

# 2012 United Nations Public Service Day **Awards Ceremony and Forum**

## 10<sup>th</sup> ANNIVERSARY

### **PROGRAMME**

## **WORKSHOP 1**

# INSTITUTIONS AND LEADERSHIP CAPACITIES TO INNOVATE AND ENGAGE CITIZENS IN SERVICE DELIVERY

### 26 to 27 June 2012 **New York**

## Day 1: Tuesday, 26 June

8.30 – 9.00 a.m. Registration

9:00 - 9:30**OPENING SESSION** 

Introduction to the Theme: Institutions and Leadership Capacities to Engage 9:00 - 9:15

Citizens in Service Delivery

Ms. Adriana Alberti

Coordinator, UN Public Service Awards Programme Governance and Public Administration Officer

Division for Public Administration and Development Management (DPADM) United Nations Department of Economic and Social Affairs (UNDESA)

9:15 - 9:35

Institutional Mechanisms and Leadership Capacities to Engage Citizens in Public Governance: Trends, Challenges and Strategies

### Mr. Robertson Work

Founder/Director, Innovative Leadership Services Fellow NYU Research Center on Leadership in Action Adjunct Professor, NYU Wagner Graduate School of Public Service Former UNDP Principal Policy Advisor, Decentralized Governance United States of America

# SESSION I – DEVELOPING INSTITUTIONAL MECHANISMS TO INNOVATE AND ENGAGE CITIZENS IN SERVICE DELIVERY

### A NEW VISION FOR THE FUTURE

Facilitator: Mr. Robertson Work

9:35 – 10:05 DISCUSSION AT TABLES

10:05 – 10:30 REPORTING BACK TO THE WORKSHOP

10:30 – 10:50 How to use Social Media to Innovate and Engage Citizens in Service Delivery?

Prof. Dennis Anderson, Ph.D.

Chairman

Department of Management and Information Technology

St. Francis College United States of America

10:50 - 11: 05 Engaging Citizens in the Property and Business Formalization Program: Challenges

and Strategies

Ms. Seraphia Mgembe

**Program Coordinator** 

Property and Business Formalization Program

United Republic of Tanzania

Rapporteur: Mr. Kwame Insaidoo Jr,

United Nations Public Service Awards (UNPSA) Team

Division for Public Administration and Development Management

Department of Economics and Social Affairs

**United Nations** 

11:05 – 11:30 Coffee and Networking Break

**INNOVATIVE PRACTICES** 

Chairperson: Dr. Najat Zarrouk

Governor & Director

Training of Administrative and Technical Staff

Ministry of the Interior

Morocco

11:30 – 12:30 PANEL DISCUSSION ON INNOVATIVE INSTITUTIONS AND

LEADERSHIP CAPACITY IN SERVICE DELIVERY

**Video presentations of UNPSA Winners (12 minutes)** 

Enhancing trade and commerce through an integrated electronic system that

streamlines customs clearance procedures

Mr. Ibrahim Nour Eddine Diagne

Director General GIE GAINDE 2000

Senegal **Africa** 

Providing health care services to citizens at their doorstep, with special focus on mother and child

#### Mr. Mayur Maheshwari

District Magistrate: District Health Society

India

Asia and the Pacific

Improving access to medicines of certified quality to most vulnerable groups and decreasing hospitalization of patients due to improved and more effective preventive health measures

#### Mr. Mauricio Sanchez

Essential Drugs Programme (PROMESE/CAL)

Dominican Republic

**Latin America and the Caribbean** 

Improving health care for public sector employees by automating health and social affairs system, reducing the time for serving customers

#### Mr. Anwar Daou Dou

Director General: Cooperative of Government Employees

Lebanon Western Asia

#### 12:30 – 13:00 DISCUSSION AT TABLES ABOUT THE CASES

Rapporteurs: Mr. Said Maalouf

UNPSA TEAM DPADM/UNDESA

13:00 - 14:30 *Lunch Break* 

# 14:30 - 18:00 THE WAY FORWARD: NEW CAPACITY-BUILDING APPROACHES

AND RECOMMENDATIONS

Chairperson: Dr. Hyam Nashash

Professor of Educational Administration

Al-Balqa' Applied University

Jordan

#### 14:30 – 14:45 Institutional Mechanisms to Innovate and Engage Citizens at Local Level:

**Elements of Good Practice** 

#### Ms. Wandia Seaforth

Best Practices Programme

UN-HABITAT Nairobi, Kenya

# 14:45 – 15:00 Lessons Learned from the European Public Sector Award on Innovative

**Institutions to Engage Citizens in Public Governance** 

### Mr. Alexander Heichlinger

Head, European Public Sector Award

European Institute of Public Administration (EIPA)

