



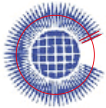
# AAPAM

## NEWS LETTER

75th EDITION

NOVEMBER - APRIL 2013

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*Delegates at the 34th Roundtable Conference  
in Zanzibar, Tanzania 2012*

### IN THIS ISSUE

- UNPAN Workshop..... Pg 4
- Deloitte Survey..... Pg 7
- News from Chapters..... Pg 5
- 34th Roundtable Conference  
Communiqué ..... Pg 9
- AAPAM Resource Center ..... Pg 6
- Invitation to African Regional  
Conference ..... Pg 13

The AAPAM Newsletter is published bi-annually in English. It deals with topical issues on public administration and management in Africa and communicates news and events about AAPAM to its members. The Newsletter is published with the financial support of the Canadian International Development Agency (CIDA), received through the Institute of Public Administration of Canada (IPAC).

TO NONE WILL WE DENY SERVICE  
TO NONE WILL WE DELAY SERVICE  
TO NONE WILL WE PERVERT SERVICE

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Mr. G.K. Scott

- Management Development Institutes (MDIs)
- Business school/ institutions and university facilities teaching disciplines of business administration and management
- Representatives of international organizations and the donor community having interest in development issues in Africa

## CATEGORIES OF AAPAM MEMBERSHIP

AAPAM Membership consists of three categories:

- African Governments who pay subventions or grants to AAPAM
- Corporate Members; institutions, organizations, associations or groups who share similar interests as AAPAM
- Individual Member interested in AAPAM activities
- Students\*

## WHAT ARE THE BENEFITS FOR MEMBERS?

All paid up members receive the following services and products:

- Free copies of AAPAM publications i.e. a Journal (AJPAM) published bi-annually and a Newsletters
- Copies of Annual Roundtable Conference Report
- Facilitation of exchange programmes to enable individuals or groups of top public officials and managers to visit other countries in Africa and share learning experiences
- Involvement in accordance with required expertise in the Association's consultancy activities

## WHAT IS AAPAM

The African Association for Public Administration and Management (AAPAM) is an International Professional Organization that promotes Best Practice, Excellence and Professionalism in Public Administration and Management in Africa through Research, Publications, Training, Seminars, Conferences and Awards.

## WHO ARE MEMBERS OF AAPAM

- High level public policy makers, both appointed and elected
- Top administrators in the public service of African Governments
- Top managers in both public and private sectors
- Management consultants
- Public policy management institutions/ organizations

## AAPAM COUNCIL

### All Executive Committee Members

#### Representative of Individual Members

- Mr. Joseph Dada
- Mr. Jean Yves Djamen

#### Representatives of Corporate Members

- Uganda Management Institute
- Ghana institute of Management and Public Administration
- Department of Political Science and Public Administration, University of Dar es Salaam, Tanzania
- Kenya School of Government
- Lesotho Institute of Public Administration and Management

# LETTER FROM THE PRESIDENT



Greetings from the African Association for Public Administration and Management (AAPAM) This first year since the new executive committee appointment started on a busy note for all the new committee

members as we consolidate with the National chapters in a bid to realize our strategic goals. The committee met for the first time in Nairobi, Kenya to develop a work plan for their tenure.

The 34th Roundtable Conference was hosted in Zanzibar Tanzania by the Revolutionary Government of Zanzibar at the scenic Zanzibar Beach Resort Hotel. The Conference was officially opened by His Excellency Dr. Ali Mohamed Shein, the President of the Revolutionary Government of Zanzibar in a speech delivered on his behalf by the First Vice President, His Excellency Hon. Maalim Seif Sherif Hamad. Zanzibar culture was showcased through song and dance; in addition, delegates received spices, further emphasizing the Island's pet name, The Spice islands.

Four hundred and Twenty (420) delegates from Forty one (41) countries attended the Roundtable Conference, the delegates also included 35 AAPAM Young Professionals from 13 African countries; one of the highest numbers recorded in AAPAM history, this shows a positive growth for the organization and also the continent's commitment to improve the public sector.

