

PROMOTING SUSTAINABLE **SOCIOECONOMIC** **DEVELOPMENT** IN THE POST-COVID-19 WORLD





Lee Kuan Yew
School of Public Policy

Copyright © 2021 National University of Singapore

All rights reserved

Permission is granted for personal reference only. Commercial copying, hiring, lending is prohibited.
Obtain permission before redistributing. In all cases this notice must remain intact.

TABLE OF CONTENTS

About the Lee Kuan Yew School of Public Policy	4
Master in Public Administration	5
Governance Study Project (GSP): Promoting Sustainable Socioeconomic Development in the Post Covid-19 World	6
Meet the GSP Faculty	8
Abstracts (Overview)	9
Presentation Abstracts:	
Group 1. Driving the Growth of Myanmar's Digital Economy through Foreign Direct Investments	10
Group 2. Building Resilience in Cambodia's Tourism Industry	12
Group 3. Moving ASEAN FORWARD - A sustainable approach to organic waste management	14
Group 4. Strategies for Housing and Urban Development in Metro Manila	16
Group 5. Singapore-Indonesia E-Commerce Regulatory Reforms for Freer Movement of Goods in a Post-COVID World	18
Group 6. Digitalization of Rural Areas in West Java, Indonesia	20
Group 7. Energy security for a post-Covid-19 world	22
Group 8. Integrated Tourism Solutions for Amazing Thailand	24
Group 9. Upskilling Government Officials for the Post COVID-19 World – Zambian National School of Government	25
Group 10. Reviewing the Quick Response Code Indonesia Standard (QRIS) Diffusion Strategy for Improving E-Payment Services in Indonesia	27
Group 11. Unleashing the power of online education: Opportunities and Strategies for Vietnam's Higher Education to emerge stronger beyond COVID-19	29
Group 12. E-Waste Management in India: Ideating a platform towards effective governance	31
Acknowledgements	33

ABOUT THE LEE KUAN YEW SCHOOL OF PUBLIC POLICY

Part of the National University of Singapore, the Lee Kuan Yew School of Public Policy was established in 2004 with the mission of being the leading global public policy school in Asia. Our strategic location in Singapore – a city-state widely known for its strong governance and efficient civil service – enables students to study in one of the best public policy laboratories in the world, while accessing the wider Asia-Pacific region in a distinctively global environment.

The school has produced more than 2,600 graduates from 80 countries who are international change agents, highly sought after in a diverse range of fields. Its curriculum spans across multiple disciplines and is complemented with case studies and a problem-based learning approach. Students from the LKYSPP can expect to extend their learning well beyond the walls of the classroom, and to benefit from strong empirical evidence and contextual narratives that emphasise Asian and international dimensions. The School boasts a pool of research-active faculty who addressed many vital global challenges. It has also cultivated an extensive network of international partners. In 2007, LKYSPP became the first Asian school to join the Global Public Policy Network (GPPN), which was established by the Columbia School of International and Public Affairs in the United States, the London School of Economics and Sciences. By providing opportunities for the education and training of the next generation of Asian policymakers and leaders, the LKYSPP aims to raise the standards of governance throughout the region, improve the lives of the people in the region and, in so doing, contribute to the transformation of Asia.



MASTER IN PUBLIC ADMINISTRATION

The 1-year full-time Master in Public Administration (MPA) Programme prepares students for senior management roles in the public sector. It provides an intensive, interdisciplinary course of study for professionals who wish to work on increasingly complex issues shaping national, regional and global policies and projects.

A key feature of the MPA Programme is the Governance Study Project (GSP), which spans through two semesters. It gives students the opportunity to study and research in a neighboring country where they will manage projects based on regional public issues.

There is a final conference for the GSP at the end of the Semester 2 and requires the application of knowledge and skills that students have learnt in each module.



GOVERNANCE STUDY PROJECT (GSP):

PROMOTING SUSTAINABLE SOCIOECONOMIC DEVELOPMENT IN THE POST COVID-19 WORLD

The human and economic cost of the COVID-19 pandemic is immeasurable. Hardly any country has been spared from its impact, making it arguably the most significant economic phenomenon of the 21st century. The world is facing unprecedented challenges that require all countries, especially the developing ones, to take extraordinary efforts to support their people and rethink their development strategy. Promoting sustainable socioeconomic development in the post-COVID-19 era, therefore, is an urgent and strategic priority for policy makers around the world.

This Governance Study Project (GSP) Conference focuses on promoting sustainable socioeconomic development with a focus on South and Southeast Asia. The region is home to over 2.5 billion people who live in economically diverse countries facing unique challenges. This GSP Conference offers students exciting first-hand opportunities to learn from and contribute to governmental as well as private efforts in the region.

The students will draw on the knowledge and skills learned in the MPA program to conduct policy analyses for their respective clients, which include government agencies and NGOs around the world. The students will tackle diverse policy areas, ranging from rural digitalization and boosting tourism to energy security and educational reform.

The students will craft comprehensive policy proposals based on robust primary and secondary research and analysis, aiming to equip their clients with innovative ideas and policy approaches to navigate the post-COVID-19 world and promote economic development.

GSP CONFERENCE SCHEDULE 2021

Promoting Sustainable Socioeconomic Development in the Post Covid-19 World

Date: Friday, 7 May 2021

Time: 8.40am to 4.15pm

Via zoom:

<https://nus-sg.zoom.us/j/81890007554?pwd=YVh6L0xiYndHWmc4L2lKRk83Q3hqZz09#success>

