



# UNPAN | United Nations Public Administration Network

## 20th Annual International Conference on Digital Government Research (DGO2019)



The Digital Government Society (DGS) will hold the 20th Annual International Conference on Digital Government Research – dg.o 2019, with a theme “Governance in the Age of Artificial Intelligence”. dg.o 2019 will be hosted by the Mohammed Bin Rashid School of Government (formerly the Dubai School of Government), Dubai, United Arab Emirates on 18-20 June 2019. The dg.o conferences are an established forum for presentation, discussion, and demonstration of interdisciplinary research on digital government, political participation, civic engagement, technology innovation, applications and practice. Each year the conference brings together scholars recognized for the interdisciplinary and innovative nature of their work, their contributions to theory (rigor) and practice (relevance), their focus on important and timely topics and the quality of their writing.

The 20th Annual International Conference on Digital Government Research will feature the main theme of “Governance in the Age of Artificial Intelligence”. The growing applications of Artificial Intelligence (AI) are triggering numerous opportunities—as well as challenges and dilemmas—for governments worldwide. Traditional forms of service provisioning, policy-making and enforcement are changing due to the inclusion of AI algorithms, mechanisms and

techniques. The growing digitization of government operations, the universal datafication of societal activities, behaviors and sentiments, as well as the maturity and feasibility of big data techniques and applications have collectively laid down solid foundations for industrial-scale operationalization of AI across most governments and societal sectors. This year’s timely theme builds on the dg.o 2018 conference which focused on governance in the data age. The rapid growth of the data-driven economy and the use of intelligent mechanisms result in rapid digitalization of government operations and the emergence of new governance structures. This datafication and AI revolution is boosted by growing smart cities applications, Internet of Things (IoT), social media, mobile apps, among other sources of big data.

Governments still face limited understanding of the multifaceted changes brought about by the advent of AI in governance. An increasing number of governments, international organizations, leading research centers, think tanks and global private sector corporations are coming together to explore these changes. However, there is a lack of thought-leadership in the areas of policy, development and societal implications of AI. This knowledge gap is a key developmental barrier as many governments wrangle with the societal, economic, political and ethical implications of these transformations.

During the past two decades, the dg.o conference has been at the helm of the digital governance transformations. In its 20th anniversary, the dg.o 2019 conference will build in past themes to explore the fast maturing artificial intelligence drive embraced by an increasing number of governments and businesses worldwide.

Finally, the dg.o 2019 will be held at the MBR School of Government in Dubai, UAE. The UAE government has officially acknowledged the importance of AI in government operations, economic and societal development. For example, on the strategic level, the UAE government has issued the national “UAE Artificial Intelligence Strategy”. On the organizational level, it has also appointed a “Minister of State of Artificial Intelligence”, a global first, who is tasked with coordinating the government’s AI efforts and driving the government’s AI agenda. On the global level, the UAE is also proactively contributing to the global agenda addressing the multi-faceted implications of these transformations. For example, the government has recently introduced its “Fourth Industrial Revolution” agenda and took the lead on putting together a council to address the manifestations of the fourth industrial revolution and its impact on society and economy, it is leading a global blockchain council, while convening a global AI expert group of practitioners and thought-leaders. These developments align well with the conference theme, and will increase the impact of the knowledge created during the conference on policy, whether through the tracks, workshops, submission, and discussions.

**For full call of papers and submissions guidelines:** <https://easychair.org/cfp/dgo2019>

### **Regional comparative study on service delivery in the Western Balkans, December 2017 – November 2018**

Identifying the importance of improving public service delivery in the Western Balkans, ReSPA has conducted a comprehensive regional study devoted to service delivery throughout 2018 supported by the group of international experts. The prime objective of the regional study was to develop an overview and insight on public service delivery. The study is comparative and explorative in nature. It brought together interesting practices (approaches,

methodologies, instruments, etc.) from ReSPA member countries and international experiences in order to learn from them. Additionally, it explored on the methodological side of designing, delivering and improving public services. The study put the focus on the macro (country) and the micro (organizational) level. This study recognizes possible transferrable answers and existing best cases solutions from and for different levels of public administration, while at the same time revealing potential weaknesses. The identification and presentation of regional challenges and opportunities underpins even stronger importance of future regional cross-border public services, their interoperability and reuse of common building blocks. It contains statement of the ministers, and Prime ministers from the Western Balkans as well as EU Commission and the OECD representatives.

For more information, [click here](#).

### **Baseline Analysis on Performance Appraisal in Western Balkans, April-November 2018**

The Baseline Analysis on Performance Appraisal encompasses state of the art in the performance appraisal in the Western Balkan countries with a special focus on the improvement of the performance appraisal implementation. The examples of the existing good practice in the EU and worldwide, also provides recommendations for improvement of the performance appraisal implementation in the Western Balkans.

### **High Level Conference on Contemporary Challenges in Public Service and the Role**

## of Partnership for Reaching Solutions, Skopje, 25 and 26 October 2018



The Regional School of Public Administration (ReSPA) co-organized with the Ministry of Information Society and Administration of the Former Yugoslav Republic of Macedonia, the United Nations Development Programme and Astana Civil Service Hub (ACSH) the high-level conference on Contemporary Challenges in Public Service and the Role of Partnership for Reaching Solutions.

The high-level event was attended by the ministers in charge of public administration of the Former Yugoslav Republic of Macedonia, the Republic of Serbia and Kosovo and high-level representatives from the Western Balkans and Central-Asian governments. Representatives of the OECD/SIGMA, UNDP, ACSH and civil society organizations also actively participated in different panels.

