



## 2022 EROPA CONFERENCE

*"Governance and Public Administration in  
COVID-19 Pandemic: Learning, Innovations, and  
Reforms in Managing Global Changes"*

# SOUVENIR PROGRAM





## ABOUT THE CONFERENCE

The last two years were the most challenging situation in the history of global health because of the COVID-19 pandemic, which has affected almost every sector of governance in a multidimensional way. Initially, it generated pressure on the health systems, then eventually to economic and social aspects of governance. The public administration introduced multifaceted efforts to combat the crisis, which resulted in diluting the severity. This Covid pandemic situation has led to greater challenges on reforming and redefining the public administration and governance coping with such a global crisis.

The crisis has changed the mode, priority, techniques, and tools of governance in every sector, especially in public health and education. The OECD points out the urgency of evidence-based policy making for sustainable recovery and states that to respond to the pandemic, good governance rules apply more than ever<sup>1</sup>. Crisis not only threatens the system but also, to an extent, opens the doors of opportunities. By learning the past lessons, the world should mitigate the shortcomings and grasp the opportunities to create innovative ideas for better future governance.

The Asia-Pacific, which holds the largest population and rising economy, has been badly affected by this pandemic. The scar of this pandemic might remain in all aspects of human life, including economic, societal, governance, and so forth, for a long. Considering these facts, the theme of the 2022 EROPA conference focuses on the Covid-19 experiences, learning, sectors to be reformed, and innovations for change management.





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# MESSAGES



## **Mr. Arjun Prasad Pokharel**

***Secretary, Ministry of Federal Affairs and General  
Administration  
Government of Nepal***

Fellow practitioners, researchers, academicians, and scholars of public administration and governance, it is an immense pleasure to welcome you all in the EROPA Conference and General Assembly 2022. As you are all aware that COVID-19 pandemic has imposed myriad of challenges on society and government across the world, the Government of Nepal Ministry of Federal Affairs and General Administration had to opt for hosting this conference virtually this year. However, I take this opportunity to renew more than two decades of collaboration among the member-states, institutional and individual member.

It has been 5 years that Nepal adopted federal system of governance. In this context, we are happy to share our experiences of public sector reforms. Nepal's civil service is rigorously engaged in implementing the constitutional provision, improving the service delivery, promoting good governance as well as enhancing overall aspect of development administration of the country. I believe that the image of any Government depends upon the effectiveness of the bureaucracy of Nation. So, administrative reform is our top-most priority and we are open to adopt the proven global best practices.

I am confident that the participants from Nepal are eager to learn and develop adaptive skills and competencies in public administration to cope with challenges brought in by COVID-19 pandemic. I hope they would best utilize this platform to obtain better insights.

Lastly, I wish for the successful completion of the conference.

May EROPA live long, and may the collaboration among member nations strive.

Thank you very much.





## **Assoc. Prof. Ploy Suebvises**

*Dean, Graduate School of Public Administration  
National Institute of Development Administration  
Kingdom of Thailand  
Chairperson, EROPA Executive Council*

Dear Conference participants,

On behalf of the EROPA Executive Council Chairperson, it gives me great pleasure to wish a very warm welcome to all participants to the EROPA Conference 2022.

I would like to express my most sincere gratitude for your presence at this conference during this difficult time. This year we have various papers covering a wide range of current research and topics related to “Governance and Public Administration in COVID-19 Pandemic: Learning, Innovations, and Reforms in Managing Global Changes”.

This excellent academic gathering aims to provide an opportunity for local and welcome wider international participation and collaboration to develop new ideas, new approaches to problem solving, and new platforms to help facilitate public administration and service provision. I am highly confident that this conference will identify a wealth of opportunities for fruitful dialogue between distinguished Keynote speakers, guests who will soon be giving their speech at the Conference Plenary session. Many university professors, academics, researchers, students as well as representatives from institutions and audience from all around the world that have the same objective to join this conference, absolutely is “academic cooperation”.

Thanks are also due to our host, Ministry of Federal Affairs and General Administration - Nepal, EROPA Secretariat, and all members who have worked tirelessly to ensure the best quality experience for delegates during the conference session. Finally, I would like to thank each of you for attending our conference and bringing your expertise to our gathering.

I sincerely hope that this conference will meet everyone’s highest expectations and thank you very much for your participation.



## **Atty. Karlo Alexei B. Nograles**

***Chairperson, Civil Service Commission, Republic of the Philippines***

***28th General Assembly President, EROPA***

*Mabuhay!*

As we hold our second virtual conference, we also start moving toward the new normal. Covid-19 has caused tragic loss of life, hurting economies around the globe, and the actions we need to undertake have turned our world upside down. But despite the extraordinary uncertainty and volatility that the world has faced over the past three years, we now slowly but surely emerge stronger, and better prepared with measures and best practices learned from each other. It is definitely an exciting time for Governance and Public Administration as we chart our path forward.

Stepping into the new normal, we see the importance of the role of government in the development of innovations, more specifically, in terms of digital transformation where technology plays a critical role in re-inventing governance, to empower human resources, optimize the delivery of government services, and revolutionize organizations to become more resilient and agile for any further unexpected shocks such as those brought about by the pandemic.

With the theme *Governance and Public Administration In Covid-19 Pandemic: Learning, Innovations, And Reforms In Managing Global Changes*, the Eastern Regional Organization for Public Administration (EROPA) commences this year's conference, hopeful and optimistic that its members are ready to take on the new normal challenge.

On behalf of the organizers and the Executive Council of EROPA, I am honored and delighted to welcome all the scholars who will be actively participating by sharing their papers and research on public administration and governance covering relevant discussions on governments managing global changes. These





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presentations will greatly contribute to moving forward, as we adapt to reforms and embrace innovations.

I am certain that the 2022 EROPA Conference will be a platform to gather and disseminate the latest knowledge on recent advancements in emerging areas of governance reforms, governance innovations in managing global changes, and most importantly, digital transformation and digital governance.

I wish to extend my sincere appreciation and salutation to the members of the EROPA Executive Council, the EROPA Secretary General, the EROPA Secretariat, the keynote speakers, and paper presenters for making this virtual event a success. Let us all continue to work together to create the path to developing partnerships for learning, innovations, and reforms.

*Daghang Salamat!*



### **Alex B. Brillantes, Jr., Ph.D.**

*Secretary General, EROPA*

*Professor and Former Dean, National College of  
Public Administration and Governance,  
University of the Philippines*

It is with honor that we welcome the participants to the 67th Conference of EROPA. It is also the 2nd conference that we are holding in a virtual manner after the 1st successful conference co-organized with the National Institute of Development Administration of Thailand last year. This year, we are very privileged to have the Ministry of Federal Affairs and General Administration of Nepal to be our co-organizer.

Indeed, the EROPA Community continues to strive and maintain its relevance to public administration scholars and academics even as the world continues to be confronted with multifarious challenges brought about by the pandemic and the rapidly changing times, characterized by some as a VUCA: a world that is volatile, uncertain, complex and ambiguous. Our 67th Conference offers a virtual platform for public administration scholars, academicians, practitioners, and other interested individuals to engage in dialogues and debate in the discourse on the recent global issues on development, good governance, and crisis management. The commitment and advocacy in exploring the frontiers of governance, as well as emerging paradigms and policies in the different but allied fields of public administration has been one of the key drivers of EROPA for its continued efforts amidst the limitations and global challenges.