The Conference theme was: Performance Management for Improving Public Service delivery in Africa. The main objective of the Roundtable Conference is to provide a forum for participants to interrogate and assess the value and feasibility of performance management; this was explored in eight plenary and four concurrent sessions. A recurrent point emphasized throughout the conference was urging leaders, managers

and the future generation of leaders to be agents of change, for provision of quality services to citizens. The Conference came at the opportune time when the entire world is rethinking performance management to enhance accountability and effective resource management.

The epitome of the Conference was the Innovative Management Awards where Kenya scoped the gold medal for the invention of Diesel Powered DEFTEC made mobile field kitchen, other winners includes Ghana and Mauritius. The efforts of the government and the people of Zanzibar made it possible for the event to retain the high standards that AAPAM demonstrates at conferences.

I would like to extend our sincere gratitude to our sponsors; Institute of Public Administration of Canada (IPAC), the Commonwealth Secretariat London, the United Nations Department of Economic and Social Affairs (UNDESA), Deloitte, the Canadian International Development Agency (CIDA) whose financial support was invaluable.

Special thanks go to the members of the organizing committee for liaising with the AAPAM Secretariat on logistics and arrangement of the Conference and the rapporteurs for documenting a play by play narrative of the Conference. Last but not least I appreciate the Management and team at the Zanzibar Beach Resort for their outstanding conference facilities which was able to accommodate all the delegates and finally to all the delegates who made this conference a great success.

In this edition read: the results and analysis of the Deloitte survey, the Roundtable Conference Communiqué, AAPAM revamped Resource center, and a report from UNPAN Workshop

As the New Year begins, I take this opportunity to wish you good health, prosperity and Blessed 2013. I look forward to seeing you at the 35th Roundtable in Kigali, Rwanda.

**Abdon Agaw Jok Nhial**  
**AAPAM President**

# Next Stage in Open Government Data: Using Data for Transparency, Accountability and Collaboration

A three day workshop in Cape Town, South Africa was organized by the United Nations Public Administration Network (UNPAN), Division for Public Administration

The workshop accorded the opportunity to international and multidisciplinary groups of experts and nation practitioners to go through the open data toolkit which demonstrated how to develop a national strategy for publishing government data. Since majority of countries represented have inadequate resources to implement systems for publishing data, emphasis were given to free and low cost technology solutions for publishing government data.



Mr. G.K. Scott at the workshop

### The main goals for the workshop were:

- Develop new capacities for designing and implementing successful open data programs and policies for better government transparency and citizen engagement
- Create and strengthen international networks between stakeholders and practitioners in the field of public administration
- Participants were also trained on the newly developed UNPANCS platform to publish their relevant content in open data formats as well as learn more about the latest knowledge management tools integrated in the platform.

and Development Management (DPADM) and the Center for Public Service Innovation (CPSI) from 10th – 12th October 2012. Participants- mostly from developing countries and particularly Africa- were trained on how to utilize technologies to publish country databases and also on the next steps after to ensure that the efforts in publishing government data leads to its effective usage. AAPAM Secretary General Mr. G.K. Scott represented AAPAM in the workshop. AAPAM Secretary General.

The workshop came at an ideal time as the African continent seeks to strengthen accountability and transparency; this is especially so for communication purposes between government and citizens. Countries which Government agencies are operating under this system share their data and allow citizens to draw their own analysis on presented data; this is the essence of OGA. The major tool identified that strengthens and propagates OGA initiative is the effective use of internet based information technology (ICT).

Open data has been promoted as a tool in several developed countries where governments are opening up for greater transparency and accountability. Government data is commonly shared through web portals with open licenses in accessible formats for public view. According to the report Open Government Data (OGA) is saving government money and stimulating economic growth in that it creates employment- in line with the pillars of performance management.