Meeting ID: 81890007554

Meeting Passcode: 302282

Dress Code : Formal

Time	Programme
8.40am to 8.50am	Registration
8.50am to 9.00am	Welcome Address by Professor Danny Quah, Dean and Li Ka Shing Professor in Economics
9.00am to 10.15am <i>(Each group will be allocated 20 mins of presentation and 5 mins of Q&A)</i>	<p>Group 1: Driving the Growth of Myanmar's Digital Economy through Foreign Direct Investments (9.00am to 9.25am)</p> <p>Group 2: Building Resilience in Cambodia's Tourism Industry (9.25am to 9.50am)</p> <p>Group 3: Moving ASEAN FORWARD - A sustainable approach to organic waste management (9.50am to 10.15am)</p>
10.15am to 10.25am	Break Time
10.25am to 11.40am <i>(Each group will be allocated 20 mins of presentation and 5 mins of Q&A)</i>	<p>Group 4: Strategies for Housing and Urban Development in Metro Manila (10.25am to 10.50am)</p> <p>Group 5: Singapore-Indonesia E-Commerce Regulatory Reforms for Freer Movement of Goods in a Post-COVID World (10.50am to 11.15am)</p> <p>Group 6: Digitalization of Rural Areas in West Java, Indonesia (11.15am to 11.40am)</p>
11.40pm to 1.30pm	Lunch
1.30pm to 2.45pm <i>(Each group will be allocated 20 mins of presentation and 5 mins of Q&A)</i>	<p>Group 7: Energy security for a post-Covid-19 world (1.30pm to 1.55pm)</p> <p>Group 8: Integrated Tourism Solutions for Amazing Thailand (1.55pm to 2.20pm)</p> <p>Group 9: Upskilling Government Officials for the Post COVID-19 World – Zambian National School of Government (2.20pm to 2.45pm)</p>
2.45pm to 3.00pm	Break Time
3.00pm to 4.15pm <i>(Each group will be allocated 20 mins of presentation and 5 mins of Q&A)</i>	<p>Group 10: Reviewing the Quick Response Code Indonesia Standard (QRIS) Diffusion Strategy for Improving E-Payment Services in Indonesia (3.00pm to 3.25pm)</p> <p>Group 11: Unleashing the power of online education: Opportunities and Strategies for Vietnam's Higher Education to emerge stronger beyond COVID-19 (3.25pm to 3.50pm)</p> <p>Group 12: E-Waste Management in India: Ideating a platform towards effective governance (3.50pm to 4.15pm)</p>
4.15pm	End of conference

MEET THE GSP FACULTY



ANUBHAV GUPTA

ASSISTANT PROFESSOR

Anubhav Gupta is an Assistant Professor at the Lee Kuan Yew School of Public Policy. His research focuses on governance and financial management issues in the non-profit sector. Anubhav's work has appeared in journals like *Administration & Society* and *Public Finance Review*. Besides GSP, his teaching engagements at the LKY School involve financial management for public organisations and quantitative research methods. Anubhav received his MPA degree from State University of New York and Ph.D. in Public Administration from New York University.



VU MINH KHUONG

ASSOCIATE PROFESSOR

Dr. Vu Minh Khuong is an Associate Professor at the Lee Kuan Yew School of Public Policy (National University of Singapore). His research and teaching concentrate on economic development strategy, digital transformation, and productivity analysis. Professor Vu has provided extensive consulting and advisory services to international organizations and government agencies, including UNIDO, UNDP, IMF, World Bank, IFC, ILO, APO, and MAS.

Before transitioning into academia, Professor Vu had held various government positions in Vietnam, including CEO of Song Cam Chemical Company, Deputy Chief of the Haiphong City Government Office, and Vice-Chairman of Dinh Vu Economic Zone.

Professor Vu is a recipient of several prestigious scholarships and awards, including Fulbright scholarship (1993-1995) and the 2011 Best Article Award from the Public and Non-Profit Division of the Academy of Management (USA). He received a BA in Mathematics from Hanoi University (with highest honors) and post-graduate degrees (MBA and PhD) from Harvard University.

ABSTRACTS (OVERVIEW)

Group 1

Driving the Growth of Myanmar's Digital Economy through Foreign Direct Investments

Group 2

Building Resilience in Cambodia's Tourism Industry

Group 3

Moving ASEAN FORWARD - A sustainable approach to organic waste management

Group 4

Strategies for Housing and Urban Development in Metro Manila

Group 5

Singapore-Indonesia E-Commerce Regulatory Reforms for Freer Movement of Goods in a Post-COVID World

Group 6

Digitalization of Rural Areas in West Java, Indonesia

Group 7

Energy security for a post-Covid-19 world

Group 8

Integrated Tourism Solutions for Amazing Thailand

Group 9

Upskilling Government Officials for the Post COVID-19 World – Zambian National School of Government

Group 10

Reviewing the Quick Response Code Indonesia Standard (QRIS) Diffusion Strategy for Improving E-Payment Services in Indonesia

Group 11

Unleashing the power of online education: Opportunities and Strategies for Vietnam's Higher Education to emerge stronger beyond COVID-19

Group 12

E-Waste Management in India: Ideating a platform towards effective governance



GROUP 1

Title: Driving the Growth of Myanmar's Digital Economy through Foreign Direct Investments

Group members:

Irene Fischbach Wieringa, Loh Zhi Wei, Rohit Sahgal
San Nay Thway, Yuta Momose

Abstract:

Myanmar has been rising as one of the frontier markets in south-east Asia, owing to its abundance of natural resources, availability of low-cost labour and a substantial population of 55 million. Nearly half of the country's population have leap-frogged in the use of digital services following the widespread penetration of social media, smart phones, and mobile connectivity. As a result, a nascent digital economy is emerging, bolstered by the investment of Chinese technology companies in e-commerce and fintech, alongside the emergence of start-ups and the return of local talent who built their technology capabilities overseas. Through interviews with business enterprises and international relations experts who are close observers of the market dynamics in Myanmar, our GSP project seeks to evaluate and identify the policy alternatives that would be critical to addressing the barriers in attracting foreign direct investments into Myanmar's digital economy. We hope our recommendations would inform the economic reforms that had been initiated by the government to turn the digital economy in Myanmar into a strong lever of growth for businesses across Asia while providing the local population an opportunity to uplift their livelihoods by riding on the digital wave that has been further accelerated by COVID-19 disruptions.