We are elated to note that this year's conference focuses on Governance and Public Administration in COVID-19 Pandemic: Learning, Innovations, and Reforms





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in Managing Global Changes has attracted over 100 research papers! We also note that we have around 45 international distinguished speakers to have agreed to generously share their expertise and experiences.

May we once more express our gratitude to the Federal Republic of Nepal through its Ministry of Federal Affairs and General Administration for generously hosting this year's event. Special thanks are also extended to the partner organizations who had helped in organizing select plenary sessions namely: 50 Shades of Federalism, Hanns Seidel Foundation-Philippines, Pimentel Institute of Leadership and Governance, South Asian Network for Public Administration, UPPAF-Regulatory Reform Support Program For National Development, and UP-NCPAG's Philippine Public Management, Administration, and Governance Education Roadmap Project Team. To all our Distinguished Speakers, Paper Presenters, and Participants who have generously given their time and expertise for the conference, thank you very much!

Today, we hope this conference will stimulate our minds with new lessons learned, innovations and good practices towards good governance and will enable a public administration that enables another kind of VUCA: Visionary, Understanding, Clarity, and Agility.

Welcome to the 2022 EROPA Conference!



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# PLENARY SPEAKERS





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**Hon. Minister Shri Rajendra Prasad Shrestha**  
Minister, Ministry Federal Affairs and General  
Administration  
*Nepal*



**Atty. Karlo Alexei B. Nograles**  
Chairperson, Civil Service Commission  
*Philippines*



**Dean Ploy Suebvises**  
Graduate School of Public Administration-National  
Institute of Development Administration  
*Thailand*



**Dr. Alex B. Brillantes, Jr.**  
Secretary-General, EROPA  
*Philippines*



**Chairman Alikhan Baimenov**  
Chairman, Astana Civil Service Hub  
*Kazakhstan*



**Dr. Guido Bertucci**  
Executive Director, Governance Solutions International  
*United States of America*



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**Mr. Suresh Adhikari**  
Secretary, Government of Nepal



**Dr. Alexander Lopez**  
President, Central American Institute for Public  
Administration  
*Costa Rica*



**Dr. Paul Anderson**  
Liverpool John Moores University  
*United Kingdom of Great Britain and Northern Islands*



**Dr. Johanna Schnabel**  
Freie Universität Berlin  
*Germany*



**Dr. Khim Lal Devkota**  
*Member of Parliament*  
*Federal Republic of Nepal*



**Professor Chanchal Kumar Sharma**  
Central University of Haryana  
*India*



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**Hon. Robinhood Padilla - TBC**

Senator

*Republic of the Philippines*



**Dr. Keil Sören**

Academic Head, International Research and Consulting  
Center (IRCC), Institute of Federalism, University of  
Fribourg

*Switzerland*



**Professor Mohammad Tarikul Islam**

Department of Government and Politics

Jahangir Nagar University

*Bangladesh*



**Professor Yaamina Salman**

Director, Institute of Administrative Sciences (IAS)

University of Punjab

*Pakistan*



**Dr. Ramasamy Ramesh**

Senior Lecturer, Department of Political Science,  
University of Peradeniya, Peradeniya

*Sri Lanka*



**Dr. Srikrishna Shrestha**

Former Professor, Tribhuvan University

*Nepal*





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**Prof. Wenhui Yang**  
Peking University  
*China*



**Dr. Mohammad Mizanur Rahman**  
Secretary General, South Asian Network for Public  
Administration  
*Bangladesh*



**Dr. Woothisarn Tanchai**  
Secretary-General, King Prajadhipok's Institute  
*Thailand*



**Dr. Stithorn Thananithichot**  
Director of the Office of Innovation for Democracy, King  
Prajadhipok's Institute  
*Thailand*



**Ms. Nguyen Thi Hong Hai - TBC**  
Senior Lecturer and Dean, Faculty of Administrative  
Sciences and Organization - Personnel Management,  
National Academy of Public Administration  
*Vietnam*



**Dr. Agus Pramusinto**  
Chairman, Civil Service Commission of Indonesia  
President, Indonesian Association of Public Administration



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**Dr. William P. Shields, Jr.**

Executive Director, American Society for Public Administration

*United States of America*



**Dr. Mah Hui Lim**

Chairman, Third World Network

*Malaysia*



**Dr. Gopi Krishna Khanal**

Secretary, Government of Nepal



**Dr. Lizan E. Perante-Calina**

Dean, Graduate School of Public and Development Management, Development Academy of the Philippines



**Dr. Baikuntha Aryal**

Secretary, Government of Nepal



**Dr. Eduardo Perez Motta**

Competition Expert, USAID RESPOND

*Mexico*



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**Atty. Ruben Maximiano**

Senior Competition Expert, Organisation for Economic  
Co-operation and Development  
*France*



**Dr. Enrico L. Basilio**

Associate Professor, National College of Public  
Administration and Governance, University of the  
Philippines



**Dr. Reginald Ugaddan**

College Secretary, National College of Public  
Administration and Governance, University of the  
Philippines



**Dr. Eko Prasajo**

Professor, Universitas Indonesia



**Mr. Kenneth Sim**

Dean, Chandler Academy of Governance  
*Singapore*



**Dr. Ram Prasad Ghimire**

Secretary, Government of Nepal





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**Dr. Masao Kikuchi**

Associate Professor, School of Business Administration,  
Meiji University

*Japan*



**Prof. Jay Gonzalez**

Vice Provost for Global Affairs, Golden Gate University

*United States of America*



**Mr. John Garrity**

Chief of Party, USAID BEACON

*Philippines*



**Dr. Gi Heon Kwon**

Sungkyunkwan University

*South Korea*



**Prof. Hongmou Zhang**

Peking University

*China*



**Dr. Shyan Kirat Rai**

Deputy Director of Studies from Nepal Administrative  
Staff College

*Nepal*



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**Dr. Adriana Alberti**

Chief, Capacity Development Unit, Public Institute and Digital Government, United Nations Department of Economic and Social Affairs

*United States of America*



**Dr. Gilberto M. Llanto**

President, Philippine Institute of Development Studies



**Dr. Tirso A. Ronquillo**

President, Philippine Association of State Universities and Colleges

President, Batangas State University

ASEAN Engineer



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# PROGRAM





# 2022 EROPA CONFERENCE

**DAY 1 - 14 September 2022 (Wednesday)**

TIME (Local Nepali Time)	ACTIVITY
8:30 am to 9:00 am	Registration of Participants
9:00 am to 9:30 am	<b>Opening Ceremonies</b>
	<b>Hon. Minister Shri Rajendra Prasad Shrestha</b> Minister, Ministry of Federal Affairs and General Administration <i>Nepal</i>
	<b>Atty. Karlo Alexei B. Nograles</b> Chairperson, Civil Service Commission <i>Philippines</i>
	<b>Dean Ploy Suebvises</b> Graduate School of Public Administration-National Institute of Development Administration <i>Thailand</i>
	<b>Dr. Alex B. Brillantes, Jr.</b> Secretary-General, EROPA <i>Philippines</i>
9:30 am to 11:00 am	<b>Futures of Civil Service under the Pandemic</b>
	<b>Dr. Guido Bertucci</b> Executive Director, Governance Solutions International <i>United States of America</i>
	<b>Mr. Suresh Adhikari</b> Secretary, Government of Nepal
	<b>Chairman Alikhan Baimenov</b> Chairman, Astana Civil Service Hub <i>Kazakhstan</i>
	<b>Dr. Alexander Lopez</b> President, Central American Institute for Public Administration <i>Costa Rica</i>
	<b>Dr. Alex B. Brillantes, Jr.</b> Secretary-General, EROPA <i>Philippines</i> <b>Moderator</b>
11:00 am to 12:30 pm	<b>Managing the Pandemic under a Federal Structure: Lessons Learned and Good Practices</b>
	<b>Dr. Paul Anderson</b> Liverpool John Moores University <i>United Kingdom of Great Britain and Northern Islands</i>
	<b>Dr. Johanna Schnabel</b> Freie Universität Berlin <i>Germany</i>
	<b>Dr. Khim Lal Devkota</b>