# 15:00 – 15:15 Co-design and Co-delivery of Public Services: Innovative ways for partnership between Governments and Citizens

Mr. Marco Daglio

Project Leader

Directorate for Public Governance

Organization for Economic Cooperation and Development (OECD)

#### **15:15 – 16:15 DISCUSSION AT TABLES**

Lessons learned and the way forward on devising effective institutional mechanisms for innovation and citizen engagement

# 16:15 – 17:15 SELECTED TABLES REPORT BACK THEIR INSIGHT, FINDINGS AND RECOMMENDATIONS

#### 17:15 – 18:00 REFLECTION ON THE DAY OF WORK AND CONCLUDING REMARKS

Rapporteurs: Ms. Sirkka Nghilundilua

UNPSA Team DPADM/UNDESA

## Day 2: Wednesday, 27 June

# SESSION II – DEVELOPING LEADERSHIP CAPACITIES FOR INCLUSIVE AND INNOVATIVE PUBLIC SERVICE DELIVERY

### A NEW VISION FOR THE FUTURE

Chairperson: Ms. Marta Oyhanarte

Attorney in Law and Director of Glocal Consultores

Member of United Nations Committee of Experts on Public Administration

Argentina

# 9:00-10:10 PANEL DISCUSSION ON LEADERSHIP CAPACITIES AND INNOVATIVE

**SERVICE DELIVERY** 

#### 9:00 - 9:15 Electronic- based Goal Setting: The Pathway to Innovative Leadership in Public

Administration

#### **Dr. Gwendoline Williams**

Associate Faculty

Arthur Lok Jack Graduate School of Business,

University of the West Indies

Trinidad and Tobago

### 9:15 – 10:10 INNOVATIVE PRACTICES

#### Video presentations of UNPSA Winners

Expanded self-service options for cost-effective service delivery through offering a greater breadth of information and interactive tools online

#### Mr. Joseph Morrisroe

Executive Director: City of New York

United States of America **Europe and North America** 

Integrated drought prevention and mitigation through citizen participation in water management

#### Dr. Wachiraporn Kumnerdpet

Environmental Scientist Royal Irrigation Department Thailand **Asia and the Pacific** 

Implementing a public participation process in the development of strategic plans and legislation to improve accessibility to affordable housing

#### Ms. Ana Telleria

Advisor of the Minister in Housing Planning Department of Housing, Construction and Transport Basque Government Spain

**Europe and North America** 

#### Ms. Vivianne Gueiros Lira Dornelas Camara

Analyst for Planning, Budget and Management Department of Planning and Management State of Pernambuco Brazil

**Latin America and the Caribbean** 

#### 10:10 - 10:40 **DISCUSSION AT TABLES**

Building Leadership Capacities, especially in light of what has been successful and what has not been successful

# 10:40 – 11:00 SELECTED TABLES REPORT BACK THEIR INSIGHT, FINDINGS AND RECOMMENDATIONS

Rapporteurs: Ms. Emma Andersson

UNPSA Team DPADM, UNDESA

11:00 - 11:30 Networking and Coffee Break

# 11:30 – 13:00 THE WAY FORWARD: NEW CAPACITY-BUILDING APPROACHES AND RECOMMENDATIONS

## 11: 30 – 11:45 Highlights of DESA's Institutional and Leadership Capacity Building Activities

Ms. Sirkka Nghilundilua UNPSA Administrator DPADM/UNDESA

#### 11:45 – 12:30 **DISCUSSION AT TABLES**

Lessons learned and the way forward on devising effective leadership capacities for innovation and citizen engagement

# 12:30 – 13:00 SELECTED TABLES REPORT BACK THEIR INSIGHT, FINDINGS AND RECOMMENDATIONS

**13:00 – 13:05** Concluding Remarks

Ms. Adriana Alberti and Mr. Robertson Work

Rapporteur: Ms. Alexandra Higgins

UNPSA Team, UNDESA

15:00 – 18:00 UNPSA FORUM PLENARY SESSION