



UNPAN

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The mission of the United Nations Online Network in Public Administration and Finance (UNPAN) is to promote the sharing of knowledge, experiences and best practices throughout the world in sound public policies, effective public administration and efficient civil services, through capacity-building and cooperation among the United Nations Member States, with emphasis on south-south cooperation and UNPAN's commitment to integrity and excellence.

UNPAN NEWS HEADLINES

UN Celebrates Public Service Day

Calling on all countries to review the working conditions of their public service, United Nations Secretary-General **Kofi Annan** said good public administration is vital to promoting democratic governance and to reaching global antipoverty goals. In an address to mark UN Public Service Day 2004 on 23 June, delivered by Assistant Secretary-General **Patrizio Civili**, Mr. Annan said "weak governance, or corrupted public services ... not only serve as an obstacle to development, but also squander precious resources and undermine the ethical fibre of society." In addition to the address, the Public Service Day event included a live video conference with participants from six countries around the world who highlighted celebrations at the country-level and presentation of the Public Service Day Awards to the ten recipient organizations. Details, including links to the archived video conference, can be found at: http://www.unpan.org/dpepa_PSDay2004.asp

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NEWS FROM ARADO

Arab Administrative Development Organization (ARADO)

<http://www.arado.org.eg>

New ARADO Web Site Will Facilitate Cooperation with UNPAN

ARADO recently completed its new web site which will assist ARADO staff in uploading documents directly on the UNPAN web site. The process will be generated automatically, without the need to enter data on both sites.

Conference Information

3rd Conference on Information Technology and its Use in the Field of Administrative Development

Dates: 9-11 October 2004

Location: Sharm el Sheikh, Egypt

ARADO will present documents and information related to its UNPAN activities. For conference information in Arabic, visit the web site listed below.

URL: <http://www.arado.org.eg>

NEWS FROM ASPA

American Society for Public Administration (ASPA)

<http://www.aspanet.org>

ASPA Launches New Web Site

Last month, ASPA launched a new web site, the Society's first major redesign in three years. In addition to offering a variety of new features, the site integrates all of ASPA's existing online services, located previously on three different web sites, "under one roof." Here are just some of the many features you will find on the site:

- **Chapter/section web pages** - Each ASPA chapter and section has its own web page with a built-in calendar of events and password-protected member directory.
- **Easier access to PAR and Career Center** - ASPA has simplified the steps necessary for accessing *Public Administration Review (PAR)* articles and its Online Career Center.
- **Link directory/search** - ASPA has recategorized its thousands of web links and has added a links search engine. Additionally, ASPA members now have the capacity to submit recommended links via a simple online form.
- **Online communities** - Subscribe to one or more special-topic communities.

Please contact ASPA Senior Director **Erik Bergrud** at ebergrud@aspanet.org if you have any questions about ASPA's online services.

URL: <http://www.aspanet.org>

ASPA Staff Member Recounts Journey to UNPAN Meeting in Shanghai

The July issue of *PA TIMES*, ASPA's monthly newspaper, featured an article written by ASPA Senior Director **Erik Bergrud** describing his journey to Shanghai as the Society's representative at the 6th Interregional Consultative Meeting of UNPAN.

URL: http://www.aspanet.org/scriptcontent/Custom/PAT_Current/aspatimes.html

Serbian Delegation Visits ASPA Office

In June, ASPA Executive Director **Antoinette Samuel** and Senior Director **Erik**

Bergrud met with a four-member delegation from the Republic of Serbia, all of whom are active members of the Serbian government's Supreme Advisory Committee working to reform administrative law and public administration processes in their country. Each of the four also belongs to the Serbian Public Administration Association. Meeting attendees will explore opportunities for formalizing ties between the two associations.

Recent Publications

- [ASPA International - Volume 4, Issue 1 \(June 1, 2004\)](#)
- [ASPA Monthly Update - July 2004](#)
- [Bridging the Gap - June 2004](#) (published by ASPA's Section for Women in Public Administration)
- [PA TIMES - July issue](#)
- [Public Administration Review - July/August issue](#)
- [SIAM Newsletter - Summer 2004](#) (published by ASPA's Section on Intergovernmental Administration and Management)

Conference Information

2004 Southeastern Conference for Public Administration

Theme: "Governance in a New Era of Cooperation"

