

# Benchmarking of local governments for improving service delivery and productivity

The first APO workshop on Benchmarking of Local Governments (Municipal Level) for Improving their Service Delivery and Productivity was organized in association with the Directorate of Productivity and Entrepreneurship (NPO Indonesia), 10–14 August, in Semarang, Central Java, to discuss productivity issues faced by local governments, prepare a benchmarking index for them, and draft action plans for local government benchmarking in participating countries. Central Java Governor H. Ganjar Pranowo, Vice

Governor H. Heru Sudjatmoko, and Ministry of Manpower Director General and APO Country Director for Indonesia Khairul Anwar welcomed APO participants at the inau-

gural session. Three resource speakers from Canada, India, and Sri Lanka supported the workshop.

Twenty high-ranking local government officials and managers from 12 member countries attended the workshop and exchanged knowledge and experience on common measurement tools; methods for local governments to measure citizen satisfaction; best practices in results-based performance management in local government authorities; the Ontario Municipal Benchmarking Initiative; best practices in service improvement plans for local government; strategies for improving efficiency, effectiveness, and performance; best practices in waste management systems; and best practices in continuous improvement.

The participants made visits to view the best practices of innovation and citizen service improvement of Semarang Municipal Council and small industry development activities with the support of the Board of Investment, Central Java. Other visits were hosted by the Small Industries Department to explain local government support for SME development and batik industries. Participants and resource speakers alike were favorably impressed by local government involvement in provincial socioeconomic development. 🌐



*A presentation by CEO of the Central Java Regional Domestic Investment Agency Sujarwanto Dwiatmoko on the roles and responsibilities of the agency in enhancing productivity in the province. Photo courtesy of NPO Indonesia.*