

concerned. This system is implemented in accordance with the procedure specified in Rule 13-5 (Complaints Counseling).

In FY2018, the NPA received 1,443 complaints, an increase of 332 from that in FY2017.

Also, the NPA held “Liaison Conference concerning Complaint Counseling,” and “Training for Officers in Charge of Complaint Counseling,” at the HQ, regional bureaus and local office.

Chapter 8. International Cooperation

Section 1. Status of Personnel Dispatches Based on the Employee Dispatching Act

As part of international cooperation based on the Employee Dispatching Act, each ministry dispatches personnel to international organizations of which Japan is a member or with which Japan has international commitments such as treaty obligations, as well as to foreign government agencies. This occurs upon the receipt of a request from such organizations and is subject to the consent of the personnel chosen to be dispatched.

In FY2017, 167 persons were newly dispatched to international organizations, an increase of 29 persons from that in FY2016. Meanwhile, 126 persons returned to Japan in FY2017. As a result, the total number of dispatched personnel was 411 as of the end of FY2017, an increase of 28 from that in FY2016.

The status of such dispatches by organization and by area at the end of FY2017 are shown in Figures 16 and 17.

Figure 16 International Dispatch by Organization in FY2017

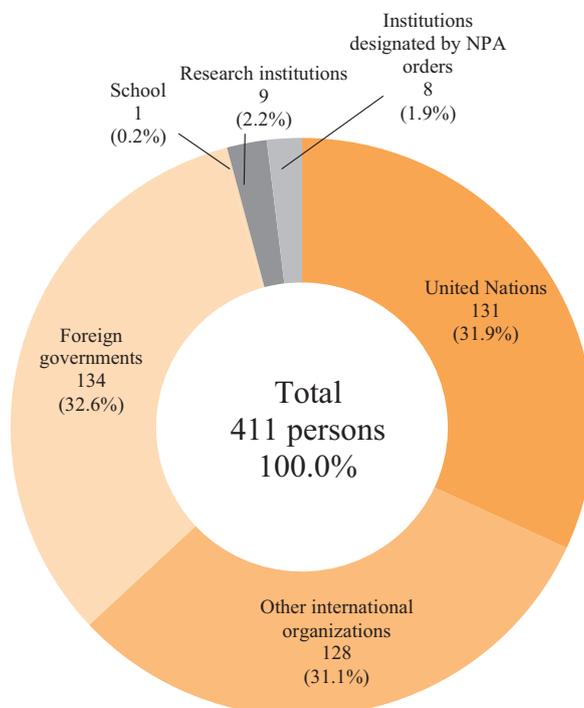
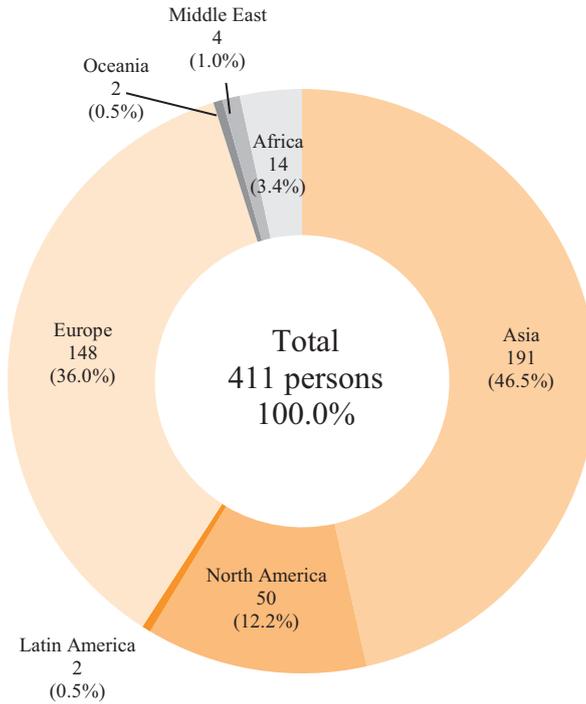


Figure 17 International Dispatch by Region in FY2017



Section 2. International Cooperation and Exchange

1. Invitation of Foreign Government Executives

As a specialized agency on personnel administration, the NPA annually invites executive officials from personnel administration organizations in major countries to exchange opinions on the latest circumstances surrounding personnel administration. The objectives are to promote cooperation in the field of personnel administration through cooperative relationships with personnel administration organizations in foreign countries, and to derive suggestions from other countries' experiences/initiatives on issues which the Japanese public employee system is facing.

In FY2018, the NPA invited Mr. Ansgar Hollah, Director-General, Public Service Directorate-General, Federal Ministry of the Interior, Building and Community from Germany and Mr. Tristan Pedelty, Director, Public Bodies, Propriety & Ethics, Cabinet Office from the UK and held an international lecture meeting titled "Maintaining the Ethical Awareness and Preventing Misconduct by Senior Officials" in collaboration with the Japanese Society for Public Administration.