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	Member of Parliament <i>Federal Republic of Nepal</i>
	<b>Professor Chanchal Kumar Sharma</b> Central University of Haryana <i>Republic of India</i>
	<b>Hon. Robinhood Padilla - TBC</b> Senator <i>Republic of the Philippines</i> Reactor
	<b>Dr. Keil Sören</b> Academic Head, International Research and Consulting Center (IRCC), Institute of Federalism, University of Fribourg <i>Switzerland</i> <b>Moderator</b>
12:30 pm to 1:30 pm	Lunch Break
1:30 pm to 3:00 pm	<b>Plenary on Reforming Governance and Public Administration</b>
	<b>Professor Mohammad Tarikul Islam</b> Department of Government and Politics Jahangir Nagar University <i>Bangladesh</i>
	<b>Professor Yaamina Salman</b> Director, Institute of Administrative Sciences (IAS) University of Punjab <i>Pakistan</i>
	<b>Dr. Ramasamy Ramesh</b> Senior Lecturer, Department of Political Science, University of Peradeniya, Peradeniya <i>Sri Lanka</i>
	<b>Dr. Srikrishna Shrestha</b> Former Professor, Tribhuvan University <i>Nepal</i>
	<b>Prof. Wenhui Yang</b> Peking University <i>China</i>
	<b>Dr. Mohammad Mizanur Rahman</b> Secretary General, South Asian Network for Public Administration <i>Bangladesh</i> <b>Moderator</b>
3:00 pm to 4:30 pm	<b>Plenary on Local Governance and Leadership</b>
	<b>Dr. Woothisarn Tanchai</b> Secretary-General, King Prajadhipok's Institute <b>Dr. Stithorn Thananithichot</b>



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	Director of the Office of Innovation for Democracy, King Prajadhipok's Institute <i>Thailand</i>
	<b>Ms. Nguyen Thi Hong Hai - TBC</b> Senior lecturer and Dean, Faculty of Administrative Sciences and Organization - Personnel Management, National Academy of Public Administration <i>Vietnam</i>
	<b>Dr. Agus Pramusinto</b> Chairman, Civil Service Commission of Indonesia President, Indonesian Association of Public Administration <i>Indonesia</i>
	<b>Dr. William P. Shields, Jr.</b> Executive Director, American Society for Public Administration <i>United States of America</i>
	<b>Dr. Mah Hui Lim</b> Chairman, Third World Network <i>Malaysia</i>
	<b>Dr. Gopi Krishna Khanal</b> Secretary Government of Nepal
	<b>Dr. Lizan E. Perante-Calina</b> Dean, Graduate School of Public and Development Management, Development Academy of the Philippines <b>Moderator</b>
4:30 pm to 6:00 pm	Parallel Sessions

**Prof. Sonia Fontanilla-Pimentel**  
Dean, College of Governance and Public Policy  
University of Makati

**Prof. Michville A. Rivera**  
OIC Dean, College of Public Administration  
Pamantasan ng Lungsod ng Valenzuela

**Masters of Ceremonies**





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## DAY 1 PARALLEL SESSIONS - 14 September 2022 (Wednesday)

4:30 pm to 6:00 pm	<p>Panel 1: Decentralization, local autonomy, and subsidiary</p> <p>Moderator:</p> <p><b>Dr. Ma. Carmen Peñalosa</b> <i>Miriam College</i></p>	Ms. Geentanjali Upadhyaya	"Governmental Management of COVID 19: Evidence from Siddharthanagar Municipality of Nepal"
		Dr. Durga P Chhetri	"Taking Power Back: Governing Pandemic and Local Government Institutions in India"
		Prof. Rukmini Bhattacharjee	"Analysing Decentralization for Strengthening Governments: A Theoretical Perspective"
		Dr. Maryam U. Lauban Dr. Saidamin P. Bagolong	"Implementation of Overseas Workers Welfare Administration Benefits and Services for the Overseas Filipino Workers in Bangsamoro Autonomous Region in Muslim Mindanao"
		Dr. Khim Lal Devkota	Implementation of Federalism in Nepal



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	<p>Panel 2: Lesson learned in the Pandemic</p> <p>Moderator: <b>Dr. Joan T. Ruiz</b> <i>Isabela State University</i></p>	<p>Ms. Saharin Priya Shaoun Mr. Mahtab Uddin Chowdhury</p>	<p>"State of Local Government in response to the pandemic in Bangladesh: Challenges and Way Forward"</p>
		<p>Mr. John Paul Maina</p>	<p>"Navigating Emergency but Licit Procurement During Pandemics"</p>
		<p>Mr. Antonio Salazar Jr.</p>	<p>"The Implementation of Community Quarantine Protocols in the Barangay Level: Treating Barangay Health Emergency Response Teams (BHERTS) Barangay Guiwan I as Street-Level Bureaucrats"</p>
		<p>Dr. Kristoffer B. Berse Mr. Lianne Angelico C. Depante</p>	<p>"Dynamics, Challenges, and Prospects for Mainstreaming Science Advice in Local Crisis Management: Lessons from COVID-19 in the Philippines."</p>



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		MSc. Tran Toan Trung MSc. Do Ngoc Nhung	"Improving the Efficiency of State Management of Ethnic Minorities Cultural in the Context of Covid-a9 Pandemic in Vietnam"
	<p>Panel 3: Role of government in crisis/crisis management</p> <p>Moderator: <b>Dr. Pilar Berse</b> <i>Ateneo de Manila University</i></p>	Dr. Ebinezer Florano	"Ensuring Public Service Continuity during Public Health Crises"
		Dr. Ivy Sarah Mae Berowa-Arimao	"Government Response to COVID-19 as Basis for Policy Recommendations: The Case of the Philippines"
		Mr. Sudhir Kumar Sah	"Role of Government in Pandemic Management: Need for Strengthening Local Bodies in Nepal"
		Dr. Mohammad Rezaul Karim	"Streamlining Development Progress During COVID-19 Pandemic in Bangladesh: Styles and Strategies"