Dates: 3-5 October 2004

Location: Charlotte, NC, USA

Contact: Phin Xaypangna, Conference Chair

E-Mail: pxaypangna@ci.charlotte.nc.us

URL: <http://secopa.charmeck.org>

2005 ASPA National Conference

Theme: "Advancing Public Service Performance: Innovations in Research and Practice"

Dates: 2-5 April 2005

Location: Milwaukee, WI, USA

Contact: Erik Bergrud, ASPA Senior Director for Chapter, Section, and e-Organization Development

E-Mail: ebergrud@aspanet.org

URL: <http://www.aspanet.org>

NEWS FROM CAFRAD

African Training and Research Centre in Administration for Development (CAFRAD)

<http://www.cafrad.org>

CAFRAD Hosts Four Interns

Since 1 July, four students from Guinea Bissau and Morocco started an internship-training program offered by CAFRAD to those who are interested in gaining experience in different fields of knowledge.

Recent Publications

- [CAFRAD Web News Letter - Issue 17](#)
- *African Administrative Studies* - Issue 63

African Administrative Studies - Issue 63

CAFRAD's seminannual journal is devoted to the study, research, dissemination and exchange of knowledge and information on all aspects of Public Administration, Management and Governance.

- **Emmanuel Kojo Sakyi** - Promoting Accountability through State Audit: An appraisal of the Auditor-General's Reports On the Consolidated Fund (CF) in Ghana
- **E.H. Ngwa Nfobin** - Les Comités de Vigilance et l'Etat de Droit au Cameroun
- **Ahmed Issaka Abdulai** - The Context of Human Resource Management in the Ghanaian Public Sector
- **Gabriel A. Okwandu and Olajide G. Obitusin** - Correlates of Employee Compensation and Job Attitudes in Selected Multinational Corporations in Nigeria
- **Edlyne E. Anugwom** - Factors Affecting Labour Turnover in Nigeria: A Study of Two Organizations
- **Ahmed Mohiddin** - The Challenges of e-Democracy: Opportunities and Risks
- **Veldandi Swapna** - Real Time Protection to Citizens with Virtual Reality: A Case of E-COPS

For more information, please contact **Meryem Benamar**, Department of Information Management of CAFRAD, at meryem@cafrad.org.

Conference Information

CAFRAD intends to organise in partnership with UNDESA/DPADM and the Government of South Africa a consultative meeting on "Public Sector Leadership Capacity Development". The meeting (funded by UNDESA) will be held in Johannesburg, South Africa on 29-30 September 2004. The aim of the meeting is to work on a strategic training program on the enhancement of Leadership capacity in the African Public Service. Participants will be Academics, Researchers, Civil Servants and Ministers in charge of Public Service.

NEWS FROM CAIMED

Centre for Administrative Innovation in the Euro-Mediterranean Region (CAIMED)

<http://www.caimed.org>

CAIMED Presents Research Findings

In Naples, Italy, from 22 to 23 July 2004 CAIMED took part in a meeting on "The Opportunities Offered by the United Nations and the European Union's Proximity Policy for Territorial Development Partnership in the West Mediterranean." The event was organised by the Italian Ministry of Foreign Affairs - Directorate General for the Middle East and the Mediterranean - United Nations Development Programme, the Campania Regional Government, the Interregional Observatory for Development Cooperation and the Center for International and Regional Cooperation for Local Economies of the University "Federico II" of Naples (CIRCLE).

Mr. Giuseppe Pennella, CAIMED Director, presented, with the assistance of **Mr. Alberto Corbino** and **Ms. Regina De Carvalho**, the first results of a research activity on Public Administration Innovation in the Mediterranean Countries in the perspective of the Proximity policy (with a focus on enterprises and welfare) which has been carried out for the last three months by a group of junior researchers within the "Program of cooperation for the diffusion of organizational models in the budget and accounting

offices in the south Mediterranean countries”, financed by the Campania Region Budget and Accounting Department, also responsible for relationships with the Mediterranean area.”

Recent Publications

- ["Turkey - Administrative Reform, Innovation and Maintenance"](#)

NEWS FROM CARICAD

Caribbean Centre for Development Administration (CARICAD)

<http://caricad.net>

COMSEC/CARICAD Seminar: Integrated Performance Management Systems in the Public Sector

CARICAD/UNPAN benefited from a COMSEC/CARICAD Seminar held 7-11 June in Barbados. The theme of this seminar was "Integrated Performance Management Systems in the Public Sector." Access the seminar presentations on the UNPAN web site.