GSP Group 1 at school



GSP Group 1 working at school



Meeting with Professor Simon Tay



Meeting with Susu Thatun



GSP Group 1 Meeting at Oei Tiong Ham hallway

GROUP 2

Title: Building Resilience in Cambodia's Tourism Industry

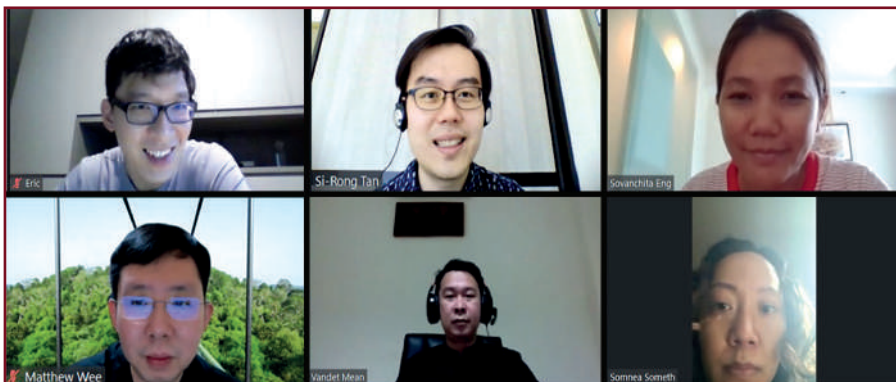
Group members:

Chin Weng Seng Eric, Eng Sovannchita, Someth Somnea,
Tan Si-Rong, Wee Shunren Matthew

Abstract:

The economy of the Kingdom of Cambodia is heavily reliant on its tourism sector, which comprises one-quarter of its GDP. In 2018, the country received 6.2 million foreign tourists. However, the world-wide travel restrictions resulting from a global pandemic emergency imposed a heavy setback to the country's tourism industry. While the spread of COVID-19 continues at an unrelenting pace with no signs of respite in the near future, Cambodia needs to think of innovative solutions to revitalise its struggling tourism businesses. Simultaneously, the nation also needs to maintain as well as upgrade its tourism sector to welcome back travellers from all over the world once the restrictions ease.

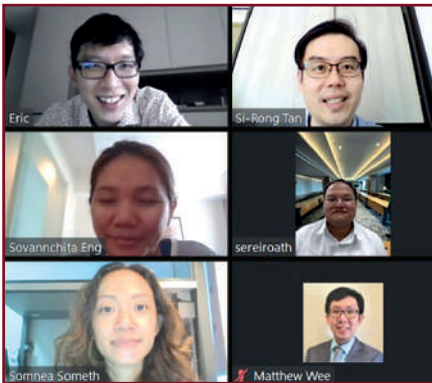
Our team has worked closely with Cambodia's Ministry of Tourism to develop a prospective roadmap to smoothen the recovery of Cambodia's tourism sector. The team focuses on two main pillars, namely promoting domestic tourism and upskilling the workforce in tourism services. Our recommendations offer both short-term as well as long-term strategies to help Cambodia position itself as one of the most popular tourist destinations in Southeast Asia. Our suggestions also aim to up skill the workforce in Cambodia's tourism sector, so that they can sustain their livelihoods while improving job opportunities in the future. Finally, we propose to enhance the adoption of information and communication technologies to expand the reach of tourism businesses and to improve information access for future travellers.



Meeting with Mr Vandet Mean, Director, Tourism Professional Training Department
(Ministry of Tourism, Cambodia)



GSP Group 2 wearing the traditional Cambodian krama khmer shawl



Meeting with H.E. KIM Sereiroath, Deputy Secretary-General of NCCA; Director of Accommodation, Food & Beverage Management Department (Ministry of Tourism, Cambodia)



Meeting with Mr Kunthea Phirum, Chief of Office of Domestic Tourism Promotion, Information Technology and Tourism Information Management (Ministry of Tourism, Cambodia)



Meeting with Mr Prak Narann, Deputy Director of Overseas Marketing and Promotion Department (Ministry of Tourism, Cambodia)

GROUP 3

Title: Moving ASEAN FORWARD - A sustainable approach to organic waste management

Group members:

Dhar Vybhav, Muhammad Farooq Wajid, Rebecca Koh Soo May, Saiful Ely

Abstract:

Improper organic waste management is a chronic problem in many developing countries, where waste generation has increased substantially owing to urbanization and fast economic growth, while efficient waste treatment facilities such as incineration has not developed adequately due to budget constraints. Disposal of wastes in landfills is not only space-consuming, but also poses serious environmental and public health threats. To develop sustainable, cost-effective alternatives, the Indonesia Ministry of Public Works and Housing (PUPR) along with the Swiss' State Secretariat for Economic Affairs (SECO) has launched a waste recycling initiative that uses Black Soldier Flies (BSF) to decompose organic wastes under the project titled "From ORganic WAsTe to Recycling for Development" (FORWARD). The by-products of the decomposed organic wastes that are converted to fertilizers or animal feed, are sold in market for additional revenue generation. Two pilot projects in the town of Sidoarjo and Surabaya city have been successfully established and handed over to the local municipalities for operation and maintenance. Our GSP project partners with the city of Semarang in Indonesia to work on the feasibility of replicating the FORWARD approach for better management of the city's increasing organic waste production. For this, we intend to conduct a cost-benefit analysis of the operational pilot projects, identify its opportunities and challenges, while providing recommendations for the Semarang municipality on the adoption of FORWARD program.



Discussion with Mr Ismet Adipradana from the Semarang Planning Agency regarding concerns over sustainable organic waste management in the city of Semarang

GROUP 4

Title: Strategies for Housing and Urban Development in Metro Manila

Group members:

Chong Shijie Claire, Kam Wen De, Ng Yu-Shan Nolan, Nomura Hideki,
Raisa Neith Salvador, Tan Irddy Bin Vic Irwan Abdullah Tan

Abstract:

Public housing and urban planning are crucial issues of urban governance in every city. The Covid-19 pandemic has underscored the importance of good quality housing not only in addressing the immediate public health crisis, but also providing a long-lasting foundation for better livelihoods, socio-economic resilience, and communal harmony. Metro Manila is one of the most densely populated cities in the world, housing a population of 13 million. Owing to rapid urbanisation, inadequate urban development planning and lack of adequate housing, nearly 25% of Manila's residents dwell in informal settlements. During the Covid-19 outbreak, poor living conditions among informal settlers had aggravated the spread of the virus, putting their lives and livelihoods under severe threat.