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		Dr. Akram Elentably	"The Role of Governance to Enhancing Supply Chain Under the COVID-19 Pandemic"
	<p>Panel 4: Capacity building for civil servants in relation to crisis management</p> <p>Moderator: <b>Prof. Simeon Ilagao</b> <i>National College of Public Administration and Governance, University of the Philippines</i></p>	<p>Mr. Shailendra Prasad Bhatt</p> <p>Mr. Pramod Niroula</p>	"Frontline Healthcare Professionals' Work Effectiveness During COVID-19 in Nepal: What Matters?"
		<p>Dr. Maria Lourdes G. Rebullida</p> <p>Prof. Matthew Manuelito S. Miranda</p>	"Enhancing Bureaucracy's Capacity for the UN SDGs Implementation, Monitoring, and Reporting"
		Mr. Gyan Laxmi Shrestha	"COVID-19 Management in Nepal: Exploring the experiences of the elected officials in Baglung Municipality"
		Mrs. Trang-Thu Nguyen	"Towards the Open Government Partnership: The Tale of Vietnam"



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		Mr. Kier B. Franco and Mr. Chris Allen G. Matute	"Public Service at Home: Retention Framework Towards Effective Remote Work Arrangement in the Government"
	Panel 5: Role of local government in responding to crisis/crisis management  Moderator: <b>Dr. Maria Fe V. Mendoza</b> <i>National College of Public Administration and Governance, University of the Philippines</i>	Ms. Zarina Marie Vazquez Dr. Rizalino Cruz	"Collective Action Dilemmas and Mechanisms in the Time of COVID-19: Examining Local Government Response in the Philippines"
		Ms. Roshani Bhujel	"Strengthening the Roles of Local Government in Managing Covid-19 Situation in Nepal"
		Ms. Fatima M. Moncada	"Mapping the Tsunami Risk Reduction Performance of Local Disaster Offices from Risk Perception to Practice"
		Kamal Raj Lamsal	"Role of local



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			government to combat global pandemic: A case of Birendranagar Municipality"
		Mr. Timothy John A. Pasicolan Dr. Rizalino B. Cruz	"Rethinking Governance and COVID19: Examining Spatial Relations Among LGUs in NCR+ Provinces in Managing COVID19"
	Panel 6: Information sharing and networking among all tiers of governments  Moderator: <b>Dr. Erwin Alampay</b> <i>National College of Public Administration and Governance, University of the Philippines</i>	Dr. Azam Khani Valdani	"Analysis of the Political Economy of COVID-19 in the Rentier, Quasi-Rentier, and Non-Rentier States Based on the Network Analysis Method"
		Assoc. Prof. Seyed Kamal Vaezi	"Covid-19 and New Development Administration Philosophical Mindset Approach"
		Carlos Miguel S. Oñate Jewel Mareai M. Arnejo Nicole Tabayoyong Abegail E. Lubigan	"Communicating Covid-19 in the Philippines: The Dynamics and Impact of the Government Pandemic





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			Communication Response"
		Dr. M. Ashaq Malik	"Bioverance: Identifying and Strengthening the Role of the Governments in Biodiversity Conservation and Fighting Climate Change"
		Dr. Ruetaip Chansrakao	"Don't Call Us, We'll Call You": Call Center Fraud During the COVID 19 in Thailand"
	<p>Panel 7: Best practices and lessons learned from local government response to the pandemic</p> <p>Moderator: <b>Dir. Alice Celestino</b> <i>National College of Public Administration and Governance, University of the Philippines</i></p>	Ms. Reiou Regie Manuel	"LGU Power: Malabon Epidemiology and Surveillance Unit's Innovative Management and Localized Operationalization of Detection and Isolation Strategies under the PDITR+V Strategy"
		Ms. Imma Galerian Dr. Perla P. Palomares	"The COVID-19 Health Emergency Response of Cagayan de Oro City, Northern Mindanao"
		Ms. Ederlyn Bote Prof. Marshal Murillo	"Experience, Practice and



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			Public Health Policy Instruments During the Implementation of the Covid-19 Mass Immunization Campaign: A Case-study of Libmanan, Camarines Sur, Philippines"
		Mr. Neon Anthony Mila	"MALASAKIT SA GITNA NG KRISIS: AN IMPACT ANALYSIS ON THE RESPONSE OF THE LOCAL GOVERNMENT UNIT OF SARIAYA TO INDIVIDUALS INFLICTED BY COVID-19"
		Prof. Pamela Muhi Prof. Rosa Bella M. Quindoza	"Risk and Crisis Communication on COVID – 19 in Marikina and Pasig: The Case of Two Philippine Cities"



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	Panel 8: Effective intergovernmental relations  Moderator: <b>Buddhi Man Shrestha, Ph.D.</b> <i>Tribhuvan University</i>	Dr. Victoria P. Valenzuela	"Strengthening the City Government's Role Through Intergenerational Collaboration in Responding to Sustainable and resilient Pandemic Recovery: Evidence from the Philippines"
		Ms. Ernestine Umuhoza Dr. Albert O. Maake	
		Prof. Vien Jamaica D. Samson Prof. Maria Tiara Fatima F. Galang	"Towards Fostering Knowledge Co-Creation Amidst the Pandemic: A Case Study of Knowledge Management Implementation among Selected LGUs in the Province of Tarlac"
		Mr. Buddy T. De Jesus	"Factors That Influence The Active Membership Of The Informal Sector To The National Health Insurance"





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			Program In The Province Of Cagayan, Philippines"
		Ms. Anita Poudel	"Nepali Migrant Workers and their Right Based Concerns Amidst COVID-19
	<p>Panel 9: Experiences on Public Service Delivery</p> <p>Moderator: <b>Dr. Narayan Prasad Regmi</b> <i>Joint Secretary, Government of Nepal</i></p>	Capt. Ferdinand Buscato	"Sustainable Reintegration Approach: A Comparative Assessment of the Enhanced Comprehensive Local Integration Program (E- CLIP) in the Province of Sultan Kudarat during Pandemic"
		Dr. Lorena Valerio	"People's Assessment of the Leadership Competencies of the Local Chief Executives During the Pandemic"
		<p>Dr. Koichi Kawai</p> <p>Dr. Tomoya Yokoyama</p> <p>Dr. Tomohiro Seki</p> <p>Ayako Hirata</p>	"Policy Implementation of Street-Level Bureaucrats under the COVID-19 Pandemic: Analyzing the



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			Behavioral Patterns of Public Health Center Staff in Japan"
		Ms. Mary Ann T. Santos	"Research Literacy And Skills Among Research Coordinators In The Schools Division Of Cauayan City"
		Prof. Cho Myeong Sung	"Proactive Governance of the Korean Government and Its Implications "
	Panel 10 -Youth in Governance and Public Administration Amidst the Pandemic  Moderator:  <b>Ms. Caren Claire Avenido</b> <i>Junior Philippine Society for Public Administration</i>	<b>Keziah Therese Gerosano</b> Director of Partnership, UN1FY	
		<b>Hemavathis S. Shekhar</b> Founder, ENACT	
		<b>Dexter Yang</b> Founder, GoodGov PH	
	Panel 11: Coordinated efforts across governments, private sectors, and civil society  Moderator:	Prof. Akio Kamiko	"The Necessity of Administrative Democracy and its Validity Measured by the Indices of Inherent Scale of