URL: http://www.unpan.org/directory/conference/guest/browseoneconference.asp?conference_id=1723

5th Caribbean Ministerial Consultation and High Level Workshop on Regional Cooperation for E-government and Capacity Building

The 5th Caribbean Ministerial Consultation and High Level Workshop on Regional Cooperation for E-government and Capacity Building held 17-18 June 2004 produced a number of papers which can be accessed via the UNPAN web site.

URL: http://www.unpan.org/conf_5thCaribbeanMinisterial04.asp

CARICAD Will Launch Development Web Site Later This Month

By the end of this month, CARICAD will be launching the CARICAD Development Zone, a drop-in Centre where visitors can study and learn and research a wide range of organizational, personal and management development topics. The virtual web site will definitely add value to UNPAN as it allows visitors to see the extent of the learning materials, courses available, etc.

Recent Publications

- [CARICAD Newsletter - Volume 18, No. 1](#)

Conference Information

CARICAD's 8th Annual Public-Private Sector and Civil Society Forum and Board Meeting

Theme: The Role of Leadership in a Learning Organisation

Dates: 27-28 July 2004

Location: Grand Barbados Hotel, Barbados

Contact: Ms. Angela Skeete, Regional Programme Coordinator at askeete@caricad.net

NEWS FROM CIIIAP

International Centre of Innovation and Exchange in Public Administration (CIIAP)
<http://www.flem.org.br/ciiap>

CIIAP Participates in International Meetings

- ***International Seminar on Technical Cooperation: Perspectives, Actors and Opportunities for Bahia*** - an international meeting in which representatives of various agencies that work with international cooperation presented their programmes, as well as their working lines for the next few years. The seminar was promoted by the International Centre of Innovation and Exchange in Public Administration; the Luis Eduardo Magalhães Foundation; the Bahia State Planning Department and UNESCO. The seminar took place at the Pestana Hotel in Salvador, Brazil on 21-22 July. All the presentations will be available online until 10 August at <http://www.flem.org.br>.
- ***Sustainable Local Development: a France-Brazil Partnership*** - a presentation of successful experiences of local development programmes in rural zones in Brazil, through technical cooperation with French experts. The presentations were conducted by **Mr. Pierre François Gilly**, adviser of the Intermunicipal Consortium for Production and Supply - CINPRA, and **Mr. Jean-Philippe Delorme**, researcher of the Sustainable Development Center of the University of Brasília. The meeting was held at the Luís Eduardo Magalhães Foundation in Salvador, Brazil on 12 July.

Conference Information

The III Brazilian Forum on State Reform

Dates: 12-14 August 2004

Location: Salvador, Brazil

Contact: +55 71 270.5246

URL: <http://www.latosensu.com.br/re>

NEWS FROM CLAD

Latin American Centre for Development Administration (CLAD)

<http://www.clad.org.ve>

Consenso de San José

The final recommendations gathered during the VI Ibero-American Conference of Ministers of Public Administration and State Reform, held in San José, Costa Rica, on 8-9 July, were compiled in the Consenso de San José. The main theme of the Conference was "Political Reform and State Reform". All CLAD's Representatives attended the invitation, and approved presenting the Consenso to the Pro-Tempore Secretary of the XIV Ibero-American Summit Conference of Heads of State and Government, that will be held in San José, Costa Rica, in November 2004.

URL: <http://www.clad.org.ve/reunion/reunion.html>

Innovations and Tendencies on E-Government in Latin America

SIARE's section has been updated, presenting new experiences and best practices in E-Government as mean to get the State nearer to its citizens.

URL: <http://www.clad.org.ve/siare/innotend/gobelec/gobelec.html>

XVIII Concurso del CLAD sobre Reforma del Estado y Modernización de la Administración Pública (2004 - 2005)

Theme: "Cómo combatir la corrupción, garantizar la transparencia y rescatar la ética en la gestión gubernamental en Iberoamérica"

For additional information, please contact CLAD at concu18@clad.org.ve or visit <http://www.clad.org.ve/concurso/concuxviii.html>.

