

I. Event Description

The Royal Civil Service Commission (RCSC) of the Government of Bhutan, in collaboration with the United Nations Department of Economic and Social Affairs (UN DESA), through its Division for Public Institutions and Digital Government (DPIDG) and with the support of its Project Office on Governance (UNPOG), and with the support of the UN Resident Coordinator Office in Bhutan, is organizing a peer-to-peer learning international workshop on public service training assessment framework for strengthening capacities of public servants to support the implementation of the Sustainable Development Goals (SDGs). The international workshop is a follow-up activity to the UN DESA's Development Account Project 1819G on "Institutional arrangements for policy integration, coordination and stakeholder engagement in SDG implementation and reviews in Asia & the Pacific".

The event will be conducted virtually through the Zoom platform for most participants. The workshop will be attended by invited government officials from Bhutan and UN officials, and other invited international experts and officials from participating countries. Officials from Thimphu, Bhutan will be able to gather at the RCSC conference room, in line with official COVID-19 government guidelines. Other officials not based in Thimphu (if any) may dial in from their respective offices.

II. Objectives

The Peer-to-Peer Learning International Workshop on Public Service Training Assessment Framework aims to promote a learning journey of peers that would help strengthen civil service capacity building in Bhutan and develop a partnership among the Workshop participating countries, leading to the development of a framework for learning outcome assessment for the Royal Government of Bhutan. The Workshop will provide a platform for practitioners and decision-makers of the RCSC, Bhutan and its affiliated institutes to learn lessons from international good practices.

The invited panellists will share knowledge about various frameworks and approaches to enhance training effectiveness through assessment of learning outcomes while focusing on implementing the 2030 Agenda for Sustainable Development. The specific objective of the Workshop will be to learn from the international good practices in assessment of learning outcomes of training-participants through peer assessment, facilitator assessment, supervisor assessment and assessor's assessment.

III. Thematic Focus

To realize the vision of Agenda 2030 of leaving no one behind and promoting sustainable development, countries will need to ensure more inclusive, accountable, and participatory policymaking and public service delivery. This requires, among other measures, capacity for strengthening public servants' capacity to implement the SDGs through the development and delivery of relevant training courses to promote new mindsets, competencies, and behaviours and through new ways of working together across organizational boundaries. To ensure the effectiveness and sustainability of the training material and learning methodologies, it is key to assess whether the public service trainings delivered, the content of

the curricula and the behavioral indicators adopted are translated into desired changes in behaviors among civil servants. This is a challenge faced by many countries, including Bhutan.

Some countries have elaborated post-training questionnaires and citizen satisfaction surveys to assess the change in behavior, especially if the trainings are related to public service delivery. Forging a link between personal performance goals and appraisal indicators to organizational goals and to the expected outcomes of public service training is also a way of ensuring impact of the trainings.

In light of the above, the Peer-to-Peer Learning International Workshop will focus on public service training assessment. It will provide an opportunity to explore the challenges, trends, innovative practices and lessons learned on how to design and implement a training assessment framework. Peer-to-peer learning among countries is an effective way to take stock of one's own situation, adapt or modify an existing approach that can be useful for a country's context and local conditions, while fostering innovative solutions to the extent possible. During the Workshop, UN DESA will present the key elements of a public service training assessment framework.

IV. Structure

The Peer-to-Peer Learning International Workshop will provide a platform for countries to learn from one another on how to design and implement a public service training assessment framework. The Workshop will be divided into several sessions. Countries will be invited to share challenges, strategies and approaches in designing and implementing the training assessment framework, highlighting their innovative practices.

V. Target Audience

The target audience of the Peer-to-Peer Learning International Workshop will be government officials from countries that have effectively implemented public service training assessment frameworks. Participants from the Royal Government of Bhutan will include i) selected officials of the Royal Civil Service Commission, ii) relevant faculty of the Royal Institute of Management and the Royal Institute for Governance and Strategic Studies, and iii) relevant assessors identified by the RCSC.

VI. Expected Outcomes

It is expected that by the end of the Peer-to-Peer Learning Workshop, participants will have:

- Uncovered common challenges and roadblocks to the implementation of the public service training assessment framework (PSTAF).
- Enhanced awareness of the various approaches and methodologies adopted by different countries to overcome some of the challenges in the design and implementation of the PSTAF.
- Identified the key elements of a PSTAF.
- Established pathways for follow-up mechanisms for further peer-to-peer learning
- Recommendations for a customized public service training assessment framework.

VII. Contact Information

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