*The workshop was ideal for the African continent as we seek to strengthen accountability and transparency*

# NATIONAL CHAPTER REPORTS

## 1. CAMEROON

The Cameroon chapter is in a process of recruiting new members; so far it has thirty five members. The chapter members are currently pursuing the public service to join. Members arrange monthly meetings to evaluate their strengths and weaknesses and formulate a way forward.

## 2. TANZANIA

Currently, the chapter has 290 members. The chapter held a general meeting in March which saw an impressive 170 members attend. The chapter plans to have elections for new office bearers in April 2013. It is noteworthy that some of the members were selected to be paper presenters at the Roundtable as well as in seminars held in different parts of the country.

## 3. GHANA

Efforts are underway to revive and capacity build the chapter; to achieve this, meetings were held where AAPAM Secretary General, Mr. G.k. Scott attended. The chapter has secured a desk officer for AAPAM at the office of the Head of Public Service. During the 34th Roundtable Conference current leaders and members are trying to revive the chapter. 15 members represented the chapter at the 34th Roundtable Conference in Zanzibar. They plan to elect an Executive Committee in early 2013.

## 4. SOUTH SUDAN

The chapter had a General Assembly in August 2012 which was attended by two government ministers as well as the AAPAM president Mr. AbdonNhial. They adopted their constitution as well as elected a president for the national chapter. They are currently conducting membership drives; so far they have recruited 70 members. They are also planning a workshop to familiarize the government and civil society about the activities of AAPAM.

## 5. MALAWI

This is a new chapter; the chapter recently drafted their constitution, the document was sent to the Ministry of Justice of Malawi and the AAPAM secretariat for vetting.

## 6. KENYA

The Kenyan Chapter, KAPAM held a public lecture in early 2012 where Prof. Anyang Nyongo delivered a speech. It was attended by about 350 people. KAPAM was heavily involved in developing content for the degree programmes with support from Ministry for Public Service and the Head of Public Service; as a result Kenyan Universities have started offering Master's degree in public administration. Currently, KAPAM has 200 individual members and 13 corporate members. KAPAM also offers great support to AAPAM secretariat when called on to do so.

## 7. LESOTHO

The chapter held elections in 2011 and elected new leaders, unfortunately, most of those leaders are members of parliament which has made it difficult to hold meetings and conduct business at the national level. They plan to hold fresh elections in 2013 to elect new leaders. The chapter is in the initial stages of planning workshops and seminars to sensitize government and private sector officials on the benefits of membership.

## 8. ZAMBIA

The Zambian Government has a new secretary to cabinet who is the new chairman of the chapter. The change in government regime has made it difficult for the national chapter to conduct business. However, they are plan on having a meeting in 2013 with the new government officials in an effort to sensitize them on AAPAM activities and benefits of membership.

## 9. UGANDA

The chapter held public Dialogue at the Uganda Management Institute. The chapter plans to open a website that will be linked to the AAPAM website. The chapter produced paper present for various conferences across the world e.g. A.I.S.E.A, Thailand, India and the 34th Roundtable conference. The chapter was involved in the celebration of Uganda's 50years of Independence as well as the Public Service Day observed on 26th June.

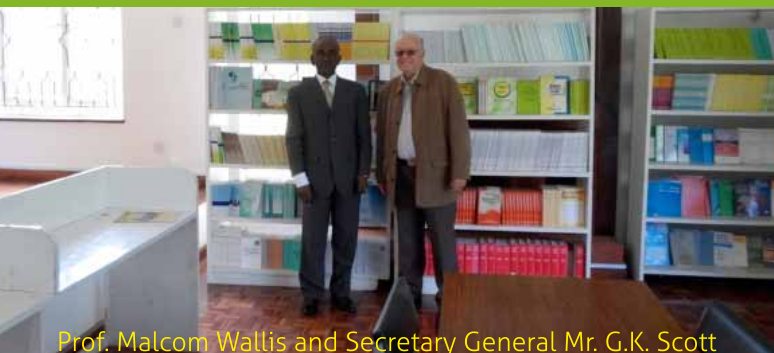


**A**APAM is pleased to introduce the new and revamped Resource Center. The AAPAM Resource Centre will provide its members with services that are current, relevant and useful. In addition to the literature materials, the center will also have an online presence to allow access to a wide range of information. The center has a collection of literature on diverse topical areas; these publications are prepared through consultancy and research, roundtable conferences, seminars and workshops.