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	<b>Prof. Cliff Ransom</b> <b>Wendell B. Lilangan</b> <i>Holy Angel University</i>		Democracy"
		Dr. Thi Thu Cuc Nguyen	"Community Participation in Local Investment Decisions: A Case of Participatory Decision-making in Communes in Viet Nam"
		Prof. Lakmodin Z. Abdulhadi	"The Participation of Civil Society Organizations in the Developmeny of Talitay, Maguindanao"
		Mr. Laniel Ryan Untong	"The Participation of Youth Organization During the Ratification of Bangsamoro Organic Law in Cotabato City"
		Dr. Purna Nepali	"The KUSOM Public Policy Lab in Nepal: Vehicle for State and Societal Transformation"
	Panel 12: Citizen's engagement in the governance  Moderator: <b>Ms. Nelin Dulpina</b> <i>National College of</i>	Mr. Alce C. Quitaig Ms. Rochel April O. Pua Ms. Patricia Ann A. Quisao	"Volunteerism as a Driver of Exacting Public Accountability: The Citizen's Budget Tracker Initiative on





# 2022 EROPA CONFERENCE

	<i>Public Administration and Governance</i> <i>University of the Philippines</i>		Scrutinizing COVID-19 Response Spending in the Philippines"
		Mr. Bishnu Prasad Lamsal Deputy-Dir. Anil Kumar Gupta	"Citizens Satisfaction with Public Service: What Factors Affect?"
		Dr. Joseph Navarro	"The Role of Social Media in Building String Institutions Through Citizens Engagement in Times of Crisis"
		Prof. Pompeyo Adamos II Prof. Maria Salve Rubaya-Adamos	"Citizens Engagement In Governance In The Province Of Rizal, Philippines"
		Mr. Min Raj Gyawali	"Community Health Score Board (CHSB) for Quality Service, Accountability and Governance: Learning from Nepal"
	Panel 13: Governance Futures Lab (1)  Moderator: <b>Dr. Reginald Ugaddan</b>	Mr. Jephthe O. Munez	"Fiscal Futures as a Public Sector's Budgetary Reform: Ramifications Towards Sustainable



## 2022 EROPA CONFERENCE

	<i>National College of Public Administration and Governance, University of the Philippines</i>		Development in the Philippines"
		Bicol State College of Applied Sciences and Technology	"Strategic Foresight in the Technology Transfer of Climate Change Resilient Housing in Bicol Communities"
		Agusan del Sur State College of Agriculture and Technology (ASSCAT)	#FEAST: Food Ensuring A Sustainable Table
		Social Innovation Research Center - Batangas State University	Challenge and direction in the management of watershed



# 2022 EROPA CONFERENCE

**DAY 2: 15 September 2022 (Thursday)**

TIME (Local Nepali Time)	ACTIVITY
8:30 am to 9:00 am	Registration of Participants
9:00 am to 10:30 am	<b>Plenary on Governance and Competition</b>
	<b>Dr. Baikuntha Aryal</b> Secretary, Government of Nepal
	<b>Dr. Eduardo Perez Motta</b> Competition Expert, USAID RESPOND <i>Mexico</i>
	<b>Atty. Ruben Maximiano</b> Senior Competition Expert, Organisation for Economic Co-operation and Development <i>France</i>
	<b>Dr. Enrico L. Basilio</b> Associate Professor, National College of Public Administration and Governance, University of the Philippines <b>Moderator</b>
10:30 am to 12:00 pm	<b>Trailblazing the Directions of Public Administration Education: A Discussion on the Current State and Futures of Public Administration Education in Asia and the Pacific</b>
	<b>Dr. Reginald Ugaddan</b> College Secretary, National College of Public Administration and Governance, University of the Philippines
	<b>Dr. Eko Prasajo</b> Universitas Indonesia
	<b>Mr. Kenneth Sim</b> Dean, Chandler Academy of Governance <i>Singapore</i>
	<b>Dr. Ram Prasad Ghimire</b> Secretary, Government of Nepal
	<b>Dr. Tirso A. Ronquillo</b> President, Philippine Association of State Universities and Colleges President, Batangas State University, ASEAN Engineer
	<b>Dr. Masao Kikuchi</b> Associate Professor, School of Business Administration, Meiji University, <i>Japan</i> Discussant
	<b>Prof. Jay Gonzalez</b> Vice Provost for Global Affairs, Golden Gate University <i>United States of America</i> <b>Moderator</b>



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12:00 pm to 1:00 pm	Lunch Break
1:00 pm to 2:30 pm	<b>Plenary on Digital Transformation and Governance</b>
	<b>Usec. Maria Victoria Castro</b> Undersecretary for Digital Philippines, Department of Information and Communications Technology <i>Philippines</i>
	<b>Mr. John Garrity</b> Chief of Party, USAID BEACON <i>Philippines</i>
	<b>Mr. Rajendra Jain</b> ICT Expert, USAID RESPOND <i>United Kingdom</i>
	<b>Dr. Gi Heon Kwon</b> Sungkyunkwan University <i>South Korea</i>
	<b>Prof. Hongmou Zhang</b> Peking University <i>China</i>
	<b>Dr. Shyan Kirat Rai</b> Deputy Director of Studies from Nepal Administrative Staff College <i>Nepal</i>
	<b>Dr. Adriana Alberti</b> Chief, Capacity Development Unit, Public Institute and Digital Government, United Nations Department of Economic and Social Affairs <i>United States of America</i>
	<b>Dr. Gilberto M. Llanto</b> President, Philippine Institute of Development Studies <b>Moderator</b>
2:30 pm to 4:00 pm	Parallel Sessions
4:00 pm to 5:00 pm	<b>Closing Ceremonies</b>
	<b>Report of the Conference Rapporteur</b>
	<b>Report of the 2023 EROPA Conference</b>
	<b>Carlos P. Ramos Award for Best Paper</b>
	<b>EROPA Lifetime Achievement Award</b>
	<b>Mr. Arjun Prasad Pokharel</b> Secretary, Ministry of Federal Affairs and General Administration <i>Nepal</i>

**Prof. Sonia Fontanilla-Pimentel**  
Dean, College of Governance and Public Policy  
University of Makati

**Dr. Sanjay P. Claudio**  
Director, Quality Assurance Office  
Polytechnic University of the Philippines

**Masters of Ceremonies**





# 2022 EROPA CONFERENCE

## DAY 2 PARALLEL SESSIONS - 15 September 2022 (Thursday)

2:30 pm to 4:00 pm	Panel 14: Structural and procedural reform to public service delivery  Moderator: <b>Dr. Ma. Carmen Peñalosa</b> <i>Miriam College</i>	Ms. Reiou Regie Manuel	"Dilemma and Decision Space: The (Un)Collective Action of DOH-MMCHD and Malabon LGU in Health Promotion in the New Normal"
		Assoc. Prof. Seyed Kamal Vaezi	"Developing New Patterns of Performance Management in State Development Program"
		Dr. Sharon Grace Suarez-Yabut	"Building an Institutional Resilience: Creating Agile Reforms in Public Administration"
		Mr. Sajid Sheikh	"Policy Reforms Needed for Better River Water Quality in the Kathmandu Valley"
		Engr. Rejean Zulueta	"Operations Management And Farmers Satisfaction Of



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			Tagum City Agriculture Office"
	<p>Panel 15: Protecting public goods</p> <p>Moderator: <b>Dr. Joan T. Ruiz</b> <i>Isabela State University</i></p>	Mr. Alce Quitilig Prof. Reginald Ugaddan	"Good Governance? Redistribution and Economic Condition in East and Southeast Asian Countries"
		Dr. Jalton Garces Taguibao	"Cleaning Up the Philippine Energy Mix: Policy Windows and Policy Reform amidst COVID 19 and a New Government"
		Ms. Rosemaries Casimiro	"Local Pandemic Response and Its Implications for Building Resilient Communities and Enabling Policy Environment"
		Maja-Layne Z. Edejer, EnP.	"A Comprehensive Study Of The Barangay Solid Waste Management System Of The Municipality Of Cabagan"
		Ms. Suvechha Nepal	"Refine SEZ Laws to Create Trade Balance"



