UGANDA MANAGEMENT INSTITUTE

Call for Papers

For the 3rd International Conference on Governance and Service Delivery in Developing Economies

Theme: *Sustainable Service Delivery: Partnerships and Innovations*

Venue: Uganda Management Institute, Kampala

Date: October 25-27, 2022

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1.0 Introduction

Uganda Management Institute (UMI) holds International Conferences on Governance and Service Delivery in Developing Economies on a two (2) year interval. The purpose is to sustain the debate on governance and management challenges that perennially contribute to the difficulty of African countries and other developing economies in meeting their development targets. The 2019 conference was organised under the theme *"Accountability, Innovations and Quality Public Service Delivery"* with seven (7) sub-themes: (a) Public Sector Reforms; (b) Governance and Sustainable Development Agenda; (c) Performance Management, Monitoring and Evaluation; (d) E-Governance; (e) Addressing Persistent Corruption; and (f) Education Leadership and Management and a special theme on Gender Young Researchers. The Scientific Committee accepted 168 papers out of the 195 abstracts/papers submitted of which 140 were presented at the conference. Furthermore, a total of 495 delegates from over 26 countries attended the conference. Due to the Covid-19 pandemic, the 2021 conference was not held since the country was still under partial lockdown and institutions of higher learning were still closed. It is against this background that UMI proposes to organize the 3rd International Conferences on Governance and Service Delivery in Developing Economies under the theme *"Sustainable Service Delivery: Partnerships & Innovations"* on October 25-27, 2022 at UMI, Kampala.

1.1 Background

In developing countries, there is growing recognition that service delivery remains a major challenge despite increasing resource investments in democratic regimes, innovative ways of doing things, e-governance technologies, structural and legal reforms, setting up alternative institutions, developing marshal plans and educating the workforce. Poor service delivery has resulted in unstable economic growth characterized by inequality, instability, unpredictable livelihoods, denial of basic human rights, inadequate social services including education and health and poor quality service. The slow, exclusive and unstainable growth continues to yield governance traps of; low productivity and competitiveness of economies; market imperfections; non-performing institutions; lack of effective performance oversight; innovations that do not yield better services as well as continued inefficiency of actors in development.

The Covid-19 pandemic created more market failures and exerted high costs to running economies. Citizens did not only lose lives but also businesses and livelihoods. The COVID-19 pandemic increased the vulnerability of the population with limited coping mechanisms and essential services. COVID-19 pandemic also challenged the conventional management of service delivery processes and governance and reconfigured the operations of institutions. The devastating impact of the COVID 19 pandemic especially on the health service delivery made governments and development partners all over the world adopt the whole society approach to mitigate the crisis. The crisis of service delivery has summoned other knowledge systems, development models and approaches such as network governance, partnerships and regionalization that require human

resources with competences relevant to the changing environment. Consequently, supporting systems and infrastructure need to be simultaneously developed through partnerships and innovations for sustainable good governance and effective service delivery systems.

For developing economies to recover and sail through the post Covid-19 era, governments and other development actors need to fundamentally rethink and redesign their business processes to sustainably address changing citizen's needs. The theme of this year's conference *"Sustainable Service Delivery: Partnerships & Innovations"* facilitates debate on how actors should adjust to the mutable governance and service delivery needs that require near overhaul of conventional approaches. Importantly, several emerging issues that did not feature in the previous conference have been included for debate and these include Management of Covid-19; Belt and Road Initiative (BRI), Informal sector, finance management, Parish Development Model (PDM), circular/ green economy, Fourth Industrial Revolution (4IR) and specific focus on sustainable development strategies. We anticipate that the 3rd International Conference on Governance and Service Delivery in Developing Economies will give the opportunity to scholars, policymakers, planners, technocrats and practitioners from all over the world to reflect and find evidence-based solutions for the identified barriers to development.

2.0 Themes of the Conference

The conference will be organized around Twelve (12) themes including;
  i. Public Sector Transformation
  ii. Sustainable Development Agenda;
  iii. HR & Performance Management
  iv. E-Governance and ICT;
  v. Anti-Corruption Strategies;
  vi. Education Leadership and Management;
  vii. Local Government Service Delivery Systems;
  viii. Peace, Security & Stability;
  ix. Monitoring, Evaluation & Learning;
  x. Environmental Sustainability and Climate Change;
  xi. Finance and Economic Management; and
  xii. Operations and Supply Chain Management (OSCM)

2.1 Theme 1: Public Sector Transformation

Many developing economies have been awash with theoretically impressive attempts at reforming the economic and legal regimes. Some reforms have yielded dramatic improvements in performance measures in terms of efficiency and effectiveness, while others have not yielded much desirable results. With COVID 19, many actors are calling for reforms in the most affected public

sectors like health, education, tourism, gender, labor and social development and trade focusing on conduct of business with minimal exposure of service providers and beneficiaries. The conference will provide a platform for academicians and policy makers to appraise the public sector reforms in general and focusing on:

