



## INNOVATIONS FOR SUCCESSFUL SOCIETIES

Building Institutions, Escaping Development Traps

### [Charting the Path for a Presidential Transition](#)

In 2010, Philippines president-elect Benigno Aquino III and the outgoing president, Gloria Macapagal Arroyo, crafted a way to transfer power in the midst of high political tension. Inadequate record keeping within the government complicated their efforts, but the work of a dedicated corps of career civil servants, a small but significant degree of cooperation between the two sides, and limited but effective planning by Aquino's team ensured an effective, though bumpy, transition. The handover highlighted the importance of institutionalizing the transition process to minimize conflict and allow for uninterrupted governance.

[Read More](#)



#### Featured ISS Interview

##### [Edmundo Pérez Yoma](#)

discusses the 2010 presidential transition process in Chile. Pérez Yoma, minister of the interior under the Bachelet administration, describes the instructions he delivered to his staff to ensure a smooth transfer of power from Bachelet's left-wing coalition to President Sebastián Piñera's right-wing coalition. He also shares how the earthquake that struck Chile 12 days before Piñera's inauguration affected the handover.

#### Where ISS Has Worked

[Africa](#)

[Asia & Pacific](#)

[Europe & Central Asia](#)

[The Americas](#)

[Middle East & North Africa](#)

#### Contact Us

206 Bobst Hall  
Princeton University  
83 Prospect Avenue  
Princeton, NJ 08544

## [Listening to the Public to Improve the Civil Service](#)

Petty corruption and inefficiency had plagued service delivery in the Philippines for decades, earning the country the nickname of the "Sick Man of Asia." In 2007, under pressure from civic groups and the private sector, the Congress passed the Anti-Red Tape Act to cut bureaucratic complexity and reduce opportunities for graft. The Act required all frontline government offices to post Citizen Charters, set up a public complaints desk, and process all citizen transactions on time. The Civil Service Commission, charged with monitoring compliance, initiated annual social audits in 2010 to measure public satisfaction with frontline services. During the survey's first four years, the commission used the social audit results to change how civil servants thought about their work and improve compliance with the Anti-Red Tape Act.

### [Read More](#)

To read other ISS case studies on reform efforts in the Philippines, click [here](#).

## ISS: Improving Government Accountability and Leading Reform

[Innovations for Successful Societies](#) (ISS) helps public servants, policy makers, and scholars share institution-building strategies that work in especially challenging contexts. Interview-based case studies facilitate these exchanges and provide a basis for scholarly research. To date, ISS has published more than [140 case studies](#) and more than [380 interviews](#), all of which are available free online. Governments use the materials to learn from each other, inspire discussion in their ranks, and recall the steps they took to implement a reform. Universities and training programs use the case studies in the classroom to engage students in the operational and strategic aspects of public sector reform.

[Join the ISS Mailing List!](#)

Follow us to keep updated on  
Innovations for Successful Societies:



[www.princeton.edu/successfulsocieties](http://www.princeton.edu/successfulsocieties)

Innovations for Successful Societies (ISS)  
is a joint program of Princeton University's  
Woodrow Wilson School of Public and International Affairs and  
Bobst Center for Peace & Justice.

[Forward this email](#)



This email was sent [iss@princeton.edu](mailto:iss@princeton.edu) | [Update Profile/Email Address](#) | Rapid removal with [SafeUnsubscribe™](#) | [Privacy Policy](#).



Innovations for Successful Societies | Bobst Center for Peace and Justice | Princeton University | Princeton | NJ | 08544