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	<p>Panel 16: Utilizing social capital</p> <p>Moderator: <b>Dr. Maria Victoria Raquiza</b> <i>National College of Public Administration and Governance University of the Philippines</i></p>	Prof. Al-Ghani D. Mohammad	"Socioeconomic intermediations of conditional cash transfer to low-income earners"
		Dr. Reona Hayashi	"Affect and Cognition in NIMBYism in the Case of Social Acceptance of High-Level Waste Disposal Site in Japan"
		Arab, Al-Wahid P. Agripa, Diona B. Balmatero, Lesther D. Cahinde, Ana Marie D. Candelaria, Joyce B., Castillo, Patrick P., Figueroa, Gissel M., Galicia, Jonathan T., Malaluan, Edmar M.	"Assessment of the Level of Participation of Public Administration Students of Taguig City University in Various Civic Engagement Activities in Taguig City"
		Mr. Trilochana Pokhrel Dr. Sudeep Uprety	"Citizen's Trust in Health Service Delivery during COVID-19 pandemic: A Case of Chandragiri Municipality, Nepal"
		Mr/Ms. Min Raj Gyawali Mr/Ms. Jyoti Karki	"Community Health Score"



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			Board (CHSB) for quality Services and Governance: Practices and Lessons Learned in Nepal"
	<p>Panel 17: Experiences and good practices on governance reform</p> <p>Moderator: <b>Dr. Kristoffer Berse</b> <i>National College of Public Administration and Governance, University of the Philippines</i></p>	Prof. Defny Holidin	"How Enough is Good Enough Governance?"
		Vladimir Cabrera Janica Javillo Lutgarda Villegas	"Implications of the Mandanas-Garcia Ruling and the Future of the Sustainable Livelihood Program"
		Mr. Baburam Bhul	"Reforming the Governance and Public Administration in Nepal"
		Dr. Divya Ananad Dr. Devi Roy	"Importance of Intergovernmental Relations in Modern Governance: A Case Study of Canada"
		Atty. Julie Binaldo-Velasco, Ph.D.	"A Validated Code for the Peaceful Conduct of the Electoral Process"
	Panel 18: Multi-skilled human resource management	Dir. Panapa Chintaradeja and Ms. Supachai Yavaprabhas	"Public Service Motivation among the Millennials of the





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	<p>Moderator:  <b>Jehiel Fabon, MD</b>  <i>Novaliches Hospital  National College of  Public Administration  and Governance,  University of the  Philippines</i></p>		<p>Bangkok  Metropolitan  Administration  (BMA) Public  Officials during  Covid-19  Pandemic"</p>
		Dr. Tran Thanh Nga	<p>"Improving  Assessment  Criteria for  Quality of  Economic  Management -  Civil Servants in  Vietnam"</p>
		Dr. Kenichi Nishimura	<p>"An Analysis of  the Relationship  Between the  Mayor's  Perception on the  Role of the Local  Development  Council and the  Mayor's Behavior  and Local  Government  Performance: the  Philippine Case"</p>
		Mr/Ms. Anup Bhurtel Mr/Ms. Chandni Kayastha	<p>" Perceived  Organizational  Support and  Trustworthiness:  A Study on Trust  of Local  Governments  towards  Provincial and  Federal</p>



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			Governments of Nepal"
		Dr. Ma. Victoria R. Raquiza	"If MSMEs are so great, why the longstanding lack of budgetary support?: The case of Philippine MSMEs"
	<p>Panel 19: Human-centered design and system</p> <p>Moderator: <b>Atty. Allan Hil B. Pajimola, EnP</b> <i>Don Mariano Marcos Memorial State University</i></p>	Dr. Medardo Bombita	"Motives, Problems, and Reforms in Transnational Higher Education: A Case Study of SUCS in the Philippines"
		Engr. Moses Mabute	"Adaptive Social Policy on Energy and Resource Consumption Security for Human Habitat of Local Government Units"
		Dr. Shyan Kirat Rai	"Connecting Government to Citizens at the Time of Crisis: Shift Towards the Use of Technology"
		Ms. Ayurisya Dominata	"The Potential of Technostress for Indonesian Female



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			Researchers During the Work From Home System"
		Ms. Pritika Bhatta	"Where Does Our Education System Lie?"
	<p>Panel 20: Channel of service delivery</p> <p>Moderator: <b>Dr. Koichiro Agata</b> <i>Waseda University</i></p>	Ma. Dorothee J. Villarruz, MPA, EdD Dirk Diestro, EdD Miraluna T. Sabid, EdD Grazl T. Baria, EdD Elmer M. Albaladejo, EdD	"Managing Global Changes in Education during Pandemic"
		Mr. Patrick Alcanar Mr. Paul Nicolas Esguerra Ms. Aileen Faye Esperanza Ms. Bianca Luz Tuason	"Ease of Doing Business and Efficient Government Service Delivery (EODB/EGSD): Determining Enablers, Challenges, and Outcomes in the Philippine Sector"
		Mr. Bryle Tyronn Boquiron	"Strategic Foresight and Decision-Making: Literature Review on Public Sector Leadership"
		Dr. Purity K. Gitonga	"The Place for Public Education and Awareness in Times of Crisis: The Story of Kenya"



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		Mr/Ms. Baidido Amlon Lawan Mr/Ms. Nezzar Fahima Ali UNSI	"The Extension Service Delivery of the Agricultural Training Institute to the Farmers in Malitubog Maridagao River Irrigation System"
	<p>Panel 21: Locally rooted innovations</p> <p>Moderator: <b>Ms. Sharon Yabut</b> <i>National College of Public Administration and Governance University of the Philippines</i></p>	Mr. Antonio Salazar Jr.	"The Role of Institutions in Enhancing Collective Action: Sustainability of Community-based Domestic Water Systems in Janiuay, Iloilo"
		Adriano, Nattassia V. Albiento, Moses Mijkhael SD. Sugui, Lemuel Ahmad C. Ugaddan, Reginald G.	"Disruption and Governance Innovation: An Empirical Assessment of Work-From-Home Arrangements on Women Civil Servants in the Philippines"
		Mr. Rec Eguia	"From Idea to Impact: University Innovation Orchards of Science and Technology in Davao Region, Philippines"





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		Mr. Julian Donio Castro	"Active Transportation Policies in Metro Manila, and its Prospects Towards a Sustainable Transportation System in the Philippines."
		Ms. Hanh Le Hong	"EFFECTIVE DEALING OF FAKE NEWS - THE SUCCESS OF THE VIETNAM GOVERNMENT IN THE BATTLE AGAINST COVID 19"
		Mr. Michville A. Rivera and Mr. Ramces M. Dili	The Effectiveness of the Socialized Government Housing Program for Disaster Resilience: The Case of a Complete In-City Housing Project in Valenzuela City
	Panel 22: Bottom-up innovations and collective intelligence  Moderator: <b>Dr. Akio Kamiko</b> <i>Ritsumeikan University</i>	Ms. Lindawati	Collaborative Funding Innovation for Sustainable Development
		Ms. Lindawati	Cross-agencies and Community Collaboration for