- Developmental states and protectionism
- Sustainable public service systems
- Value systems that underpin public service delivery
- Emerging alternative public service systems
- Managing cross-border human resources
- Public procurement management
- Marketization of African economies
- Migration/refugee management
- Developing economies through tourism
- Import substitution
- Agencification & De-agencification
- Public service innovation
- Political involvement in public service
- Paradox of public sector management
- Public sector coordination

2.2 Theme 2: Sustainable Development Agenda

Developing economies have had to contend with attempts by western economic bodies to direct their development agenda. With inadequate resources for economic self-sustenance for instance, the African continent has been subjected to trials of economic development theories akin to proof of concepts. A range of development agendas designed in developed countries and introduced to African countries have been tried, tested and dumped for new ones with no evident sustainable development for Africa. Under this theme, researchers shall address the impact of the global development perspective on the developing economies especially in Africa. Scholars will focus on:

- Implementation of SDGs
- 2030 agenda for sustainable development
- Implementation of Africa agenda 2063
- Food security and agricultural financing
- Social identities, - gender equity and inclusive growth
- Transformative leadership in SDG implementation
- Conflict resolution in the development process
- Green development and environmental sustainability
- NGOs, social movement & citizen driven service delivery

- Youth empowerment and employment innovations
- Public, private partnerships
- Human rights protection and access to justice
- Green Economy
- Inclusive growth
- SME development
- Development management
- HIV in the world of work

2.3 Theme 3: HR & Performance Management

Performance measurement has been a core element of public sector reforms since the 1980s. Public sector organisations are under pressure to show evidence of good performance in service delivery to the Citizens. Assessment of programs and quality of services results is a key component to showcase performance and inform public management. However, while single central government agency performance measurement has been sufficiently developed, systematic attempts to make intergovernmental performance comparisons have often had limited success. Under this theme scholars and practitioners will address issues of:

- Performance of government projects
- Gender and Equity in Performance Management
- Unintended consequences of public services
- Whole Government Evaluations
- Structures of local governments and service delivery
- Talent management
- International; HR management
- Balanced Score Card
- Performance Contracting
- Performance management systems
- Models of performance management
- Paradox of performance management
- Online personnel management
- Effectiveness of public service management systems
- Performance of public sector workers

2.4 Theme 4: E-Governance & ICT

This theme shall focus on the viability and performance of e-governance as an effective option to improve accountability, public service delivery and innovation. According to David Brown (2005) e-governance focuses mainly on the state's social and economic programs; the relationship with

citizens, the rule of law, internal operations and the relationship with the international environment. Countries aiming at effective, equitable and reliable delivery of public services will surely take on e-governance, using information technology to streamline government business processes and improve information flow within government. Debate on e-government for public administration focuses on its functions of service delivery, information management, and use of technology (Kumar Shakya, 2010). Public Administration is beyond a public administrator. Accordingly, public administrators need a broader public administration system that surpasses the technocratic emphasis. Governance extends beyond government enclave, to civil society and the private enterprises. So the e-governance should embrace the potential of exercising political, social, economic, and administrative processes and govern the whole matter. Under this theme scholars and practitioners will address issues of:

- ICT in service delivery
- Educational technologies
- Management of Cybersecurity
- Technologies and financial inclusion e.g. Mobile money, Mobile Banking
- Information management
- E-Management, Quality Assurance
- Use of Social media in service delivery
- E-Governance policies, regulations and implementations
- ICT and Business Process Engineering
- 4IR Technologies and Sustainable Development

2.5 Theme 5: Anti-Corruption Strategies

Corruption is among the main barriers of institutional effectiveness and functionality of governments in many developed and developing countries. It threatens economic and political fortunes of countries and is one of the major factors that undercut investors' confidence and innovation. Corruption therefore affects service delivery and complicates accountability for public resources as networks of accomplices emerge to shield the vice. Corruption hurts the poor and undermines interventions to improve welfare of populations and promote innovation. While legal and institutional measures have succeeded to expose the corrupt to some extent, there are weak formal and informal mechanisms that succeed in punishing, and deterring the corrupt. Research output under this theme shall present interventions towards elimination of corruption that have worked and provide managerial solutions to corruption. Under this theme scholars and practitioners will share research output on:

- Philosophical underpinning of corruption
- Political economy of corruption in Africa
- Anti-Corruption & Social Accountability reforms
- Socio-Economic Costs of Corruption

- Culture and corruption
- International corruption
- Sustaining the culture of corruption
- Corruption Auditing Tools
- Strategies to fight corruption
- Institutional dilemmas in management of corruption
- Citizen driven anti-corruption models
- Ethics, Integrity and Professional standards
- Anti-corruption incentive systems
- Role of journalisms in fighting corruption