The Philippine government acknowledges this problem and has attempted to accelerate public housing provision for low-income groups, by enacting the "Social Contract with the Filipino People" that promises "inclusive urban development where people of varying income levels are integrated in productive, healthy, and safe communities". Despite the good intentions, land constraints, poor funding, and institutional challenges have led to little success so far. Our GSP project examines the gaps in Philippines' urban development policies and draws upon best practices in land use planning and management, sustainable financing, and good governance that can be adopted by Metro Manila.

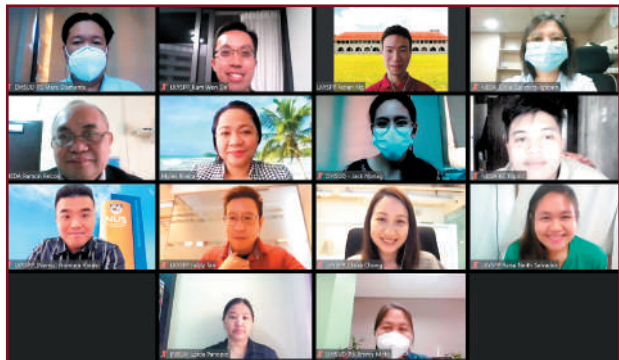


GSP Group 4 looking regal in matching shades of grey and cyan



The best way to prepare for a meeting. Over food and drinks!

Zoom meeting with clients from the National Economic Development Authority (NEDA) and the Department of Human Settlements and Urban Development (DHSUD), Philippines



GROUP 5

Title: Singapore-Indonesia E-Commerce Regulatory Reforms for Freer Movement of Goods in a Post-COVID World

Group members:

Amna Mohamed Abdalla Saifan Alsuwaidi, Noel Chow Zher Ming,
Scott Douglas Bradford, Su Su Win

Abstract:

The rapid growth in the e-commerce industry is a rare positive economic outcome amidst the COVID-19 crisis. In recent years, e-commerce has evolved as an engine of explosive growth in promoting economic development and prosperity across Southeast Asia. In particular, Indonesia has seen a number of e-commerce ‘unicorns’ emerge in the past decade and the e-commerce market there is only expected to grow – predicted to account for over 50 percent of the Southeast Asian market by 2025. However, the existing lack of clarity over Indonesian government regulations and the government’s tendency for protectionism risks jeopardising this burgeoning industry. For Singapore as a trans-shipment hub, this is also of economic concern. Our GSP project intends to explore the relevant policies, rules and regulations that assist and/or hinder shipping of e-commerce products between Indonesia and Singapore, the region’s trading hub. For this, we have partnered with Janio – a Singapore-based cross-border shipping provider – to assist them to understand the implications of recent developments affecting their business, including the Indonesian government’s passing of the Omnibus Law on Job Creation and the conclusion of the Regional Comprehensive Economic Partnership in 2020. Our paper will provide some recommendations for providing greater clarity and certainty regarding the regulatory environment to facilitate the movement of e-commerce goods more freely between Singapore and Indonesia.



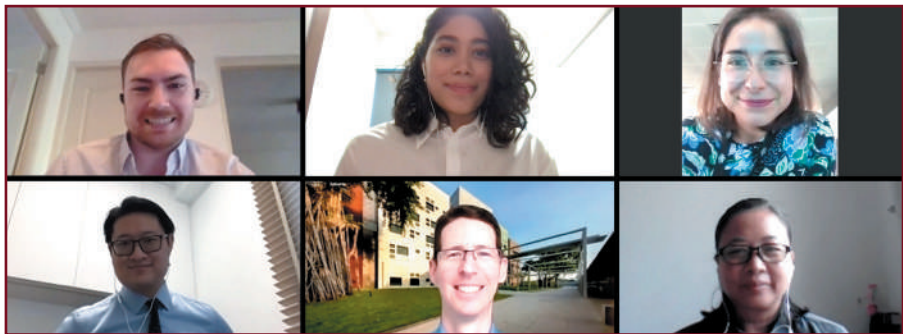
GSP Group 5 at school



Meeting with Hastin A.B. Dumadi, Economic Affairs Counsellor at the Indonesian Embassy, Singapore



Meeting with Senthil Kumar, Group Head of Commercial, and Gwen Tay, Special Projects Chief of Staff at Janio



Zoom meeting with Todd Dias, Economic Counsellor and Marsha Sudar, Second Secretary at the Australian Embassy, Jakarta

GROUP 6

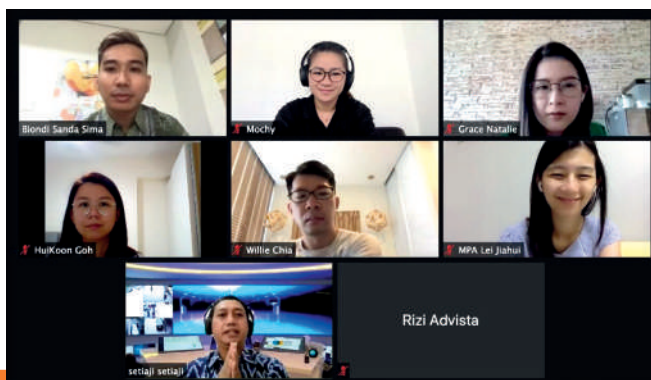
Title: Digitalization of Rural Areas in West Java, Indonesia

Group members:

Chia Weilie Willie, Grace Natalie Louisa Ng,
Goh Hui Koon, Lei Jiahui, Sreymoch Bun

Abstract:

West Java, as the most populous province in Indonesia, is well-positioned to harness the economic benefits of digitalization. In a bid to fight poverty and economic inequality, the West Java government has embarked on efforts to utilize technological advances to improve its governance and public services, along with accelerating economic growth through the launch of the Digital Village Programme in 2018. Despite making substantive progress, West Java's digitalisation journey still faces a core challenge of poor internet penetration, particularly in the rural areas. Our research comprising of surveys and interviews, identifies the following key factors contributing to the problem: (i) poor infrastructure; (ii) low digital skills and affordability; (iii) inadequate coordination and monitoring; and (iv) limited local support in promoting internet adoption. Based on these findings, our GSP project provides practical recommendations to our clients – the West Java Governor and the Jabar Digital Service. Our recommendations include lessons drawn from cross-country best practise experiences on improving internet access, initiating government-aided digital education program in rural areas, and launching a matchmaking digital platform that would connect villages in West Java to a larger ecosystem of digital users across the country. Finally, we also propose a monitoring and evaluation framework that will help our clients to objectively evaluate the effectiveness as well as outcome efficiency of the Digital Village Programme.



