



2017 MCPSD International Conference **5-6 November 2017 BPATC, Savar, Dhaka, Bangladesh**

Bangladesh Public Administration Training Centre (BPATC) is going to organise” an **International Conference on “Managing Change for Better Public Service Delivery: South and Southeast Asian Experience”** to be held from 5 to 6 November 2017

Concept Note:

Despite facing a number of challenges, developing countries in the region are moving towards becoming a Middle Income Country and a number of countries have already achieved Higher Income status. This means that with rising income, the concerns and demands of the citizens from the government will go through significant changes over time. They will ask for new and better services, look for better jobs, demand for additional infrastructural facilities and will expect the public service to be more efficient, citizen focused, entrepreneurial and proactive. To satisfy the growing needs of more informed citizens, the public service delivery mechanism is required to introduce change and manage that change to achieve long term social and economic goals. Hierarchy has to be replaced with other forms of organizational structure, policy space has to open up to incorporate all the relevant stakeholders, the service delivery and the decision-making process has to become consultative and participatory. In addition to focusing on the 3Es (Efficiency, Economy and Effectiveness), public service should concentrate on embracing some new values including equity, responsiveness, performance-based accountability, innovation and collaboration. Without making these changes and incorporating these new values, it will be extremely difficult for the public service to support the country’s transition towards a Middle Income and eventually Higher Income status in the future. The question, therefore, is- where does the public service of the countries in the region currently stand in addressing these new challenges?

In spite of experimentations over the last two decades, effective public service delivery remains a major challenge in emerging developmental states. Strategies developed to deal with problems such as poverty reduction, corruption, environmental degradation, child labour, water and sanitation, access to e-services, and community consultation and co-creation of value have achieved modest success. The issues with service delivery in emerging developmental states are generally attributed to the lack of capacity of public agencies that are expected to spearhead service delivery both at the national and local levels.

In recent years, there have been increasing calls for 'rolling back the state', 'shrinking the state' and giving the market greater leeway especially in relation to public service delivery. These calls have produced subsequent changes in the relationships between the state, market, non-governmental sector and citizens during the last three decades that has engendered greater collaboration between the different sectors with a view to improve modes of service delivery and public value creation. These changes have paved the way to re-examine the role of the public sector in a different light. It is important to review the strategy of marshalling all societal forces – public and private - to bring together different ideas and capacities that has the potential of creating or adding value in public service delivery in developmental states. The rise in popularity of collaborative governance, public private partnerships and other alternative

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strategies in modern developmental states in South and South East Asia hold important implications in understanding the role of government in attaining better public service delivery objectives.

Given the above changes, the public sector in developmental states continue to play a crucial role in providing social, health, education, security and economic services to the citizens. As such, challenges remain with coping with a range of socio-economic needs and demands that far exceed the capacity of governments to respond to such demands. Despite serious attempts to create value and bring about positive changes in public service delivery, the challenges of managing change and transitions that could harness the potential for partnership and collaboration between different stakeholders in public service delivery have remained less than successful. Repeated efforts at bringing about reforms in structures, processes and people in the public sector in developing countries have been met with numerous challenges. However, how such change processes are to be managed have been given minimal importance in the discipline. It is a crucial element that requires better understanding and may hold important ameliorative implications for public service delivery. For example, increasingly countries in South and South East Asia have focused on fostering a greater use of technology and innovation for improving public service delivery. These endeavours have required significant changes within structures and processes within the government apparatus that has resulted in both successes and failures. It is within these circumstances that a better understanding and learning from successful process of change is identified as a critical element. While there have been some ad hoc transfer of ideas and policies across countries as a result of globalisation, such exchanges have been few, random and there is no systematic effort of sharing of knowledge and experience among countries in the region.

Recognising the need for such knowledge sharing and learning, an International Conference on ***“Managing Change for Better Public Service Delivery: South and Southeast Asian Experience”*** will be organised to create a forum for sharing of experiences of managing change, innovation, and public service delivery in the region. Bangladesh Public Administration Training Centre (BPATC)- the apex public sector training institution in Bangladesh will organise the Conference during **5-6 November 2017** in the Centre. The Conference aims to bring together practitioners, academics, government agencies, CSOs, and Think Tanks to create a platform for exchange of ideas and experiences to improve public service delivery in the region. This would also offer an opportunity to form a network for collaborative research, sharing of information and ideas virtually and as a vehicle for organising international meetings in the future.

Existing knowledge about managing change, collaboration and co-creation of value in public services is derived from literature developed in the West, and there is a need to review progress in the field of development administration in the post Weberian era to place them in perspective.

The proposed thematic areas of the Conference would be:

- *Institution Building for Change Management*
- *Collaboration and Co-production for Better Service Delivery*
- *Innovations in Public Service Delivery*
- *Leadership for managing change in the public sector*
- *Performance-based accountability*
- *Bureaucratic culture and Change Management*
- *E-Governance for Better Public Service Delivery*
- *Information Literacy for Better Service Delivery*
- *Ethics and Integrity for Better Public Service Delivery*

Procedure

Interested scholars are requested to submit a short abstract following the outline:

- the title of the paper
- the argument and contents of the paper
- the research methodology
- name, affiliation and contact information

- word limit is 150

Full Paper Submission

- ✓ Introduction, theoretical/analytical framework, research methods, findings and analysis, conclusion
- ✓ 6000-7000 word write up
- ✓ Harvard Reference style
- ✓ Declaration as authentic work

Final Paper will become part of proceedings after the conference and subsequently will be considered for publication by BPATC after necessary review.

Important Dates

Deadline of submitting the abstracts: **23 October 2017 (Extended)**

Deadline for decision and selection of the accepted papers: **28 October 2017 (Extended)**

Deadline of submitting the complete papers: **31 October 2017 (Extended)**

Venue

International Training Complex
Bangladesh Public Administration Training Centre
Savar, Dhaka, Bangladesh
www.bpatc.org.bd

Keynote Speakers:

1. Professor Dr.Gowher Rizvi, International Affairs Adviser to the Honourable Prime Minister, Government of Bangladesh
2. Professor Bernadine Van Gramberg, Pro-Vice Chancellor, Graduate Research and Research Training, Swinburne University of Technology, Australia.

Please send abstracts and full papers to rezapatc@gmail.com.

For more information about the MCPSD conference, please contact Conference Director- Dr. Rizwan Khair (rizwan.khair@gmail.com) or Conference Coordinator Dr. Mohammad Rezaul Karim (rezapatc@gmail.com).