2.6 Theme 6: Education Leadership and Management

Education is entrenched in societies of developing and developed countries as the yardstick for individual and national capacity for development. Countries with highly valued competitive education systems are considered more capable of preparing skilled individuals to develop efficient and effective technologies, deliver excellent services to the population and ensure sustainability of healthy populations with higher life expectancy. Individuals' abilities are rated according to their level of education proven with evidence of certificates, diploma and degree certificates. While economies rely on the education systems to groom its populations, areas have been identified in the education systems world over that need to be addressed. In Africa, infrastructure, human resource management, finance, duration and continuous monitoring of education service delivery have been identified as some of the key challenges that threaten quality and sustainability of education services. Under this theme, participants shall submit papers in the following areas:
- Education for Sustainable development
- Education Policy Reforms
- Education Service Delivery
- Governance in Education
- Education measurement and evaluation
- Educational access, quality and equity
- Innovative teaching and learning methodologies
- Policies for professional development
- Scholars in the market
- Financing Higher Education
- Internationalization of Education
- Role of Universities in Policy development and management
- Early Childhood Development
- Issues in Privatization of Education

- Management of Education reforms
- Ethics and professionalism in education
- Role of online and distance learning in education developing economies
- Teacher education and its linkage to education service delivery

2.7 Theme 7: Local Government Service Delivery Systems

The presentation will focus on the following or related areas:

- Emerging Development Models (Cases)
- Local Economic Development
- Economic transformation in public administration
- Democracy and building citizen-state relationships
- Citizen empowerment and citizen driven accountability
- Gender issues and Service delivery in Local Government
- Local Government projects
- Decolonizing decentralizations
- Citizen entrepreneurial role in public service provision
- Products and market development
- The 21st century issues in local government
- Recentralization of Local Governments
- Risk response planning and urban governance
- Land tenure system and urban planning
- Physical decentralization and realities in local government
- Physical planning and local government development

2.8 Theme 8: Monitoring, Evaluation & Learning

Under this theme scholars and practitioners will address issues of:

- Citizen-driven M&E processes
- Young Evaluators and Capacity building for M&E
- Review and evaluation of public policies
- Impact based evaluations of Public Services
- Evaluations in CSOs
- Utilization focused evaluations
- Equity based Evaluations
- Whole Government Evaluations
- Knowledge Management
- Evaluation Capacity in developing countries

- Gender sensitive evaluation
- Evaluation politics and ethics
- Review of evaluation policies, portfolio and programmes
- Evaluation in the era of pandemic
- Risks based method of evaluation

2.9 Theme 9: **Environmental Sustainable and Climate Change**

Under this theme, the presentations will focus on the following or related areas:

- Global environmental issues
- Decentralized climate financing
- Environmental management systems
- Garbage and waste management
- Environmental policies and laws
- Environmental performance assessments
- Evaluation of environmental projects
- Community environmental protection practices
- Gender issues in environmental management
- Security and mineral resources
- Renewable and none renewable resources management
- Management of minerals and citizen participation
- Water and sanitation management
- Natural resources economics
- Relationship between economy and environment
- Urban forestry/ Sewage management,
- Oil and gas management
- Traffic congestion and impact on socio-economics
- Air and particulate pollution

2.10 Theme 10: **Peace, Security & Stability**

This theme provides a for scholars and practitioners to present and discuss the most recent innovations, trends, and concerns as well as practical challenges encountered and solutions adopted in the fields of Peace and Security. The papers are therefore invited in any or other related areas of peace and security:

- Armed Non-State Actors
- Policing in fragile State
- Security Governance

- Repellent State and Security Governance
- Terrorism
- Security and Human Rights
- Emerging order of peace and security
- Future of Peace and Security
- Human security and peace
- Instability and Security
- Economic Cooperation and regional peace
- Partnership and collaboration in peace and security
- Political Cooperation and Trust Building
- Role of Private Security Companies in Development
- Institutional Dialogue and Peace
- Inter-Regional Security issues
- Mechanism of Conflict resolutions
- Contemporary challenges in peace and security
- Regional Organizations and their role in peace building
- External partnerships and strategic stability

2.11 Theme 11: Finance and Economic Management

Finance and economic management are at the Centre of governance in any developing country. Countries have a duty to provide public services to the citizens and these services consume resources. Such resources must be raised, planned for and utilized in such a way that the citizen feel that there is a high level of efficiency and effectiveness in service delivery. To achieve the foregoing, resources must be appropriately planned for, utilized and accounted for in such a way that the citizen do not only physically observe efficient resource utilization but also feel the efficiency across the entire economy. This calls for institution of measures that support all actors in the economy to innovate and deliver services regardless of whether they are public or private in nature. Governance will hence call for appropriate focus on areas such as:

- Corporate finance and Governance
- Capital Markets and Economic growth
- Role of Government in the growth of Fintechs
- Digital Payment platforms
- Digital currencies; Crypto currency, Virtual currency and Government Digital Currency
- Public debt and Service delivery
- Debt and Government funding today and in future
- Government Bail outs and link to service delivery
- Taxation, economic growth and development

- Monetary and Fiscal policy in macro-economic management and stabilisation
- Public sector Financial Reforms
- Budgeting models in public service delivery
- Financial Inclusion and innovation
- Public Sector Accounting and Accountability
- Actuarial dynamics, Insurance and service delivery
- Global financial infrastructure
- Pragmatic economic approaches
- Financial Monitoring and Evaluation
- Financial crises: Global, regional and national levels
- Financial stability and Ethics
- Trade policy reforms for economic resilience
- Financial and economic implications of COVID19 regulations and SOP compliance requirements
- PPP as finance and economic management strategy

2.12 Theme 12: Operations & Supply Chain Management

Under this theme, the presentations will focus on the following or related areas:

- Operations strategies
- Product and process design
- Process management and improving strategies
- Operations improvement strategies
- Value creation for operations
- Operational planning and control activities
- Inventory management
- Quality management
- Public and private sector procurement
- Green / circular SCM
- Supply chain management
- Supply chain practices and strategies
- Logistics management
- Supply chain performance management and improvement
- Transport management
- Asset management and disposal management

3.0 Scope of the Conference

The Conference will attract submissions from researchers, practitioners and experts from different fields that contribute to national and global development agendas including but not limited to

Public Administration, Political Science, Law, Economics, Management, and Business Administration, Science and Technology, Health, Gender Studies to share theoretical and practical experience in the field of Public Management that will help review the relationship of national and regional development agendas to the global development agenda. The conference shall produce output relevant for accumulation of academic knowledge in the area of management and compilation of input for policy development processes in Africa.

4.0 Important Dates & Timelines

Call for Abstracts / Papers	April 20, 2022
Abstract /Paper Submission	June 03, 2022
Abstract /Paper Acceptance Notification	June 24, 2022
Full Paper Submission	August 30, 2022
Early Bird Registration	August 01, 2022
Late Registration Deadline	October 10, 2022
Conference Dates	October 25-27, 2022

5.0 Authors Guidelines and Reference Style

This include:
   a) Articles should be within the range of about 3,500 to 4,000 words excluding references.
   b) The article should not exceed 20 pages
   c) Articles should include an abstract of 100-200 words.
   d) Key words should be provided at the end of the abstract
   e) Foot notes and end notes are note encouraged, can only be used where it is very necessary
   f) Readability, fluency of style and clarity of exposition are essential

6.0 Composition of the Conference Paper

   a) **Introduction** –stating the context, what is already known, the gap to be filled and how the article will fill this gap? This provides the rationale for the article
   b) **Literature**-practical, procedural, theoretical information, the reader needs to read and appreciate the study. Details of what is already known and concluded in relation to the knowledge gap and summary of existing contribution
   c) **Methodology** or research process-describing how the study was conducted
   d) **Findings**-surprises and non-surprises either from secondary or primary data sources
   e) **Discussion** –highlighting findings, engaging other scholars, explaining the differences or similarities and the likely implication to this specific case and wider management literature
   f) **Conclusion** –should be appropriate to the article and in line with the research question
   g) Reference (use APA 7th edition)

7.0 Submission of Abstract and/ Paper

Authors are required to submit their abstracts, full papers and posters to: conference@umi.ac.ug or conferenceumi@gmail.com. For more information, please visit our conference page on: http://www.umi.ac.ug/3rdinternationalconference.

8.0 Conference Registration Fees

Categories	Early Bird Registration	Late Registration
✦ National and International Delegates	750,000/= (USD 200)	9,250,000/= (USD 250)
✦ Students Delegates	370,000/= (USD 100)	355,000/= (USD 150)

9.0 Bank Account Details

Account Name: **UGANDA MANAGEMENT INSTITUTE** Bank Name: **ABSA BANK OF UGANDA** Account Number: **034-4023565** Bank Branch: **KAMPALA ROAD** Swift code: **BARCUGKX** Currency: **USD**	Account Name: **UGANDA MANAGEMENT INSTITUTE** Bank Name: **ABSA BANK OF UGANDA** Account Number: **0341-300827** Bank Branch: **KAMPALA ROAD** CURRENCY: **UGANDA SHILLINGS**

10.0. Publication of the Conference Proceedings with ISBN

Authors who wish their papers to be published in the conference proceedings should submit their full revised papers within the timelines. All papers to be considered for publication in the proceedings and UMI selected peer review journals will undergo a rigorous double blind peer review process.

For Inquires:

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