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			Tourism in Lebak Regency, Banten Province, Indonesia
		Dato' Sri Mohd Shafiq Bin Abdullah	"Innovation and Collaboration in Managing COVID-19 (Malaysian Experience)"
		Prof. Pham Ngoc Huyen	"Hierarchy, Decentralization And Local Authorized Innovation In Managing Global Changes"
		Prof. Georges Labaki	"Leading change in governance and public administration in managing global trends: A change of paradigm?"
	<p>Panel 23: Digital-based service delivery or using digital tools for service delivery</p> <p>Moderator: <b>Prof. Joseph Guinto Navarro</b> <i>St. Dominic College of Asia</i></p>	Joint Secretary Pradeep Pariyar	"Addressing Public Complaints During COVID 19 through Digital Complaint Handling System: Lessons Learned from Nepal"
		Dr. Engr. Noriel Christopher C. Tiglao	"Promoting Collaborative Governance and Local Public



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			Transport Reforms in the Philippines through Crowdsourcing and Digital Co-Production: A Case Study of General Santos City"
		Mr. Yam Bahadur Uparkoti	"Land Records Information Management System Impacts in Nepal"
		Prof. Juvy Lizette Gervacio	"Build Forward Better: Developing Capacities of Public Servants Through Digital Education"
		Mr. Chiranjibi Pantha	"Impact Assessment of Nepal National Single Window System in Import of Livestock, Livestock Products and Livestock Production Materials in Nepal"
	Panel 24: Digital governance	Ms. Nermae RJ C. Acino Ms. Mayumi Ampon Ms. Jiliane Armeña	"Prospects in e-Governance: Experiences from



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	<p>Moderator:  <b>Mr. Karl Emmanuel Ruiz</b>  <i>National College of Public Administration and Governance, University of the Philippines</i></p>	<p>Ms. Jeanette T. Cunanan  Mr. Charles Earl Lyric Ycot  DR. ANA LEAH D. CUIZON</p>	<p>Cebu City, Philippines"</p>
		<p>Dr. Cathy de Castro  Dr. Errol G. De Castro</p>	<p>"E-Government Adoption of Local Governments in the Philippines"</p>
		<p>Mr. Patrick John Reyes</p>	<p>"Adoption of e-Government Services Viewed Through the Lens of Bureaucrats: The Case of e-Regulation System of Non-Governmental Organizations in the Philippines"</p>
		<p>Dr. Achilles Charles G. Grandeza</p>	<p>"Modeling the Constructs of Accelerating Digital Transformation in the Basic Education"</p>
		<p>Ms. Julianne Vizcayno  Mr. Paul John Hernandez  Dr. Reginald G. Ugaddan</p>	<p>"Evaluating E-Governments: An Empirical Study Using the Expectancy Disconfirmation and the Updated DeLone and McLean IS Models"</p>
	<p>Panel 25: Public</p>	<p>Enrico L. Basilio, DPA</p>	<p>Public Enterprise</p>





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Enterprises		Reform Agenda
<p>Moderator: <b>Rafael April S. Rivera,</b> <b>PhD (cand.)</b> <i>UPPAF RESPOND</i></p>	Jocelyn Cuaresma, PhD	Exploring the Impact of Government Subsidy on the Financial and Socio-economic Performance of Heavily Subsidized Government Corporations
	Maria Fe Villamejor-Mendoza, PhD	Assessment of the Governance Commission for GOCCs (GCG)
	Alex Brillantes, PhD	GOCCs and Regional Development
<p>Panel 26: Governance Futures Lab (2)</p> <p>Moderator: <b>Dr. Reginald Ugaddan</b> <i>National College of Public Administration and Governance, University of the Philippines</i></p>	<p>Caren Claire Avenido Alice Leika Bejer Kent Elmann Cadalin Nelin Estocado-Dulpina Jennifer GayleFlores Joshua Rei Maximo Ray Daniel Peralta Leah Peralta Justine Perez</p>	"The Futures of Primary Healthcare in the Philippines: Embedding Foresight and Futures Thinking in Healthcare towards "Lusog" Philippines by 2050"
	Partido State University	Sense-Making and Strategic Visioning Towards Sustainable Environments for the Coastal Communities of



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			Partido
		Camarines Sur Polytechnic College	ALPAS (ALleviating PAndemic Severity) Through Foresight: Capping the Digital Divide
		Batangas State University	Futures of the Senior Citizens in Batangas City, Philippines



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## Schedule Guide - Conversion to Different Time Zones

9:00 AM to 6:00 PM *Local Nepali Time*



DHAKA, Bangladesh

9:15 AM

6:15 PM



BEIJING, China

11:15 AM

8:15 PM



PUERTO LIMON, Costa Rica

9:15 PM

6:15 AM



BERLIN, Germany

5:15 AM

2:15 PM



IST, India Standard Time

8:45 AM

5:45 PM



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JAKARTA, Indonesia

10:15 AM

7:15 PM



TEHRAN, Iran

7:45 AM

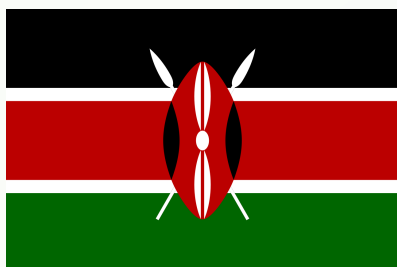
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TOKYO, Japan

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NAIROBI, Kenya

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SEOUL, South Korea

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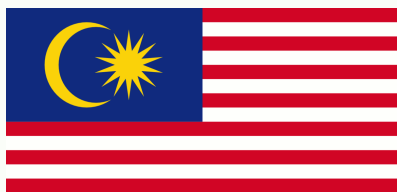
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BEIRUT, Lebanon

6:15 AM

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KUALA LUMPUR, Malaysia,

11:15 AM

8:15 PM



MEXICO CITY, Mexico

10:15 PM

7:15 AM



MANILA, Philippines

11:15 AM

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KIGALI, Rwanda

5:15 AM

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RIYADH, Saudi Arabia

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# ABSTRACTS



## PANEL 1: DECENTRALIZATION, LOCAL AUTONOMY, AND SUBSIDIARY

### **"Governmental Management of COVID 19: Evidence from Siddharthanagar Municipality of Nepal"**

**Ms. Geentanjali Upadhyaya**

This study explores the overall supply side issues and identifies main issues experienced by one of Nepal's local governments in managing COVID 19 focusing particularly on public health and social measures. Taking case of Siddharthanagar municipality, this study identifies human resource mobilization, local health financing, external stakeholders; engagement and public sector network as the major issues in COVID 19 management. This study reveals that informal networks of the elected representatives and civil staffs were utilized for COVID-19 management, and argues for optimal human resource planning and mobilization for effective institutional response. This study underscores the need for federal and provincial fiscal support to the local governments after proper assessment of their needs for crisis management. This study emphasizes the engagement of external stakeholders in crisis management and calls for a harmonized and coordinated interagency response to tackle pandemic.