Over the years AAPAM has been actively involved in the promotion of research, therefore the Resource Centre will provide a platform for applied research to be carried out in the areas of Public Administration and Management. The center is the ideal platform to bring together the works of practitioners, scholars, experts and academics who conduct research in various areas.

Prof. Malcom Wallis Gold Medal recipient 2011 paid a courtesy visit to the AAPAM Secretariat offices; he welcomed the vision of the Resource center noting that the center will accord researchers and members of the public the opportunity to tap into the diverse and rich literature collected from different countries showcased in the center. Prof. Malcom Wallis's publications are available at the center.

AAPAM vision for the year 2013 is to publish not less than two books and monographs in areas of special and current interest. Publishing of books and monographs will encourage development of qualitative and quantitative research; this will stimulate readership.



Prof. Malcom Wallis and Secretary General Mr. G.K. Scott

## The following publications are currently available in the Resource center:

- I. A Bi -Annual Journal that focuses on different areas in the field of public administration and management in Africa.
- II. A Bi -Annual newsletter which keeps AAPAM members informed on the latest news and programs of the association.
- III. A formal report of the proceedings of AAPAM Annual Roundtable conferences.
- IV. Report of proceedings of other AAPAM Conference, Workshops and Seminars.
- V. Testimonial lecture which recognizes the special contribution to public service in Africa by high level retiring/retired public servants.
- VI. Case Studies which focus on various topics of interest in African Public Administration and Management.
- VII. Monographs and Books which are used as basic texts for teaching in institutes and schools of public administration and management as well as serving as reference materials for practicing managers and administrators.

The price of our books range from USD\$ 5 to \$30. A comprehensive list of these and many more books can be found under the Resource center tab on the AAPAM website.

## Who can access the resource center?

Anyone who is interested in the field of Public Administration and Management may gain free access to the Resource Centre which is located in the AAPAM Secretariat Office Nairobi or visit our website. The publications are available to individuals outside the country at a fee of which all proceeds go to the running of AAPAM programs.

# AAPAM Member Value Survey



Deloitte.



AAPAM partnered with Deloitte Canada to conduct a research survey dubbed Member Value Survey. The survey aimed to; identify the needs and value drivers of the African public sector, compare core elements and visions of public service in countries across Africa and finally to support and further strengthen the overall performance and outcomes of the programs provided to members.

The research sampled over 400 participants in the African continent on various items. According to the report, the African public service is undergoing significant changes and challenges, these challenges are also reported in various public sectors around the world. Some of the challenges include:

- Fiscal pressures
- Growing citizen expectations
- Lack of connectivity and infrastructure
- Lack of skilled resources and
- Increasing rates of recidivism

The survey was primarily conducted online, however to mitigate issues such as limited internet penetration, hard copies were availed. The survey was conducted in both English and French covering five key sections as follows:

- Key Areas of Public Administration Job Focus
- Career Priorities and Professional Capabilities
- AAPAM Membership
- AAPAM Programs, Services and Resources and
- Demographics

## Key Findings of the Survey

### Key Areas of Public Administration Job Focus

According to the results, Service Delivery and Policy implementation were among key areas of importance to citizens/public servants in public administration, thus concluding; policies, services and delivery models ought to have a citizen focus “citizen centric” approach as opposed to a program focus. Program and Service performance management were also identified as key.