Zoom meeting with West Java Digital Services



GSP Group 6 at school



Interview with villager from Bojong Village, West Java Province



Interview with village head of Bojong Village, West Java Province



Zoom meeting with H.E. Ridwan Kamil, Governor of West Java

GROUP 7

Title: Energy security for a post-Covid-19 world

Group members:

Feng Guimei Agnes, Idowu Olagoke Kunlere, Nikhil Saraswat, Smarak Swain, Susanta Kumar Mishra

Abstract:

Solar and hydrogen have been the most promising clean energy sources that have shown prospects for wide-scale energy production as well as potential for fulfilling decarbonisation goals to address global warming issues. Our GSP project aims to propose a regional policy framework for Asian countries, that is conducive to green development stimulus along with viable decarbonizing solutions in a post-COVID-19 world. For this, we divide our research scope into two distinct outcome goals. The first segment of the report conducts a trend analysis to explore the advancements in solar technology and persisting challenges in penetration of solar energy in the Indian market. It highlights constraints responsible for the slow adoption of solar energy despite significant government initiatives. We find that one possible way to overcome major constraints in adoption of solar power is green hydrogen. In the second section, we explore challenges and implications of promoting a global hydrogen energy ecosystem, focusing on policy initiatives for hydrogen infrastructure development, including financing models and storage technologies, that would encourage uptake of hydrogen as a clean energy solution among ASEAN countries. Finally, we have attempted to integrate the findings into policy lessons for positioning ASEAN countries as major players in the developing global hydrogen economy.



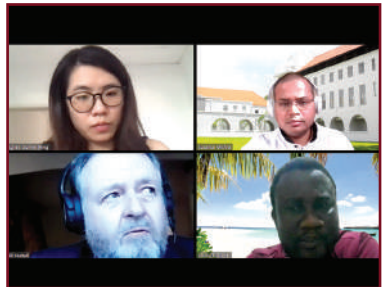
First GSP Get-Together Over Dining



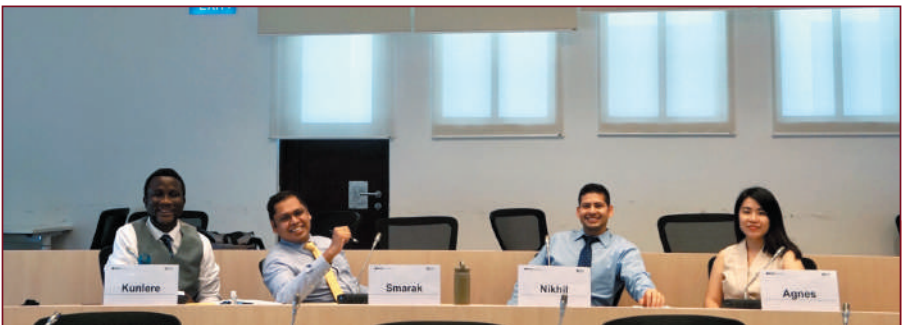
The Joy of Research



Meeting with clients, Dr Adam Usadi, ExxonMobil Asia Pacific Ltd and Dr Victor Nian, Senior Fellow at the Energy Studies Institute at NUS



Zoom meeting with Professor Nuttall



GSP Group 7 discussion in class

GROUP 8

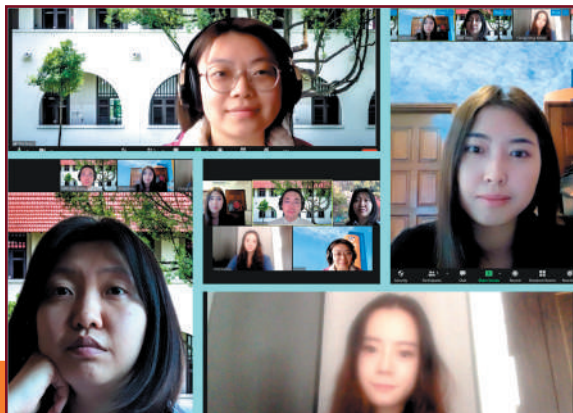
Title: Integrated Tourism Solutions for Amazing Thailand

Group members:

Chen Peilu, Xiao Rong, Yang Kehan Ssica, Zeng Xi Stella, Zhang Jun

Abstract:

Tourism comprises a key sector in Thailand's economy, accounting for 18% of the country's gross domestic product in 2019. However, the onset of the global pandemic in 2020 has resulted in severe setbacks, including job losses to the Thai tourism industry. A year after the start of the Covid-19 pandemic, worldwide travel restrictions continue to cripple the international tourism business. With the government's plan to gradually open Thailand to tourists, it has become necessary to formulate practical policy solutions to help the country recover as well as develop its tourism sector focusing on resilience, competence, and sustainability in a post-Covid world. Our GSP project intends to contribute to this end by designing integrated solutions for post-Covid recovery, along with technological advancements to facilitate further expansion of the industry. For this, we have partnered with the Department of Tourism of Thailand to recommend a policy framework as an integral part of the Thailand 4.0 national development layout, which also examines the scope for engaging existing external programmes such as the Belt & Road Initiative to enhance Thailand's tourism business. Our recommendations focus on the implications of virtual/artificial reality, online livestreaming, and other app-based technologies for enhancing access to travel-related information. We also recommend promoting Thailand's unique charm in culture, nature, and adventure sports as well as conferencing opportunities in order to attract international travellers of all ranges across the world.