Recent Publications

CLAD's Journal *Reforma y Democracia*

29th edition contains the following articles:

- **Bernardo Kliksberg:** ¿Por qué es clave la cultura para el desarrollo?
- **Quim Brugué:** Modernizar la administración desde la izquierda: burocracia, nueva gestión pública y administración deliberativa
- **Eloísa del Pino:** ¿Por qué importan los ciudadanos? Tipos de actitudes y consecuencias para el modelo de administración y la vitalidad democrática
- **Graciela Mónica Falivene:** Reformas de las políticas de formación directiva para el fortalecimiento institucional en contextos de crisis: aprendizajes realizados
- **Gloria Torres:** ¿Burócratas e innovadores?
- **Robert M. Kossick, Jr.:** El rol de la tecnología de la información y de las comunicaciones en el fortalecimiento de la participación ciudadana y en la configuración de la democracia: la experiencia inicial de México
- **Ariel Zaltsman:** La evaluación de resultados en el sector público argentino: un análisis a la luz de otras experiencias en América Latina

CLAD's Association Members for 2004 are entitled to receive free of charge numbers 28, 29 and 30 of this journal. Subscription conditions, abstract, and full text version of previous numbers are available on CLAD's web site.

URL: <http://www.clad.org.ve/reforma.html>

Conference Information

IX International Congress of CLAD on State and Public Administration Reform

Dates: 2-5 November 2004

Location: Madrid, Spain

More than 150 Panels Proposals were received, as a demonstration of the interest that CLAD's Congress raises, based on the success of the eighth previous editions. As from 19 July, authors of Panels provisionally accepted are being informed. Final approval will depend on the reception of the papers prior to 23 August.

E-mail: clad@clad.org.ve

URL: <http://www.clad.org.ve/congreso/congreso9i.html>

NEWS FROM CPSI

Centre for Public Service Innovation (CPSI)

<http://www.cpsi.co.za>

CPSI Works with UNPAN to Develop Informational CD

The CPSI, under the sponsorship and guidance of UNPAN-DPADM/UNDESA, is in the final stages of putting together an innovative multimedia CD that provides current and potential users of the UNPAN portal with a basic orientation and training on getting the most out of the UNPAN portal. Copies of the CD will be distributed to other partners by the end of August for further distribution to users. The UNPAN portal will also enable users to access the multimedia training material.

CPSI Will Present Innovation Awards This Month

At the end of June 2004, nominations for the 2004 CPSI Innovations Awards closed. Nominations were received in six categories. These have been evaluated by an independent panel of judges and winners will be announced at a special innovations awards ceremony to be held on 31 August 2004.

CPSI Launches Red Tape Reduction Challenge

In March 2004, the Minister for Public Service and Administration in South Africa launched an initiative of the CPSI called the "Red Tape Reduction Challenge." The challenge is aimed at providing public servants and citizens with an opportunity to shape the red tape reform agenda. The challenge closed on 31 July and some of the more innovative ideas will be tested and piloted. In addition, a report will be compiled on the kinds of responses received.

Conference Information

2004 Innovation Awards Ceremony

Date: 31 August 2004

Location: Johannesburg, South Africa

URL: <http://www.cpsi.co.za>

NEWS FROM DPADM

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

<http://www.unpan.org/dpepa.asp>

Web Link Directory on National Legislative Bodies

DPADM has recently updated the contents of UNPAN's Web Link Directory on National Legislative Bodies, a repository of links to the legislative information of 181 countries. The directory is current as of June 2004.

URL: <http://www.unpan.org/legislation.asp>

Recent Publications

- [Citizen Participation and Pro-poor Budgeting](#)
- [Governance World Watch](#)

Conference Information

International Conference on Engaging Communities

Theme: "Citizen-government dialoguing for social justice and social equity"

Dates: 14-18 August 2004

Location: Brisbane, Australia

Contact Information: Mr. Adil Khan, Division for Public Administration and Development Management, United Nations

Tel.: +1-212-963-6168

E-mail: khan4@un.org

Regional Forum on Reinventing Government in East and Southeast Asia

Theme: "Assisting governments to strengthen their public sector and governance capacities to achieve their development goals"

Dates: 21-23 August 2004

Location: Penang, Malaysia

Contact Information: Ms. Nahleen Ahmed, Division for Public Administration and Development Management, United Nations,

Tel.: +1-917-367-5012

E-mail: ahmed36@un.org

NEWS FROM EROPA

Eastern Regional Organization for Public Administration (EROPA)

<http://www.eropa.org.ph>

Recent Publications

- *Comparative Studies of Public Administration VIII: Public Reform, Policy Change, and New Public Management From the Asia and Pacific Perspective*