## Career priorities and Professional Capabilities

A supportive environment is no longer a luxury but a fundamental prerequisite to organizational success. Evidently, Career priorities ranked tops among respondents. Long term career goals included access to training and leadership development programs relevant to one’s job field these were seen as necessary for career advancement. Believe that one’s efforts would lead to real change was noted among senior level managers while low-level managers opted to receive appropriate and fair wages for their work and efforts.

Training was seen as an importance aspect for public servants as governments strived to align the skills of their employees to the requirements of organizational success. Senior managers, middle managers and low-level managers all responded highly to the acquisition of skills that will allow them to engage in effective performance measurement and evaluation whereas public policy research and design is more favored by non-level management.

## AAPAM Membership

Membership is a vital program offered by AAPAM allowing individuals who practice, teach and conduct research or offer advisory services in public administration and management to play part in promoting and spearheading best practices in this field. 81% of the respondents would recommend membership to others while 73% of sampled members reported being relatively satisfied with their participation within the organization.



*Training was seen as an importance aspect for public servants as governments strived to align the skills of their employees to the requirements of organizational success.*



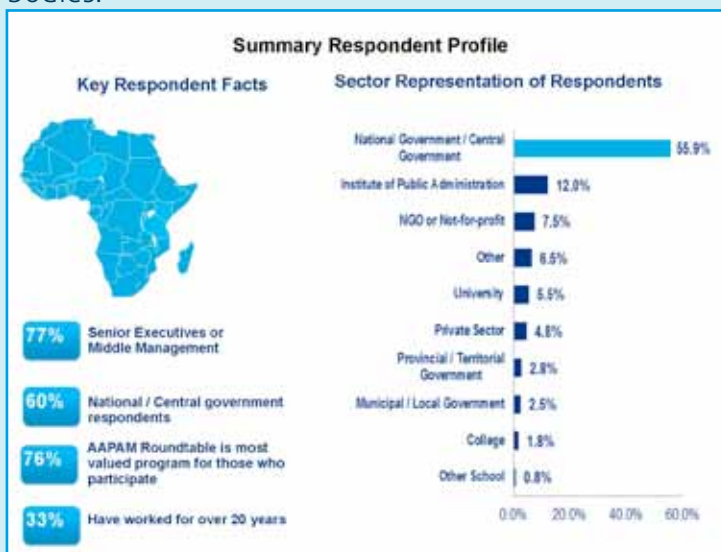
The Annual Roundtable Conferences and the African Journal of Public Administration and Management (AJPAM) were noted to be of highest value. In regards to future programs and services; respondents proposed the exploration and development of a wider series of events such as seminars for public sector leaders to interact with private sector leaders to strengthen Public Private Partnership. Other plausible services and programs that were advocated by respondents include; outreach programs for the youth, programs for young professionals in the public sector and public sector specific capacity building services to government bodies.

The Survey respondents were highly represented across Africa from English and French Speaking Countries, 37% of the participants were women 37% and 63% were male. Senior executives or Middle management provided the highest response rate at 77% and a majority of the participants are employees of the National or Central Government.

Other findings from the survey were as follows:

- African public sectors executives have similar “Government Reform” priorities with peers across other global regions.
- Fiscal pressures are driving the need for efficiency and performance management.
- Design and Implementation of governance and performance initiatives is needed.
- Sector specialists and perspectives are still important, however must be presented within accountability frameworks.
- Customized human resource development is required within models that reflect national and local cultures and leadership norms.

The success of the survey was evident as the organization fulfilled its main objectives. The way forward for AAPAM is to essentially integrate and translate feedback into strategic planning and action.



