



## Invitation

# INTERNATIONAL CONFERENCE ON ADMINISTRATIVE DEVELOPMENT: TOWARDS EXCELLENCE IN PUBLIC SECTOR PERFORMANCE

King Faisal Hall  
for Conferences  
Riyadh  
Kingdom of Saudi Arabia  
November 1-4, 2009



*Under the Patronage of the  
Custodian of the Two Holy Mosques  
King Abdullah Bin Abdulaziz*

## Conference Theme and Invitation for Participation

The Institute of Public Administration (IPA) intends to celebrate its 50th anniversary (1380-1430 H) during the period November 1-4, 2009 under the patronage of the Custodian of the Two Holy Mosques, King Abdullah bin Abdulaziz. Based on the IPA's objectives and role in improving the Kingdom's administrative development, the activities of this event will include holding an international conference entitled, "The International Conference for Administrative Development: Towards Excellence in Public Sector Performance."

Politicians, organization leaders, management thinkers and public management practitioners regard the public sector's performance as a major concern of all governments. This is mainly due to the fact that it plays an effective role in bolstering the efforts towards the achievement of sustainable economic and administrative development, the formation of distinguished public and private sectors, as well as the improvement of the quality and delivery of government services.

This conference, therefore, aims to promote a culture of excellence in public sector performance through the presentation and discussion of some of the recent trends and issues relevant to the improvement of public sector performance which have been outlined in the conference's themes. This aim will be achieved, through the participation of selected distinguished thinkers, academics and practitioners of administration and management at the local, regional and international levels, and through benefiting from the successful international experiences in the improvement of public sector performance.

The IPA will exert utmost effort to ensure the conference's success. Consequently, we, at the IPA, are delighted to invite you to participate in the activities of the conference with academic research papers or working papers or through active involvement in the conference discussions. We look forward to your participation and welcoming you at the conference in Riyadh.



Director General  
Institute of Public Administration  
and Chairman of the Higher Committee  
of IPA's 50<sup>th</sup> Anniversary

Dr. Abdulrahman Bin Abdullah Al-Shakawy



## Conference Objectives

- To promote a culture of excellence in the public sector performance and to improve the quality and delivery of government services.
- To highlight the role of performance measurement in improving government services.
- To discuss the new trends and approaches of developing and improving organizational performance.
- To discuss the future role of administrative development institutions as well as their visions and contributions to improving performance in the public sector.
- To highlight and discuss the importance of knowledge management and its role in promoting public sector performance.
- To highlight the importance of the partnership between the public and private sectors in achieving excellence in providing services.
- To discuss some of the successful international experiences in achieving excellence in government performance.



## Conference Themes

### Theme I:

#### Performance Measurement in the Public Sector

Performance measurement in the public sector is a key issue which attracts the attention of administration leaders, academics and practitioners. This is because of the effective role it plays in public sector product and service improvement. This interest has encouraged many governments to establish performance measurement centers and adopt methods to improve their service provision. In order to identify the latest methods in the various aspects of performance measurement, this theme focuses on measuring performance in the public sector by discussing the following topics:

- The role of performance measurement in diagnosing performance problems in public organizations.
- Approaches, techniques and applications of performance measurement in the public organizations and their impact on improving performance.
- Centers of performance measurement and their role in improving the performance of public organizations.
- Benchmarking and its applications in improving the performance of public organizations.
- Measuring customer satisfaction and its role in improving the performance of public organizations.
- Customer charter and its applications and benefits in improving the performance of public organizations.





## **Theme II: New Trends and Methods for Organizational Performance Improvement**

Administration as a field of study is undoubtedly a discipline characterized by dynamism and energy with regards to its concepts, theories, models, and applications to improve organizational performance. Therefore, there is a continuing emergence of new theories, concepts, methods and application models designed to develop and improve the performance of public and private organizations.