The lecture meeting featured the system and initiatives to maintain the ethics of senior officials and prevent misconduct of them in both countries, people's view on the ethics of public employees and the current issues.

2. Invitation of Officials from the Personnel Administrative Agencies of the Asian Countries

For the purpose of supporting civil service reform in Asian nations on a continuous basis and expanding a personal network with the countries having a strong interest in the public employee system in Japan, the NPA has

invited experts of the personnel administrative agencies in Asian countries and exchanged ideas with them since FY2017.

In FY2018, the NPA invited Mr. Irham Dilmy, Vice Chair and Commissioner, Civil Service Commission of Indonesia; Dr. Aizalyasni Anuar, Senior Principal Assistant Director, Research, Planning and Policy Division, Public Service Department of Malaysia; Director IV Editha Lorence M. Dela Peña, Director, Office for Human Resource Management and Development, Civil Service Commission of the Philippines; Ms. Lim Puay-Sze, Director of Human Capital, Public Service Division, Prime Minister's Office of Singapore; and Ms. Piyasurang Kuljittiprasit, Head of Talent Management Group, Senior Executive Service Center, Office of the Civil Service Commission of Thailand and exchanged opinions concerning "Recruiting and Developing Talented Human Resources in the Public Service" through the presentations, questions and answers among the participants.

3. International Cooperation with the ASEAN countries

ASEAN has been holding the ASEAN Cooperation on Civil Service Matters since 1981 with the aim of promoting inter-regional cooperation related to civil service systems and personnel management of civil servants. With the involvement of Japan, China and Korea, ASEAN has been holding the ASEAN +3 Cooperation on Civil Service Matters every two years since 2008. A four-year cooperation plan is formulated at this meeting, and various cooperation projects have been implemented based on this plan. The NPA has attended this meeting as a representative of Japan and supported the implementation of various cooperation projects.

In FY2018, the 4th Ministerial Meeting of the ASEAN + 3 Cooperation on Civil Service Matters was held in Singapore. At the meeting, the participants confirmed the results and progress of the cooperation plan over the past two years since its establishment in 2016; made necessary revisions; and discussed the future status of inter-regional cooperation in the field of public service.

4. Cooperation with Developing Countries

Developing countries, as they work on national development, are faced with the common issues of establishing public employee systems that will act as the basis of their administration and of improving their governance. These countries have frequently asked Japan to share its experiences in these areas. In response to such requests, the NPA cooperates in the implementation of training courses for government employees of developing countries, which are hosted by Japan International Cooperation Agency (JICA).

(1) Training Course on Human Resources Management

To contribute to improving personnel administration in developing countries, the NPA has assisted two courses. One is the "Seminar on Governmental Human Resource Management for Senior Officials," for senior officials of central personnel administrative agencies, and the other is the "Seminar on Public Personnel Administration for Middle Level Officials," for the assistant director level employees of central personnel administrative agencies.

A. Seminar on Governmental Human Resource Management for Senior Officials

In FY2018, 9 officials from 9 countries participated in the 2-week seminar. A total of 262 officials from 66 countries (regions) participated in this seminar during the period from FY1991, when this seminar started, to FY2018.

B. Seminar on Public Personnel Administration for Middle Level Officials

In FY2018, 14 officials from 14 countries participated in the 3-week seminar. A total of 213 officials from 70 countries (regions) participated in this seminar during the period from FY1999, when this seminar started, to FY2018.

(2) Seminar on National Government Administration for Senior Officials

The NPA has assisted seminars for senior officials from the central government organizations of each country. In these seminars, participants share the background to the development of governance and socioeconomic development in Japan, and discuss various policy issues. Through the discussions held on these issues, participants consider how public administration should be run in order to effectively contribute to the socioeconomic development of each country.

In FY2018, 9 officials from 9 countries participated in the 3-week seminar. A total of 339 officials from 79 countries (regions) participated in this seminar during the period from FY1986, when this seminar started, to FY2018.

(3) Support for some countries

A. Afghanistan

Aiming at supporting the development of Afghanistan's economic society and securing the country's independence and stability in terms of public safety, economy and society, the NPA cooperated and assisted JICA's visit-Japan training program relating to governance reform for Afghan government officials. In FY2018, the NPA provided explanation on the systems for appointment, remuneration, human resource development, service discipline and ethics of national public employees in Japan as well as the operation of such systems, and group-based discussions on the issues of personnel administration systems targeting officials responsible for personnel management at each ministry (The training attracted 10 participants).