Conference Information

EROPA Seminar 2004 - Globalization, Security and Development

Dates: 5-8 October 2004

Location: Apia, Samoa

Contact: Fa'amausili Dr. Matagi alofi Luaiufi, Chief Executive Officer

E-mail: psc@samoa.ws

URL: http://www.unpan.org/directory/conference/guest/browseoneconference.asp?conference_id=1707

NEWS FROM IIAS

International Institute of Administrative Sciences (IIAS)

<http://www.iasiiisa.be/ias/aiacc.htm>

IIAS Holds International Congress in South Korea

The 26th International Congress of Administrative Sciences was held in Seoul from 14-18 July under the theme of "E-Governance: Challenges and Opportunities for Democracy, Administration and Law." Hundreds of scholars and practitioners from more than 70 countries participated in the meeting, which was sponsored jointly by the International Institute of Administrative Sciences (IIAS) and the International Association of Schools and Institutes of Administration (IASIA).

URL: <http://www.iasiiisa.be/ias/aicor/aikorea.htm>

Recent Publications

- [IIAS Newsletter - Volume XXIII - 2/2004](#)

NEWS FROM INSTRAW

United Nations International Research and Training Institute for the Advancement of Women (INSTRAW)

<http://www.un-instraw.org>

INSTRAW Launches Web Site, Holds Executive Board Meeting

During the meeting of the UN Economic and Social Council held in New York in June, INSTRAW launched its new [web site](#) and held its first Executive Board meeting. The current membership of the Executive Board is as follows: Burkina Faso, Czech Republic, El Salvador, Islamic Republic of Iran, Italy, Mexico, Nigeria, Philippines, Romania, and Spain.

URL: <http://www.un-instraw.org/en/index.php?option=content&task=view&id=20>

NEWS FROM IPAC

Institute of Public Administration of Canada (IPAC)

Institut d'administration publique du Canada (IAPC)

<http://www.ipac.ca> (English)

<http://www.iapc.ca> (French)

IPAC Books Win Prestigious Awards

Two IPAC books, in its Public Management and Governance Series, published in collaboration with University of Toronto Press, have been recently awarded prestigious prizes. **David A. Good's** *The Politics of Public Management: The HRDC Audit of Grants and Contributions* won the Donald Smiley Prize of the Canadian Political Science Association for the best book on government and politics in Canada. Also, **Jonathan Malloy's** *Between Colliding Worlds: The Ambiguous Existence of Government Agencies for Aboriginal and Women's Policy* has been awarded the International Political Science Association's Charles H. Levine Memorial Book Prize, for the best book published in the field of public policy and administration. For more information on these books or the Public Management and Governance Series, please contact **Patrice Dutil**, IPAC Director of Research, at pdutil@ipac.ca.

IPAC Announces 2004 Innovative Management Award Honorees

The jury of the 2004 IPAC Award for Innovative Management met and interviewed the seven short listed finalists from the 98 submissions on 30 June. The theme of this year's Award is "Pulling Against Gravity: Horizontal Collaboration." The gold, silver and bronze award winners will make presentations at a plenary session at the IPAC 2004 National Conference on Tuesday, August 31 beginning at 1:30 p.m.

They are, in no order of priority:

- The Nova Scotia Sustainable Communities Initiative - **Garth Bangay**, Director General, Environment Canada, Atlantic Region;

- The Vancouver Agreement - **Ken Lyotier**, Executive Director, United We Can Recycling Depot; and
- The Ontario Public Service Horizontal Collaboration - **Lois Bain**, Acting Assistant Deputy Minister, Centre for Transformation, Innovation and Excellence, Ontario Cabinet Office.

For more information on the Innovative Management Award, please contact **Joseph Galimberti**, IPAC Executive Director, at jgalimberti@ipac.ca.

Madagascar Leadership Training Program

Over a three-month period, the Prime Minister, the Vice Prime Minister, the President's Chief of Staff, eighteen Ministers, nineteen Secretaries General and two Directors General participated in the Madagascar Leadership Training Program for Ministers and Secretaries General in Quebec City. Although the context is different in Canada, participants suggested that Canadian public management principles, themes and issues are similar to those in the Republic of Madagascar, and as a result, the presentations, dialogues and one-on-one meetings with Quebec academics and counterparts were most beneficial. For more information on the program, please contact **Ann Masson**, IPAC Director of International Programs, at amasson@ipac.ca.

IPAC Launches SmartTape Centre for Regulatory Innovation

IPAC has launched its virtual centre on regulation, the SmartTape Centre for Regulatory Innovation. The purpose of the centre is to promote the study and implementation of regulation that meets social needs while avoiding the bureaucratic pitfalls of conventional "command-and-control" practices. For more information, contact **Michael McConkey**, IPAC researcher, at mmcconkey@ipac.ca.