Given the importance of identifying new successful methods and approaches in developing organizational performance and their consequent application by government agencies, this theme addresses the most important new trends, methods and the factors that have led to their success in promoting organizational performance through focusing on the following topics:

- The new trends in managing and developing human resources to improve the performance of public organizations.
- The new trends and applications of planning and budgeting and their implications on improving the performance of the public sector.
- E-government and transformational government and their role in improving performance.
- The new approaches to develop work environment, values, and organizational culture to enhance the performance of public organizations.
- The new trends and approaches to promote the role of the administrative leadership to improve the performance of public organizations.
- The new approaches to define and promote the transparency and accountability in public organizations to enhance their performance.
- The new approaches in adopting concepts of excellence in governmental service provision.

### Theme III:

## The Prospective Role of Administrative Development Institutions in the Development of Performance

Administrative development organizations are a main source for performance improvement in the government sector. Their role in improving performance is evident in the enhancement and reform of bylaws, organizational structures, administrative procedures, human resources development, conducting the consultative research and studies, and the provision and utilization of information to improve the performance of public sector agencies.

Given the importance of this role, the focus of this theme will be on discussing the vision of these administrative development institutions and their potential to improve their performance and the performance of the public sector through the following topics:

- Updating and improving administrative regulations, bylaws, and procedures in accordance with emerging requirements for public performance improvement.
- The preparation and development of human resources to meet the requirements of performance improvement.
- Administrative consultative studies and their role in addressing the issues facing the development of government performance.
- Administrative conferences and their role in the development of government performance.
- Redesigning educational and training programs and curricula to meet the new requirements of performance development.
- The preparation and development of administrative leaders amid the challenges of performance development facing government agencies.





## Theme IV:

### **Knowledge Management and Its Role in the Development of Government Performance**

In light of the change from a capital-based to a knowledge-based economy, many organizations in the public and private sectors rely more than ever on generating and acquiring business-related knowledge in order to improve their performance. This increasing attention has led to the introduction of the concept of knowledge management, as one of the recent approaches that organizations endeavor to adopt in order to manage, create, capture, develop, and utilize their knowledge assets and intellectual capital to achieve a competitive advantage in their performance. Given the importance of knowledge management and its role in the development of government performance, the focus of this theme will be on knowledge management through discussing the following topics:

- The acquisition, generation, and utilization of knowledge in organizations.
- The methods and technology of knowledge acquisition, transfer, and management.
- Creativity in public organizations and its challenges.
- Knowledge management and its role in the administrative development of human resources.
- The application and challenges of knowledge management in the public sector.

## Theme V:

### **Partnership Between Public and Private Sectors and Its Role in Achieving Excellence in Providing Service**

Many governments have adopted the approach of providing public services through their various agencies in partnerships with the private sector in order to benefit from the successful experiences of the private sector in service delivery and project execution. In light of the great importance of the partnership between the public and private sectors in achieving excellence in providing services, the focus of this theme will be on the following topics:

- The policies, regulations and procedures supporting the partnership between the public and private sectors.
- The outstanding methods of partnership between the public and private sectors and their role in achieving performance improvement.
- The business-like management of government service agencies.
- Privatization and its role in enhancing the efficiency of public services (health, education, etc.)
- Partnership and its role in meeting the requirements of sustainable development.
- The implications of partnership between the private and public sectors in providing services.
- The impact of partnership on the promotion of competitiveness among government service-providing organizations.
- The constraints and challenges of partnership between the public and private sectors.



## Theme VI:

### **Arab and International Experiences in Achieving Excellence in Public Sector Performance**

A great number of Arab and international governments and institutions have been able to improve their performance by searching for and benefiting from the best management practices and experiences. These experiences have provided important lessons combining both theoretical vision and practical application to enhance elements of excellence in institutional performance. This has been achieved by using development tools and advanced technologies, making a tangible shift in administrative practices and organizational culture, and improving services and customer satisfaction.

Given the importance of benefiting from successful experiences in the area of government performance, the focus of this theme will be on discussing some of them, particularly those in the following fields:

- Performance measurement in the public sector.
- New trends and methods of promoting organizational performance.
- Knowledge management and its role in the development of government performance.
- Partnerships between the public and private sectors and their role in achieving excellence in providing service.
- Other experiences.