GSP Group 8 discussion via zoom

GROUP 9

Title: Upskilling Government Officials for the Post COVID-19 World – Zambian National School of Government

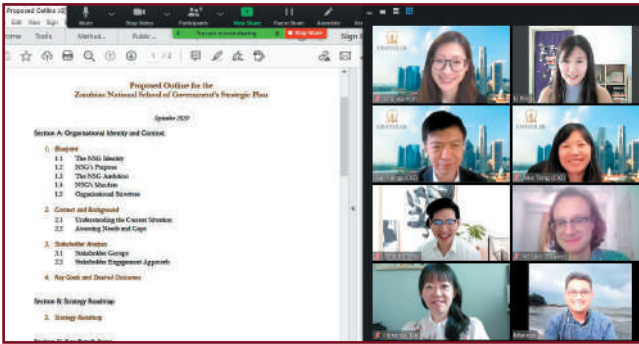
Group members:

Abdul Mannan Bin Mohamed Ibrahim, Chng Li Ping, Florence Tan Mei Ing, Samuel Richard Thomas Downes, Tan Jin Quan Jonathan

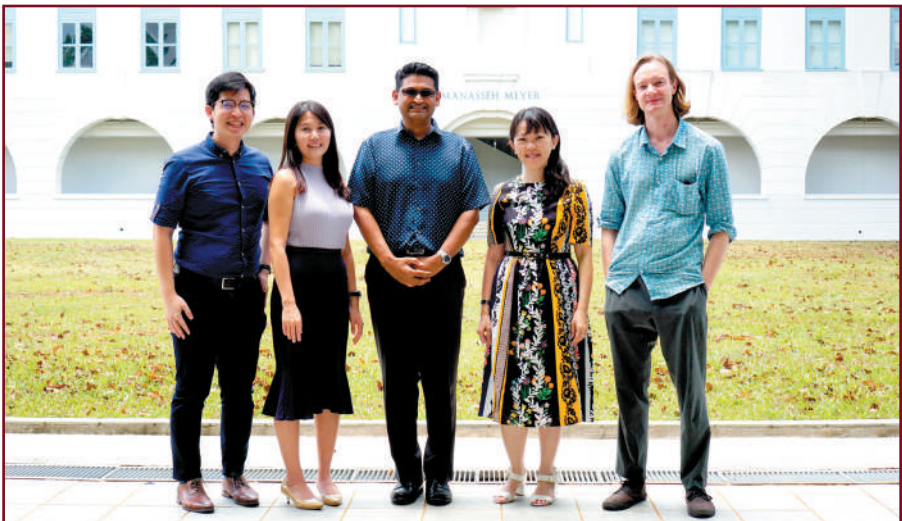
Abstract:

A competent and high performing civil service is fundamental to good governance and the effective implementation of public policy reforms. National schools of government play a crucial role in equipping civil servants with the right capabilities and skillsets to navigate an increasingly volatile, uncertain, complex, and ambiguous world. The recently established Zambian National School of Government (NSG) aims to build capacity, while promoting integrity, professionalism, and performance excellence in the public services sector. It is currently in the early stage of conceptualising and formalising its strategic plan to guide its institutional operations.

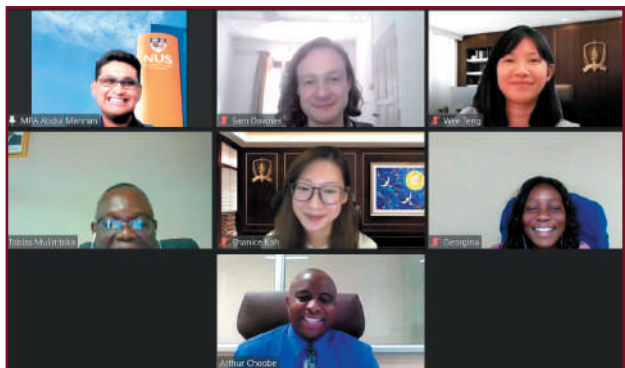
In collaboration with the Chandler Institute of Governance (CIG), the team seeks to deliver a comprehensive roadmap with practical recommendations covering the following key areas: (a) building and strengthening values and culture; (b) designing relevant and effective programmes, products, and services; (c) human resource management and talent development, (d) inter-agency/ governmental partnerships and collaborations, (e) designing systems and process frameworks, and (f) resilience planning. To ensure that the report is tailored to the Zambian NSG's needs, the project will draw on best practices from global examples of national schools of governments, interviews with senior government officials, learning and development practitioners, and workshops with selected stakeholders from the school. Special attention will be paid to integrating technology and adapting innovation learning methodologies for a post COVID-19 world. It is our hope that our team's contribution will be useful in bringing the Zambian NSG one step closer to achieving their mandate.



Strategic Plan for Zambian School of Government Discussion with the Chandler Institute



GSP Group 9 at school



Interview with Zambian school of government

GROUP 10

Title: Reviewing the Quick Response Code Indonesia Standard (QRIS) Diffusion Strategy for Improving E-Payment Services in Indonesia

Group members:

Arfi Bambani Amri, Gautam Singh Chaudhary, Max Yong Chi Chung,
 Sokvisal Sin Jim

Abstract:

The COVID-19 outbreak has accelerated fast expansion of the e-commerce sector, specifically among the emerging markets. As more consumers are turning to online options for purchase of goods and services, businesses have been forced to adopt digital services in conducting their transactions. Among the South-east Asian nations, Indonesia too has witnessed a significant growth surge in the e-commerce business, with its market value reaching US\$35 billion in 2020, jumping from \$23 billion in 2019. With the intention of introducing uniform digital transaction platform, Indonesia has launched the Quick Response Indonesia Standard (QRIS) code system. QRIS facilitates users from one payment service to pay or transfer fund to another payment service. In a country where there are more than 30 payment services operating, QRIS is a leap forward. The Bank of Indonesia as the central bank has chosen QRIS over other technologies such as chip cards and RFID owing to its lower deployment cost, greater efficiency, and better financial inclusion. Despite concerns regarding consumer protection and data privacy policy, QRIS has been widely accepted by users as well. Our GSP study will examine the scope and challenges of enhancing the diffusion strategy of QRIS. Specifically, how is the current infrastructure and ecosystem of digital payment system in Indonesia? What are the key drivers for mobile payment usage? What are the challenges confronted by both providers and customers? How does Bank of Indonesia work with private sectors to use QRIS? How is the consumers' acceptance to QRIS? Based on our findings, we provide policy solutions to facilitate an integrated as well as robust digital payment system in Indonesia.