URL: <http://www.smarttape.ca>

Conference Information

IPAC 2004 National Conference

Theme: "21st Century Challenges: Remaking Intergovernmental Canada"

Dates: 29 August 29 - 1 September 2004

Location: Vancouver, BC, Canada

URL: <http://www.ipac.ca/2004/index.html>

NEWS FROM IPMA-HR

International Public Management Association for Human Resources (IPMA-HR)

<http://www.ipma-hr.org>

IPMA-HR Holds International Symposium in Florence, Italy

The Twenty-Ninth International Symposium on Public Personnel Management was held in Florence, Italy in May 2004. Delegates met to discuss Recruitment and Selection Techniques and Human Resource Service Delivery. Visit http://www.ipma-hr.org/pdf/global/03_symp_rep.pdf to read the 2004 International Symposium Report.

Recent Publications

- [IPMA-HR News - July issue](#)
- [Public Personnel Management \(quarterly journal\)](#)
- [International News - June issue](#)
- [Recent IPMA HR Press Releases](#)

Conference Information

2004 IPMA-HR International Training Conference

Theme: "Rising Up: Renewal and Regeneration"

Dates: 17-20 October 2004

Location: Phoenix, AZ, USA

Contact: Shannon Nicko Adaway, Director of Professional Development

E-mail: sadaway@ipma-hr.org

URL: <http://www.ipma-hr.org/index.cfm?navid=69>

IPMA-HR Federal Section Conference

Dates: 18-19 November 2004

Location: Cafritz Foundation Conference Center at George Washington University, Washington, DC, USA

Contact: Shannon Nicko Adaway, Director of Professional Development

E-mail: sadaway@ipma-hr.org

NEWS FROM RCOCI

Regional Cooperation Office for City Informatization (RCOCI)

<http://www.apcity.org>

The Fourth Annual Forum on City Information in the Asia-Pacific Region Held in China and Recognition Award for Shanghai by UNDESA

The Fourth Annual Forum on City Information in the Asia-Pacific Region (CIAPR IV) was held 20-22 May in Shanghai, China. With a theme of "ICT for Development: The Role of Local Government," this forum focused on various hot topics concerning ICT and Informatization. Particular attention was paid to the emerging trends, needs and efforts in bridging the digital divide. The forum is claimed to be the highest-level event of its kind with the largest number of VIP attendants ever in its history. Over 800 governmental officials, representatives from international organizations such as United Nations, and senior corporate executives lined up for the forum. **Jose Antonio Ocampo**, the UN's Under-Secretary-General for Economic and Social Affairs, pointed out that the UN has developed an online network for public administration known as UNPAN, which promotes innovative and efficient information management for improving public administration. UNDESA (United Nations Department of Economic and Social Affairs), issues the Recognition Award to Shanghai Municipal People's Government for its invaluable contribution to city informatization in Asia and the Pacific.

URL: http://www.unpan.org/directory/conference/guest/browseoneconference.asp?conference_id=1472

"The Most Visited Documents" Witness Steady Growth of RCOCI Editing Department

According to the monthly "Progress Report on UNPAN Implementation," RCOCI stands

out among other ORCs in UNPAN as an active contributor of “the most visited documents.” By learning from CLAD, ASPA, etc., and through its own efforts in capacity building, RCOCI gradually develops a unique way of e-information management. From January to June this year, it successfully contributed more than 100 “most visited documents,” approximately a third of the total! This result, is yet another proof of the importance of being demand-driven and customer-oriented, as emphasized both by the Mission Statement of UNPAN, and by the recent *OIOS In-depth Evaluation of the Programme on Public Administration, Finance and Development*. For more information, please visit UNPAN Asia-Pacific web site.

URL: <http://www.unpan.org/asia.asp>

Recent Publications

- [*Asia-Pacific City Informatization Bulletin, Autumn 2004, Issue 7*](#)
- [*Documents Delivered at the 4th Annual Forum on City Informatization in Asia-Pacific Region \(CIAPR IV\)*](#)
- [*Governance Asia-Pacific Watch, May 2004, Issue 30*](#)
- [*Governance Asia-Pacific Watch, June 2004, Issue 31*](#)
- [*Governance Asia-Pacific Watch, July 2004, Issue 32*](#)