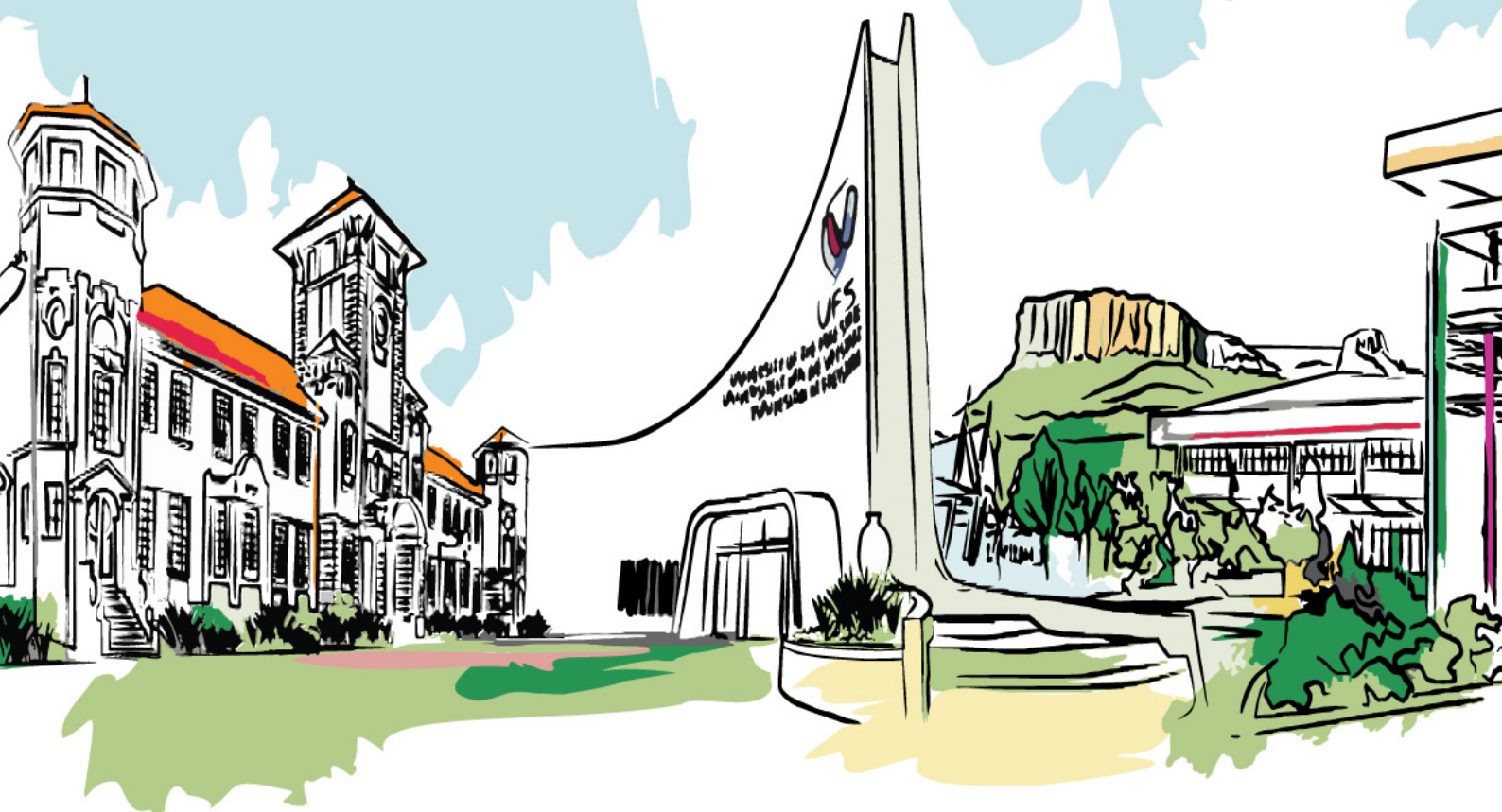# IASIA 2024
CONFERENCE
1-5 July Bloemfontein South Africa

Alternative Service Delivery and Sustainable Societal Responsiveness

CALL FOR PANELS

IASIA — International Association of Schools and Institutes of Administration

AIEIA — Association Internationale des Ecoles et instituts d' Administration

UNIVERSITY OF THE FREE STATE
UNIVERSITEIT VAN DIE VRYSTAAT
YUNIVESITHI YA FREISTATA
UFS

Introduction

it is expected that government would assume complete responsibility for solving problems by defining the public purpose, mobilizing resources, as well as deploying those resources through government agencies for effective and efficient use. However, in many instances, the government has failed to produce the services required by citizens and to solve increasingly complex problems being experienced. Government failure results in ineffective outcomes, a lack of efficiency and effectiveness, and a realization that citizens would be better off under a different regulatory environment. Linking to this, it is evident that in 2024 citizens' frustration with government performance is at an all-time high.