B. Cambodia

The NPA cooperated and assisted JICA's visit-Japan training program for Cambodian government officials. Specifically, the training was conducted to provide the personnel in charge of reforming the remuneration system for civil servants with explanation of the survey methods to compare the remuneration of national public employees with that of private sector workers in Japan; explanation of the cases of remuneration reform; and to make them learn consensus building processes among the parties concerned. (The training attracted 12 participants).

5. The China-Japan-Korea Personnel Policy Network

At the China-Japan-Korea Summit Meeting held in Nov. 2004, the “Action Strategy on Trilateral Cooperation among the People’s Republic of China, Japan and the Republic of Korea,” which includes a concept of a framework for the China-Japan-Korea Personnel Policy Network as part of the cultural and human exchanges, was approved. In Jan. 2005, in response to that, the China-Japan-Korea Personnel Policy Network was realised between the NPA, the Ministry of Personnel (present the National Civil Service Administration) of China, and the Civil Service Commission (present Ministry of Personnel Management) of Korea.

Based on the agreement which stipulates a four-year cooperation concluded by the three countries in Sep. 2015 and the 8th cooperation plan formulated in Dec. 2017, the NPA has been conducting various cooperation projects.

The major projects held in FY2018 are as below.

(1) The 11th Joint Training for Young/Mid-Level Public Employees

In Dec., young and mid-level employees of the central personnel agencies in Japan, China and Korea jointly organized a training program in Beijing and discussed various personnel administrative issues of each country.

(2) Exchange for Administrators of Each Ministry

A. Dispatch from Japan

As the trainees from NIPA, 14 officials at the division director level of each ministry were dispatched to China in Sep.; 14 officials at the assistant director level of each ministry were dispatched to Korea in Oct.; and 14 officials at the assistant director level of each ministry were dispatched to China in Nov.

B. Acceptance to Japan

In Dec., the NPA accepted 20 Korean government officials and provided them with the training program including a lecture concerning personnel administration in Japan and an opinion exchange session between the administrators in Japan and those in Korea.

(3) The 11th Joint Symposium

The symposium was held in Tokyo in Jun. on the theme of “The Ethics Systems in the 3 Countries.”

6. Mike Mansfield Fellowship Program

The Department of State in the US has conducted the Mike Mansfield Fellowship Program on the basis of the Mike Mansfield Fellowship Act (enacted in Apr. 1994), in order to foster U.S. federal government officials who have a deep understanding of Japan. Fellows are widely selected from federal government organizations and they are sent to Japan. After undertaking a homestay in Ishikawa prefecture for about two months, they participate in training programs for about 10 months while being involved in daily duties at each ministry, Diet members’

offices, private enterprises, and so forth.

In cooperation with the Ministry of Foreign Affairs, the NPA makes arrangements for the acceptance of fellows into each ministry, plans and implements common programs such as orientation, survey tours, and participating in Administrative Training conducted by NIPA.

In FY2018, 9 fellows were accepted for the 23rd program in Japan for 10 months, starting in Sep.

7. Research Groups from Abroad

To understand personnel management and human resource development in the Japanese public service, in FY2018, a total of 199 foreign government officials visited the NPA.

Chapter 9. Promotion of IT for Personnel Management Duties

The personnel and remuneration duties information system was developed based on the “Optimization Plan for Personnel and Remuneration System”, which was decided by the Chief Information Officers (CIO) Liaison Conference of the Cabinet Office and each Ministry (decided on Feb. 27, 2004 and finalized on Feb. 28, 2017). It is a standard system that integrates various functions for national public employees such as personnel management, remuneration management and mutual aid management, notifications and applications by employees. The NPA is responsible for building and operating this system.

In FY2018, the system at the House of Council went into parallel operation in Apr. and was put into full-scale operation in Sep. As a result, a range of coverage of this system expanded to all the employees of 29 organizations, which totaled approx. 275,000 (full-time employees).

Chapter 10. NPA President’s Award

The NPA President’s Award was established in 1988 on the 40th anniversary of the NPA, for the purpose of rewarding employees or occupational groups that have exercised diligence in duties with awareness as servants of the whole community, and made an outstanding contribution to the enhancement of the public understanding and trust of public service and public employees.

The NPA President organizes the selection committee (In FY2018, the Chair: Kazuo Tsukuda, Senior Executive Advisor of Mitsubishi Heavy Industries, Ltd. with six members) to examine and select employees or occupational groups recommended by the ministries and Agencies Engaged in Administrative Execution. The awardees are decided by the President of the NPA based on the result of impartial examination and selection.

The 31th NPA President’s Award in FY2018 was presented to one employee and four groups. The award ceremony was held in Tokyo on Feb. 14, 2019, and following the ceremony, the awardees and the representatives of the awardee groups had an audience with their Majesties the Emperor and Empress at the Imperial Palace.

A total of 64 individuals and 94 occupational groups have received the NPA President’s Award from FY1988, when this award started, to FY2018.