## Participation with Papers

Participants should send their research papers or working papers in Microsoft Word format by July 13, 2009 with an abstract of no more than one page and through the website of the conference: [www.fifty.ipa.edu.sa/conf](http://www.fifty.ipa.edu.sa/conf).

- Participants will receive at their email addresses notifications of the Research Committee's decision regarding their submitted papers by August 2, 2009.
- Participants with accepted papers are requested to confirm their participation through the email address: [conf.papers@ipa.edu.sa](mailto:conf.papers@ipa.edu.sa) by August 22, 2009.
- The papers should be edited for grammar and spelling.
- Accepted papers in their final form will be included in the conference proceedings book. The IPA, in coordination with the participant, retains the right to publish eligible papers in the Journal of Public Administration, published by the IPA.
- Participants with accepted papers should send a brief CV of no more than one page through the email address: [conf.papers@ipa.edu.sa](mailto:conf.papers@ipa.edu.sa)
- The Research Committee of the conference will determine the acceptability of the papers submitted to the conference.





## Participants in the Conference

Guests of the conference include elite decision makers; leaders of administrative development organizations, schools, institutes, and societies as well as experts, thinkers, and practitioners of administration in both the public and private sectors. Attending the conference will provide the participants with great opportunities to discuss the latest successful trends, innovations and experiences in the area of excellence in public sector performance.

## Conditions for Accepting Papers Submitted to the Conference

- The paper should address one topic or more on one conference theme.
- The paper should not exceed 30 pages, including the abstract, which should not be more than one page.
- The paper should be written in either Arabic or English.
- The paper should be characterized by originality and should follow scholarly methodology.
- The paper should not have been previously presented at another conference / occasion or published in any periodical or journal.
- The paper will be refereed.

## Incentives for Participation

The International Conference, in collaboration with its sponsors, will give incentives to those participants submitting distinctive research papers or working papers that have been accepted by the Research Committee of the conference to be presented in the conference. These incentives are as follows:

- A roundtrip ticket from the participant's place of residence to the conference venue.
- Free hotel accommodation for four nights during the period of the conference.
- Reception by a representative of the conference at King Khaled International Airport and transportation between the place of accommodation and the conference venue.
- A monetary reward.





## General Information

There are no registration fees. For those who plan to attend the conference, please fill in the Conference Registration Form at the following link [www.fifty.ipa.edu.sa/conf](http://www.fifty.ipa.edu.sa/conf).

## Conference Dates

The Conference activities will start on November 1 and end on November 4, 2009.

## Specifications Preparing the Research and Working Papers for the Conference:

Paper size	A4
Margins	top: 2cm
	bottom: 2cm
	left: 2.5cm
	right: 2cm
Orientation	portrait
Pages	multiple pages (normal)
Type Font	Times New Roman, size (12)
Preview	apply to (whole document)
Used pictures	high quality (300 dpi)

## Conference Venue

The Conference will be held at King Faisal Hall for Conferences at the Intercontinental Hotel, Riyadh, Saudi Arabia.

## Conference Language

Arabic is the official language of the conference. Participations at the conference can be either in Arabic or English. There will be simultaneous interpretation between the two languages.

## Visa and Accommodation

For information about visa and accommodation, please visit the conference website: [www.fifty.ipa.edu.sa/conf](http://www.fifty.ipa.edu.sa/conf)

## Important Dates

- July 13, 2009 is the deadline for submitting papers.
- August 11, 2009 the Research Committee will send its decisions of accepting or rejecting the submitted papers.
- August 22, 2009 is the deadline for the participants whose papers are accepted to be presented in the conference to confirm their participation in the conference.





## Contact Us

To participate in the conference  
and for further information please visit the  
conference website:

[www.fifty.ipa.edu.sa/conf](http://www.fifty.ipa.edu.sa/conf)

For additional information or requests,  
please contact us at the following addresses:

Dr. Saeed AL-Garni

Chairman of the Research Committee

International Conference for

Administrative Development: Towards Excellence  
in Public Sector Performance

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