**UPCOMING EVENTS**

- African Regional Conference**  
20th -22nd May 2013  
Kigali, Rwanda
- Young Professionals Conference**  
5th-7th August 2013  
Nairobi, Kenya
- 35th Roundtable Conference**  
November 2013  
Kigali, Rwanda

**CALL FOR NOMINATIONS AAPAM AWARD FOR INNOVATIVE MANAGEMENT 2013**

**ADMINISTRATION OF THE INNOVATIVE MANAGEMENT AWARDS**

1. Entries shall be made by an organization in the public service or a section/divisional/branch within it depending on the choice of the entrant.
2. Awards will not be made to individuals but to public sector organizations. All public sector organizations are eligible.
3. Submissions shall be made on a prescribed entry form and shall not exceed 1,500 words with an executive summary of not more than 50 words. All supporting materials shall be placed in an appendix.
4. All submissions shall be received by the AAPAM Secretariat on or before 31st May 2013.

Appropriate trophies will be awarded to the winners, Gold (for the winner), Silver (for first runners-up), Bronze (for second runners-up) and Glass (for the third and fourth runner up)

Accommodation and Registration Fees for the finalists will be sponsored to attend the award ceremony.

Further details on the Award conditions and procedures can be found at [www.aapam.org](http://www.aapam.org)

# 34<sup>th</sup> Roundtable Conference Communiqué



The 34<sup>th</sup> Roundtable Conference was held in Zanzibar, Tanzania courtesy of the Revolutionary Government of Zanzibar under the theme "Performance Management for Improving Public Service Delivery in Africa". The theme came after the realization that citizens are no longer satisfied with mediocrity but yearn for tangible service delivery mechanisms; it is therefore of paramount importance, to integrate the conceptual and theoretical definitions of performance management systems in relation to government mandate to render effective services to the populace.

The conference was conducted in 6 plenary sessions and 8 concurrent sessions in which performance management as a key driver of reforms in the public sector was explored. Cardinal points recognized and clarified included key constraints in the implementation of performance management systems in the overall realization of government

programmes to achieve development goals. Delegates noted that performance management succeeds where there is strong monitoring and evaluation systems built in the implementation stage and with the human resource capacity that go with it.

The Conference was well attended by (420) four hundred and twenty delegates from (41) countries, including AAPAM Partners and Government Ministers, this is one of the highest numbers recorded in AAPAM history. In his keynote address, AAPAM President Mr. Abdon Nihal thanked the first Vice President of Zanzibar for making time to grace the Roundtable Conference in the same line he thanked the government and people of Zanzibar for the generosity and commendable resources deployed to make the Conference a remarkable success.

## AAPAM Young Professionals Report

AAPAM continues with its tradition to accord young professionals a platform to interact and exchange ideas. The Young Professionals reported that the 34<sup>th</sup> Roundtable drew experiences from across the



continent demonstrating the relevance of performance management.

Thirty five (35) AAPAM Young Professionals from thirteen (13) countries attended the 34<sup>th</sup> Roundtable, in a bid to strengthen the network, a new 7 member interim Executive Committee was elected during their special session. The committee was mandated to ensure the growth and continuity of the network by working closely with the AAPAM Secretariat and their respective countries to lobby for membership.

## Recommendations

The Young professionals delegated and came up with the following recommendations:

- AAPAM should officially inform respective governments of the existence of the network to further strengthen their activities.
- AAPAM should help YPN in lobbying with Governments to commit their support towards the YPs planned activities and their attendance at the annual Roundtable Conferences and other conferences.
- The sitting Executive Committee members of AAPAMYPN should have automatic entry to the Roundtable Conferences as it is with the Executive Committee.
- YP's should be incorporated in research works, consultancies and surveys by AAPAM as part of mentoring and capacity building.
- YP'S to be given uncontested slots for paper presentation at the conferences, the YP's will then contest amongst each other to be awarded the slots.

The YP's were argued to identify senior officers who are already AAPAM members to be their patrons at continental and country chapters, in the same line, act as flag bearers for YPN in their chapters. The Young Professionals look forward to their debut conference in Nairobi, Kenya.