GSP Group 10 at school



GSP Group 10 discussion at school

GROUP 11

Title: Unleashing the power of online education: Opportunities and Strategies for Vietnam's Higher Education to emerge stronger beyond COVID-19

Group members:

Betty Wong, Cheung Lok Kan Dan, Lee Lizhen Lillian, Lee Wong Cheng Jacky, Siti Nur A'isyah Binti Abdul Razak, Zulfadli Bin Ab Rahim

Abstract:

The COVID-19 global pandemic has presented several challenges but also created new opportunities by accelerating technology adoption in different sectors. To address the disruptions caused by the pandemic, educational institutions all over the world have embraced extensive technological applications to continue student engagements. Vietnam is no exception. The country has been preparing to upgrade its education system through implementation of the National Digital Transformation Programme (NDTP) that became more urgent amidst the Covid-19 outbreak. However, being in the early stages of its transformation journey, adoption rate of online learning technologies has been below expectations. The major reasons being path dependence barriers in altering traditional practices and mindsets as well as need for better IT infrastructure.

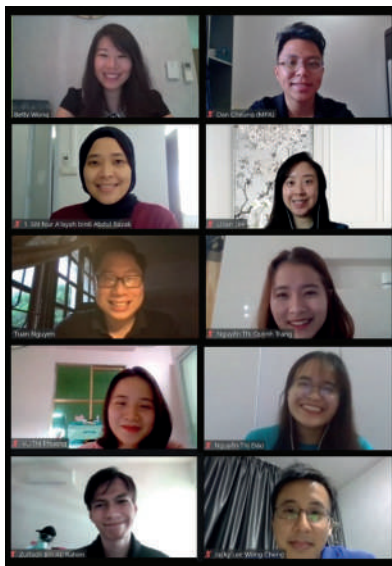
In collaboration with the Vietnam National University-University of Economics and Business (VNU-UEB), Van Lang University (VLU) and Ministry of Education and Training (MOET), our GSP project aims to examine the key obstacles in Vietnam's journey towards digital transformation in the higher education sector. The study identifies short-term as well as long-term benefits of digitalization of Vietnam's higher education system and recommends policy lessons drawn from best-management case-studies. For this, we have administered a survey on university students, educators and administrators based in Vietnam as well as Singapore. Based on the survey findings, we propose a strategic plan comprised of macro-level restructuring of the country's education policies, facilitating technological expansion, along with micro-level toolkits to improve the adoption of online learning as well as digitalisation of administrative processes among Vietnam's universities.



GSP Team 11 from left to right: Zul, Jacky, Betty, Aisyah, Lilian and Dan



Zoom discussion with supervisor Zoom meeting with VNU-UEB team Prof Vu Minh Khuong



Zoom discussion with VNU-UEB Prof Nguyen Anh Tuan and student team

GROUP 12

Title: E-Waste Management in India: Ideating a platform towards effective governance

Group members:

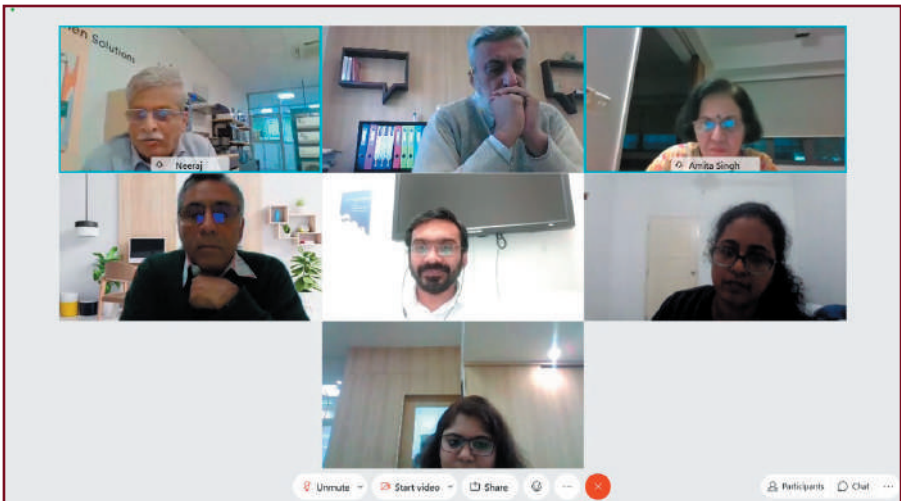
Amita Singh, Gaurav Pratap Singh, Pandit Noopur Purushottam

Abstract:

In a fast-advancing digital world, electronic waste or e-waste is the largest growing source of solid waste generation. As per the World Economic Forum (WEF) Report 2019, approximately 53.6 million metric tons of e-waste are generated worldwide every year. In addition, the impact of Covid-19 pandemic on wider adoption of digital technologies in businesses, education as well as social lives is likely to result in massive escalation of e-waste production. India being one of the top-five e-waste generating countries, faces a grave policy challenge in terms of e-waste management and disposal. Despite the changes in legislation and efforts by the private sector, only around 2-5% of e-waste gets recycled in India. Our GSP project aims to bridge the gaps in the current e-waste management practices by designing a relevant policy framework to streamline the collection and disposal of e-waste in the country. For this, we have partnered with the Manufactures' Association of Information Technology (MAIT), an apex body representing India's ICT sector. Our policy recommendations include lessons drawn from international best practices, along with formulating a common digital platform to facilitate easy access to information, reporting and compliance of e-waste regulations among diverse stakeholders.



