

# Knowledge management and innovation in public-sector organizations

The APO finalized its public-sector productivity (PSP) program framework at a 2012 workshop in Jakarta with contributions from resource speakers/experts and participants. The PSP framework was circulated to NPOs for comments and then presented to the Workshop Meeting of Heads of NPOs for endorsement that year. The PSP framework calls for public-sector capacity building through training courses such as the one organized in Sri Lanka, 2–6 December 2013, on Knowledge Management (KM) and Innovation in Public-sector Organizations benefiting 24 participants from 14 APO members. Based on original research, the APO published a manual in 2013 containing analyses of public-sector organizations in its members conducted by a team of KM experts from Japan, the ROK, Malaysia, the Philippines, Singapore, Thailand, and the UK which was utilized in the course.

PSP is a key APO priority. The sector is important for direct and indirect contributions to GDP and in terms of business development and employment generation. KM and innovation have been widely applied in the private sector including the service industry for productivity promotion, although their application has been limited in public-sector organizations so far.

The training course aimed to provide basic training in the KM concept and tools, explain the applicability of the KM framework and innovation to public-sector organizations, and enable participants to utilize the KM and innovation framework. Sri Lanka previously implemented a demonstration project on PSP improvement which was completed in 2012. The outcome of that demonstration project was also shared in this course. The participants



*Participants visiting the Department of Immigration & Emigration.*

made visits to the Department of Pensions and Department of Immigration and Emigration on day 4 to view how various KM- and innovation-related initiatives adopted by them had improved the quality and productivity of their services to citizens.

“After having observed about 10 training courses and after having been engaged three times by the APO to evaluate its various projects since 2009, I would like to report that the just-finished training course in Colombo was unique and well above the norm in its achievements in many respects,” stated Philippine resource speaker Dr. Serafin D. Talisayon in an e-mail to the APO Secretary-General. The course included continuous feedback from participants and prize-based competitions among them. 🏆