## African Public Sector Human Resource Management Network (APS-HRMnet) Report

Global financial crises experienced worldwide presented an opportunity for citizens and leaders to rise to the occasion and develop innovative means to ensure service provision is not compromised. The countries which had taken to innovative methods demonstrated remarkable transformation in service delivery.

Studies showed that performance management was likely to succeed where there was political will and commitment to reforms in public service; this is because these systems, just like many others require an environment which is realizable through strengthening of institutions. In order to ensure that performance does indeed increase, a key asset- human resource- has to be nurtured and motivated.

Quintessentially, for performance management to remain relevant it must demonstrate results in three areas; improve service delivery, cut down on costs, and give value for money. In so doing systems such as Key performance indicators (KPI's) will evaluate progress made towards realizing strategic goals.

## INNOVATIVE MANAGEMENT AWARDS



The innovative management awards crowned the 34<sup>th</sup> Roundtable Conference, 48 entries were received, they demonstrated clarity of thought and well researched hypothesis which were both thought provoking and possessed the invaluable quality in quantitative and qualitative research, validity and replication. The influence and utility of IT was also noteworthy.

### *Gold Winner*

### *Diesel Powered DEFTEC Made Mobile Field Kitchen (DMMFK), Ministry of State for Defence, Kenya*

This innovation earned Kenya top honors among peers. According to the report, the use of firewood has been one of the major factors that have negatively affected forest cover in Kenya this consequently leads Climate Change. The Ministry through its military arm desired to support its Environmental Soldier Program (ESP) through deforestation avoidance. Efforts toward afforestation were however, grossly undermined by use of fire wood in the camps and in the operation areas.

Upon this realization, a need for an alternative source of energy was apparent; a team of engineers from DEFTEK was

**Silver Winner**  
**Cadastral Implementation Unit, Ministry of Housing and Lands, Mauritius**



DMMFK in action

constituted in 2010 under its R&D section and tasked to design a prototype Diesel Powered Mobile Field Kitchen (DMMFK) in December 2010, the team delivered the DMMFK to the Chief of the Defence forces.

Today, DMMFK is being used by the Kenyan troops in Dhobley, Somalia under the African Mission in Somalia (AMISOM) and other military camps in the country.

The greatest breakthrough in this innovation was the design of a smokeless diesel burner. The innovation is a



Kenya Gold Medal Winner

landmark for efficient utilization of energy sources and reduction of deforestation hence enhancing protection of the environment as stipulated in the constitution to have 10% forest cover; this is also and in line with the millennium development goals enshrined in vision 2030.

### Impact of the innovation:

- Strengthens efforts to conserving forests
- Time efficient, the innovation saves on time as it is able to make more meals as compared to firewood
- DMMFK, as the name suggests ,is a mobile innovation hence can be shared between camps, saving costs
- Plans are underway for development and mass production of smaller models which would be easier to transport



Mauritius Silver Winner

Land is the most fundamental resource upon which society relies for its very existence. Land Administration and Management therefore assumes much significance and pertinence, the more so in a small insular state like Mauritius

In line with the vision of Government of Mauritius for a modern Mauritius, a study was commissioned in June 2005 to scrutinize the current land management system with a view to identifying the strengths and weaknesses of the system.

The Land Administration, Valuation and Information Management System (LAVIMS) project was consequently set up to be the first major part of an on-going land reform programme so as to deliver the essential for a modern Land Administration and Management System for Mauritius.

The four major components of LAVIMS for the Mauritius are:

- (i) Digital Cadastre where each land parcel will be assigned a unique Parcel Identification Number (PIN)
- (ii) Complete Property Valuation Roll for taxation purposes
- (iii) Parcel based Deed Registration System
- (iv) Integrated Information Management System incorporating all three components.