As a result of failed governance citizens, communities and the private sector are becoming more prominent in changing their environments which might lead to greater success, improved living conditions, and better service delivery. In this regard, alternative options for service delivery are becoming more prominent and being implemented as governments are moving away from the traditional approaches to public service delivery where government is solely and completely responsible for the provision of all services. Alternative service delivery provides the opportunity for governments to rethink and restructure the public services they deliver by focusing on being more innovative, flexible, responsive, and collaborative while being cost-effective and responsive to the needs of citizens. Alternative service delivery relies on the cooperation and collaboration of different sectors within the government to work together thereby strengthening inter-governmental relations and the sharing of resources, horizontally and vertically, based on "the Whole of Government" and "the Whole of Society" approaches. Alternative service delivery includes the use of partners outside of government. This refers to the involvement of private companies and organizations in the form of amongst others Public Private Partnerships (PPPs), Community-Based Organizations (CBOs), and Non-Governmental Organizations (NGOs) to provide services traditionally provided solely by the government. Within the context of alternative service delivery concepts like co-creation, co-production, social innovation, re-engineering, redevelopment, deregulation, outsourcing, semi-autonomous agencies, shared services, and complexity reduction, are becoming increasingly prominent.

The IASIA2024 Conference will assemble academics, researchers, students, and practitioners to discuss aspects related to "Alternative Service Delivery and Sustainable Societal Responsiveness". The conference theme is relevant and applicable to all governments, public servants, and citizens around the world as they are all engaged in complex reforms while managing uncertainties, challenges, and expectations of citizens.

In addition to the ten IASIA Working groups, the track on the conference theme, the PhD seminar, and traditional IASIA panels such as the Host country Panels, our association

is excited to organize panels on specific topics that are of great interest to public administration academics and practitioners. Panels support the sharing and dissemination of knowledge relevant to the conference theme.

Call-for-Panels

The IASIA organizers invite their institutional members and partners and interested affiliated individuals to contribute to the IASIA2024 Conference by submitting proposals for Panels.

Please take note that all panels will be evaluated to ensure quality, relevance, and originality. All panel submissions will be evaluated by three reviewers from the Scientific Committee to ensure transparency and objectivity. The Scientific Committee may request coordinators to make pertinent adjustments if required. Only quality panels will be included in the conference programme.

a)   Panel format and topics

Panels are interactive, discussion-oriented forums in which panelists present and debate a chosen topic relevant to the conference theme. The audience must be active participants in the panel discussion.

There will be an opportunity for 90-minute panels at the conference venue in Bloemfontein, South Africa. Panelists are not required to make paper submissions for the panel discussions. However, all panelists must be registered on ConfTool on the IASIA conference website. Coordinators of proposed panels are responsible for the management of the panel by ensuring that the panel has no less than four to five participants.

b)   Important deadlines:

- **Submission:** 30 April 2024
- **Authors' Notification:** 15 May 2024
- **Registration of the Panelists before 25 June 2024**

IASIA2024 Conference: 1-5 July 2024 (Bloemfontein, South Africa)

Visit IASIA2024 Website

c) Submission details

Coordinators of panels should use the format proposed on the last page of this document.

Proposals should be submitted via the ConfTool System:

Each coordinator should create a ConfTool account and submit their Panel proposal under the track Panel submissions (see details in the template to be found on the last page of this document)

Accepted panels will be published on the Conference website, programme, and online conference system and will be disseminated to a global audience by the organizers.

Important: The coordinators, who will in all probability chair the panel will be responsible for its scientific organization. The Panel Chairpersons and speakers will need to cover their transportation, accommodation, and registration costs to attend the conference in Bloemfontein, South Africa. The Chairpersons will avail of a reduced fee.

Questions and requests should be addressed to
Mr. Cesar Alfonzo (IASIA Executive Secretary) at e-mail addresses:
c.alfonzo@iias-iisa.org and info@iasia-conference2024.org

Submission Instructions

Please create an account here: https://www.conftool.org/iasia-conference-2024/

・ Go to "Your submissions" and select the Panel track.

・ If prompted, add an attachment.

Registration

・ Participation in the conference is conditional upon the payment of registration fees.

・ The conference fees will be communicated soon on the conference website.

・ The registration fee covers participation in the conference, reception, and dinner.

Visit IASIA2024 Website

IASIA 2024
CONFERENCE
1-5 July Bloemfontein
South Africa

Alternative Service Delivery
and Sustainable Societal Responsiveness

PANEL FORMAT TO BE SUBMITTED THROUGH THE CONFTOOL SYSTEM

Information	Corresponds in ConfTool to	Use this section below to complete all the information requested
Title of the panel	Title of contribution	
Chairperson(s) of the panel *(full name, institution, country, contact details)*	First Author	
Speaker(s) *(Name, institution, country contact details)*	2nd, 3rd, 4th, and 5th Authors	
Description of the Panel and Questions to be discussed	Abstract (500 words)	
Keywords	Min. 3 Keywords	

We look forward to hosting you in Bloemfontein, South Africa!

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