

HR Development Platform for Public HRD Innovation in the Era of New Normal

Human resource development for public officials will be transformed into a post-COVID 19 model where non-face-to-face live video classes and excellent content from the private sector are offered. Generic, mass training and education programs will be replaced by personalized learning recommended by AI based on the work experiences of individual public officials. To that end, the Ministry of Personnel Management embarks on a three-year project to build an intelligent, open platform for public HRD which will be implemented in three phases from 2020 till 2022.

COVID-19 has suspended many training and education sessions for public officials previously done in groups, as is the case with schools, highlighting how important it is to build and maintain infrastructure for education without human contact. In the meantime, the government created an institutional foundation for self-initiated learning by introducing an ongoing learning scheme in 2007 and guaranteeing 100 hours of learning per year for public officials. Still, such a scheme has faced some limitations, including limited content and insufficient participation from the private sector.

To be better braced for the post-COVID 19 era, MPM is building a platform where non-face-to-face learning such as live video-based learning is widely available, and public officials have better access to quality content created by the private sector and get a recommendation for the courses they need. This presentation discusses the background of the project and the key changes to be brought about by the platform.