## Impact of the Innovation:

- The Mauritian Modern Land Administration and Management System aims at linking property ownership and landed property spatially, in a holistic manner, thereby allowing the total landscape to reflect the extent of the rights, responsibilities and restrictions relevant to each property thus deterring and preventing fraudulent practices, fostering professional responsibility and ensuring more confidence in the Land Transaction System.
- LAVMIS's design and development incorporates institutional, legislative and technical considerations utilizing a multitude of disciplines including Photogrammetry, Remote Sensing, Global Positioning System, Geographic Information System, Land Law, Valuation, Public Administration and Information Systems

### **Bronze Winner**

***Systems Automation / Integration at Kotota International Airport (KIA), Ghana Airports Company Limited, Ghana***



Ghana Bronze Medal Winner

In a world where passenger numbers are climbing, integrated airport systems are a key to maximizing the use of existing resources and infrastructure while maximizing airport revenues and attracting new airlines. These identified needs led to the introduction of two ventures by the Ghana Airports authority; the Passenger Facilitation Technology (SITA) and Enterprise Resource Planning (ERP).

SITA involves, the creation of self-service kiosks to alleviate the congestion at the airport during peak hours, state of state –of –the art display information systems to provide passengers with up-to-date information at all times, Airport Operations Database and a reporting/billing module to allow the airport to be run professionally and for billing to be done accurately and timely and finally, the Interface between the Flight Information Display Systems and the Common Use terminal Equipment whereby Airlines can be able to assign displays to their various check-in counters.

## Impact of the innovation:

- Simplified the systems made operations efficient saving on time and money
- Airlines and other stakeholder institutions at the airport can easily collaborate their activities technically using their website
- Decisions can be made more quickly and with fewer errors
- Data becomes visible across the organization, allowing Chronological history of every transaction through relevant data compilation in every area of operation

It worth noting that KIA is the only airport in Africa which has been privileged to receive three sitting Presidents of the United States of America: Presidents Bill Clinton, George Bush and recently President Barrack Obama.

### **GLASS WINNER**

***Mobile Technology for Community Health (MOTECHE, by Ghana Health Service, Ghana***

MOTECHE operates using mobile phone voice messaging and Short Messaging service (SMS) to provide detailed and tailored information that encourages pregnant women to seek early antenatal care and skilled attendant delivery, importance of post natal care and childhood immunizations, and on how to access these services.

A woman gets registered with MOTECHE's Mobile Midwife following her first attendance to a health facility in a MOTECHE operating district or by calling a toll-free number. She begins to receive voice messages free of- charge via the mobile phone number registered to the MOTECHE system. Registered women receive up to three messages per week in their local language that are also tailored to their peculiar stage in pregnancy. This reduces the chance of missing any message from the mobile midwife. If this should happen a simple missed call or "flash" to the system will activate a call back to the woman.



MOTECH operates on a “pregnant parent” theme so information is available to spouses and immediate care givers. This addresses issues bordering on phone access and also messages targeted at men on arranging transport



to health facilities, access to health choices of foods, dispelling myths, etc. Since its launch an estimated 70% of pregnant parents have been reached in the Upper East Region.

### Impact of the innovation:

- Provide relevant, timely and tailored information to rural women who have limited access to health facilities
- Allows the government to keep reliable data records of births in the country
- Increased the level of antenatal care consequently reducing infant mortality rates, this is in line with Ghana’s MDG plan 4 and 5
- Further encourages the mobile use penetration in the country

## Invitation to AAPAM African Regional Conference

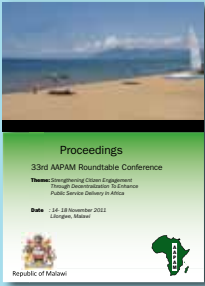


African Association for Public Administration and Management (AAPAM) in conjunction with the Republic of Rwanda cordially invite you to the African Regional Conference from 20th -22nd May 2013 in Kigali, Rwanda.

In this post economic crisis period, it is important to delve into and understand how Africa has or proposes to position its public administration to support the imperative of socio-economic transformation and hence the theme: *“Africa in post-crisis global economy: the role of the public administration in Africa’s transformation”*

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