Within the panels, a number of topics were elaborated and discussed by the participants: Improvement of Public Service with Regional Support, Role of Partnership for Reaching Solutions in Public Administration, Organizational Improvement in Public Administration, Civil Service Development, Challenges and Future of Professional Development in the Public Administration, PAR Implementation and Challenges and Modernization and Innovation in the Public Sector.

For more information, [click here](#).

## Conference on Regional Co-operation for Public Administration Reforms in the

## Western Balkans, Brussels, 21-22 November 2018



The two-day conference brought together high representatives of the ReSPA Members, EC and partner organizations and countries (OECD/SIGMA, KDZ, RCC, GIZ, CEF, Republic of Georgia). The aim of the Conference was to present major achievements of ReSPA through the implementation of the EU Grant 2016-2018. It was the first time to have participants representing the Government of Georgia at a ReSPA Conference. The Conference consisted of the following panels: Presentation of the Study on Service Delivery, Presentation of ReSPA Studies on Performance Appraisal and update of the Study on Merit Based Recruitment, Presentation of ReSPA Study on Better Regulation in Western Balkans Countries, Presentation of the support provided directly to the ReSPA Members, Co-operation with ReSPA Partners and Presentation of the newly adopted ReSPA Strategy 2019-2024.

For more information, [click here](#).

## Training for Trainers on Integrity Challenges, 15-24 October 2018, at ReSPA Campus

Based on the Manual on Integrity Challenges in the Western Balkans, ReSPA organized three Training of Trainers: Training on Integrity Challenges in Recruitment and Selection for the Civil Service; Training on Integrity Challenges in Public Procurement; and Training on Integrity and Conflict of Interest in the Western Balkans. The three Training

sessions brought together 39 participants from all ReSPA Members and Kosovo.

The Training on Recruitment and Selection for the Civil Service included: presentation of HRM in the civil service and integrity challenges in the Western Balkans, job analysis, conducting the competency-based interviews, assessing the candidate after the interview and use of knowledge obtained at the training in practice.

The Training on Public Procurement (PP) included: presentation of PP and integrity challenges in the Western Balkans, presentation of integrity risks in each PP phase, exercises on pre-bidding, bidding and post-bidding phase, and recommendations for avoiding integrity risks in PP.

The Training on Integrity and Conflict of Interest (Col) included: interactive sessions on conflict of interest, implementation of the national frameworks on Col, best practice models on handling Col, and exercises on handling Col in practice.

All training events contained a session that focused on improper orders from a superior.

## **ReSPA presented its CAF improvement plan at the meeting of the Regional Group of Experts on Quality Assurance in General Education**



The two-day workshop gathered managers of agencies in charge of quality assurance in general education, as well as managers from various ministries of education. The workshop was held from

6-7 December 2018 in Podgorica, Montenegro. It was organized by the Education Reform Initiative of South East Europe (ERI SEE) and Austrian Centre for Public Administration Research (KDZ) with the support of ReSPA.

The interactive workshop included a Common Assessment Framework (CAF) training with emphasis on its applicability, real life cases from the EU member states, such as Austria and Finland. Remaining challenges once setting organizational culture were also explored. ReSPA has presented its valuable experience in CAF implementation during 2018 highlighting the results from the Feasibility Study on Establishment of Quality Management Regional Centre within ReSPA.

Target audiences expressed great interest in the subject matter, which inspired organizers (ERI & KDZ) to seek further opportunities for the regional initiatives that will support implementation of CAF in education sector with possible engagement of ReSPA.

For more information, [click here](#).

### CPSI- Ideas that Work Journal Issue 2



Ideas that Work is one of our versatile information and knowledge management platforms that are absolutely indispensable for the CPSI's responsibility to carry out its mandate. This strategic mandate entrusts our organization with a government-wide responsibility to promote the adoption and practice of innovation and creative thinking in the public service to improve service delivery and administration.

Ideas that Work serves is a valuable resource for the public sector. Firstly, it is a critical knowledge and information sharing platform that contributes towards the promotion of learning, growth and competitive performance amongst public servants in servicing our citizens. Secondly it serves as an invaluable repository for this storage and preservation of our reach wealth of practical knowledge, case studies and effective solutions for future reference and most critically for possible replication where similar challenges arise, thus preventing unnecessary wastage of scarce government resources through reinvention of the wheel.

This spring edition covers a wide spectrum of issues pertaining to innovation. We have cast our net quite widely even beyond our borders to bring you articles from other leading publications elsewhere in the world to let you in on some international perspectives on innovation. We have to break out of this silo confinement!!

The journal zooms into a number of events and workshops that were held during the course of 2018. Most importantly, we feature some case studies and

innovative projects that came out tops during our CPSI Innovation Awards ceremony. Meet also, under awards and accolades, a group of special individuals that have by virtue of their sterling work gained recognition as pioneers in innovation.

We are all innovators in our own right and together we can make a change!

For more information, [click here](#).

### New Publication by NISPAcee Press:

***Public Administration: Reflection, Relevance and Readiness***, Edited by Michiel S. de Vries, Gerda van Dijk, Margaret Chitiga-Mabugu,

For more information, [click here](#).

***NISPAcee Journal of Public Administration and Policy, Volume 11/Issue 2, Dec. 2018:***

For more information, [click here](#).

***NISPAcee News Volume XXV/No. 4***

For more information, [click here](#).

### 27th NISPAcee Annual Conference



Term: May 24 – 26, 2019

Location: Prague, Czech Republic

***Main theme: From Policy Design to Policy Practice***

Online registration is open with an early deadline of April 4, 2019 and late deadline of May 12, 2019

For more information, [click here](#).