GSP Group 13
discussion at school



Focus Group Discussion with the Client and IT industry representatives



GSP Group 13
flaunting traditional Indian
attire at school

ACKNOWLEDGEMENTS:

Dean, Lee Kuan Yew School of Public Policy

Professor Danny Quah
Dean and Li Ka Shing Professor in Economics

Faculty Leads

Associate Professor Vu Minh Khuong
Assistant Professor Anubhav Gupta
Lee Kuan Yew School of Public Policy, National University of Singapore

Special Thanks to:

Adam Usadi, Energy Center Advisor, ExxonMobil Asia Pacific Pte. Ltd.
ASEAN
Associate Professor Nguyen Anh Tuan, Lecturer, VNU-UEB
Australian Embassy in Jakarta
Bindu Yerra, Deputy Manager, Indian Renewable Development Authority Ltd.
Bukalapak
Centre for Liveable Cities (CLC), Singapore
Department of Human Settlements and Urban Development (DHSUD), Philippines
Desmond Walton, Senior Director, BowerGroupAsia
Dr. Bunyamin, M.Pd (Head of Semarang Planning Agency/Kepala BAPPEDA Kota Semarang)
Dr. Le Anh Vinh, Deputy Director General, VNIES
Dr. Nguyen Chi Hieu, CEO and Co-founder of Innovative Education Group
Dr. Sutthi Suntharanurak, Director, International Affairs Office, State Audit Office of the Kingdom of Thailand
Dr. Victor Nian, Senior Fellow at the Energy Studies Institute at NUS
Dr. Wunna Aung, Director, Directorate of Investment and Company Administration (DICA), Ministry of Investment and Foreign Economic Relations (MIFER)
Drew Thompson, Visiting Senior Research Fellow, Lee Kuan Yew School of Public Policy at NUS
Drs. Sapto Adi Sugiharto, M.M. (Head of Semarang Environmental Agency/Kepala Dinas Lingkungan Hidup Kota Semarang)
George Paul, CEO, MAIT
Gyanendra Badgaiyan, Member, Board of Directors, Chandler Institute of Governance
H.E. Dr. THONG Khon, Minister of Tourism, Cambodia
H.E. KIM Sereiroath, Deputy Secretary-General of NCCA; Director of Accommodation, Food & Beverage Management Department (Ministry of Tourism, Cambodia)
Hendrar Prihadi, S.E., M.M. (Mayor of Semarang/Walikota Semarang
Indonesian Embassy in Singapore
Ismet Adipradana (Semarang Planning Agency/BAPPEDA Kota Semarang
Jabar Digital Services, West Java Province
Janio
Jayakumar S, NASSCOM
Mr Biondi Sanda Sima, Head of Implementation Team, Jabar Digital Service, West Java Province
Mr Boyd John Whalan, Head of Cross Border Commerce at Bukalapak, Indonesia
Mr Iwan Kurniawan, Strategic Communications, OVO
Mr Karaniya Dharmasaputra, President Director, PT Visionet International (OVO)
Mr Kunthea Phirum, Chief of Office of Domestic Tourism Promotion, Information Technology and Tourism Information Management (Ministry of Tourism, Cambodia)

Mr Pham Quang Hung, Director General, International Cooperation Department, MOET
Mr Prajuck Boonyoung, Auditor General, State Audit Office of the Kingdom of Thailand
Mr Prak Narann, Deputy Director of Overseas Marketing and Promotion Department
(Ministry of Tourism, Cambodia)
Mr Ramon Paul Falcon, Chief Economic Development Specialist, National Economic and
Development Authority of the Philippines
Mr Ridwan Kamil, Governor, West Java Province
Mr Rithy HUOT, Director of Department of Clean City and Contest Promotion (Ministry of
Tourism, Cambodia)
Mr Samnith Srey (Ministry of Tourism, Cambodia)
Mr Senthil Kumar, Group Head of Commercial at Janio, Singapore
Mr Setiaji, Head of Communication and Information, Jabar Digital Service,
West Java Province
Mr Sven Callebaut, International Trade Advisor
Mr Todd Dias, Economic Counsellor at the Australian Embassy, Jakarta
Mr Vandet Mean, Director, Tourism Professional Training Department (Ministry of
Tourism, Cambodia)
Mrs Heather Grell, Director of Government Affairs, Apple South Asia Pte. Ltd.
Ms Dusita Lertkrai, Foreign Relations Officer, International Affairs Office, State Audit
Office of the Kingdom of Thailand
Ms Gwen Tay, Special Projects Chief of Staff at Janio, Singapore
Ms Hastin A.B. Dumadi, Economic Affairs Counsellor at the Indonesian Embassy,
Singapore
Ms Marsha Sudar, Second Secretary at the Australian Embassy, Jakarta
Ms Mercy Simorangkir, Managing Director, Indonesia Fintech Association (AFTECH)
Ms Mylene Rivera, Director, Planning Service, Department of Human Settlements and
Urban Development, Philippines
Ms Sendy Hermawati, Senior Officer at the ASEAN Secretariat
National Economic and Development Authority (NEDA), Philippines
Pradip Kumar Das, Chairman and Managing Director,
Indian Renewable Development Authority Ltd.
Professor Francesco Mancini
Professor Simon Tay, Chairman, Singapore Institute of International Affairs (SIIA)
Professor William Nuttall, Open University, United Kingdom
Associate Professor, NUS Law School
Roger Tan, Assistant Chief Executive, Civil Service College (Singapore)
Sofwan Hakim, Public Policy Expert Indonesia Fintech Association
Tabrez Ahmad, Group Director, Dell
Tobias Mulimbika and team, Chief Executive Officer,
Zambia National School of Government
Van Lang University
Vietnam Ministry of Education and Training
Vietnam National Institute of Educational Sciences (VNIES)
Vietnam National University - University of Economics and Business
Wu Wei Neng and team, Executive Director, Chandler Institute of Governance

Supported by:

Academic Affairs Team
Lee Kuan Yew School of Public Policy, National University of Singapore

Maitreyee Mukherjee
Teaching Assistant



Lee Kuan Yew
School of Public Policy