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### **"Taking Power Back: Governing Pandemic and Local Government Institutions in India"**

**Dr. Durga P Chhetri**

The outbreak of COVID-19 across the globe has resurrected the criticality of local government institutions. The response to the crisis of pandemic is largely a centralised one including the decision of lockdown. The pandemic governance in most of the countries, therefore, contributed to a (temporary) surge in centralisation and the local government institutions are isolated and deprived of their powers and role in subnational crisis mitigation. This has led to the return of predecentralisation top-down governance mode and 'taking power back' from the local government institutions. The top-down strategy for managing a crisis is typical and reflects the historically ingrained tradition of executive centralism. Particularly in the first phase of the pandemic crisis analysed here, the national government played a central role in governing the pandemic, while the local government institutions saw their powers temporarily reduced or even cancelled. Many policy initiatives were characterised by a strong tendency towards centralisation. Though it is widely recognised in the literature that in a crisis a centralised decision-making system is more efficient than a multilevel political architecture of governance but it is also important that a 'whole of society' problem requires a 'whole of government' response. It is, therefore, the decentralised responsibilities in pandemic governance are important supporting factors for pandemic management. It required a rapid response from all actors within the multi-level system and



activated multiple vertical and horizontal coordination mechanisms in the complex intergovernmental setting of India 'cooperative federalism'. Against this backdrop, this paper explores the question of decentralisation and autonomy in the light of the Covid-19 pandemic's impact on local government in India. The paper also seeks to answer the question of how the intergovernmental system in India responded to the crisis and to what extent the pandemic has changed pertinent patterns of multi-level governance, paying special attention to the role of local government in crisis management.

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## **"Analysing Decentralization for Strengthening Governments: A Theoretical Perspective"**

**Prof. Rukmini Bhattacharjee**

*Amity University, India*

The strength of government is in practice usually measured through the varied indices which reflect its resilience, robustness, suppleness, quality of delivery of public services among many other features which represent a strong government. The analysis of the strength of the governments become particularly significant with the occurrence of any crisis with the potential of disrupting the usual business of the governments. In this context decentralisation may emerge as the viable tool of dissemination of functions, responsibilities, accountability within a governmental structure to strengthen and make the system more efficient through planned allocation of resources for effectively executing assigned duties and powers. The emergent multi-level governance on account of decentralization of governments is viable to preserve and enhance the strength of governments while retaining efficient autonomy of each level of the government. However, the designing of decentralized governmental structure is not the final solution but the focus should be on making decentralization work. The successful working of decentralization determines to an appreciable extent the strength of governments but one cannot ignore the fact that all decentralized governments are not strong and resilient. This informs that there are certain preconditions which are essential to ensure successful working of decentralized governments. The paper thus seeks to analyze the effect of decentralization on the strength and success of governments from a theoretical perspective.

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## **"Implementation of Overseas Workers Welfare Administration Benefits and Services for the Overseas Filipino Workers in Bangsamoro Autonomous Region in Muslim Mindanao"**

**Dr. Maryam U. Lauban**

*Datu Siang Central School, Cotabato City*

**Dr. Saidamin P. Bagolong**

*Cotabato State University, Maguindanao, Philippines*



The study determined the implementation of Overseas Workers Welfare Administration Benefits and Services for the Overseas Filipino Workers (OWWA) in Bangsamoro Autonomous Region in Muslim Mindanao (BARMM) using descriptive correlation to 195 respondents and utilizing mean and Pearson-r Correlation. Results revealed that the OWWA benefits and services for OFWs in BARMM in terms of Reintegration Program and Workers Assistance and On-site Services were highly implemented. However, the Repatriation Assistance Program, Loan and Other Credit Assistance Program, and Social Benefits were moderately implemented. In terms of affording full protection to labor, promoting full employment opportunities for all, protecting Overseas Filipino Workers, promoting the rights, interests, and welfare of the OFWs and their families, providing gender-responsive welfare assistance, and providing programs and services as were moderately attained. The correlational analysis between the implementation and attainment of OWWA's benefits and services objectives revealed a significant relationship and rejected the null hypothesis. Hence, the implementation of OWWA benefits and services is supported by the OFWs, local government, and other sectors. It is recommended that the implementation and support of the OWWA Benefits and Services for Overseas Filipino Workers in the Bangsamoro Autonomous Region in Muslim Mindanao should be intensified.

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### Implementation of Federalism in Nepal

**Dr. Khim Lal Devkota**

*Member of Nepali Parliament*

Nepal passed through an unprecedented period in its history for a decade due to the armed conflict initiated by the then Communist Party of Nepal (Maoist). About 17,000 people were killed, thousands were injured and thousands others were displaced in the conflict that began in 1996. After the Maoists entered the peace process in late 2006, another movement began in the Madhesh region, the country's southern plains. Thousands of people of hilly origin were displaced from Madhesh. As the political leadership in the country reached political deals to address grudges and political aspirations of the people, Nepal witnessed unique political changes that only a few countries in the world have experienced. The country was transformed from a 240-year long monarchical system into a democratic republic and federalism through the constitution promulgated by the Constituent Assembly in 2015. With the enactment of the federal constitution, the overall structure of Nepal's governance system changed significantly. The State power in the previous unitary system is divided into three tiers of government: federal government, seven provincial governments, and 753 local governments. In its schedules, the Constitution assigns power and functional responsibilities to the federal, provincial, and local governments (federal units). There are 35 tasks on the federal list, 21 tasks under the provincial list, 22 tasks of local government list, 25 tasks under concurrent list of federal and provincial, and 15 tasks under concurrent list of federal, provincial, and local governments. Although many public functional responsibilities have been constitutionally devolved to subfederal (provincial and local) governments,





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revenue-raising powers are still highly centralized. The constitution provides for intergovernmental fiscal transfers to reduce the gap between functional responsibilities and revenue-raising rights. According to this arrangement, the subfederal governments receive four types of fiscal transfers, namely, fiscal equalization, conditional, special, and matching grants.

The subfederal governments can, in matters within their jurisdiction, formulate laws on financial rights, set their own annual budgets, make decisions, devise plans and policies and implement the above. They can also, likewise in matters within their jurisdiction, levy taxes and collect revenue.

The elections for the federal units were held in 2017, and the new system is now in its five years of operations. Election for the local governments for the second term is scheduled for May 13, 2022. The local governments have done a good job during the first tenure. Citizens have practiced local democracy in the local level elections held after a gap of almost 20 years. The local governments have given the message that they are the closest friend of the people.

Within a short period, the country has achieved much in terms of federalism implementation. The greatest achievement of federalism is peace. There is peace throughout the country. We can simply compare the situation of terror during the conflict period and the situation now. If there were no peace in the country, then perhaps nothing would make sense. But when it comes to the services that the people receive, the most important thing is that the capital city centric rights have reached the doorsteps of the people. Citizens no longer have to come to the capital city for small tasks. Federalism is a new experience for Nepal. There are some problems and confusion, as many tasks have been overlapped within the federal units. Although Nepal's federalism is based on the principle of cooperation and coordination, this principle has not been well followed. At the federal level, a centralized mindset is still prevailing. Institutionalizing the achievements of federalism, it is necessary to address the problems seen in its implementation. For the consolidation of federalism in Nepal, there is a need for regular and intensive discussions and interaction between the federal, provincial, and local governments.

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### PANEL 2: LESSON LEARNED IN THE PANDEMIC

#### **"State of Local Government in response to the pandemic in Bangladesh: Challenges and Way Forward"**

**Ms. Saharin Priya Shaoun**

*University of Chittagong, Bangladesh*

**Mr. Mahtab Uddin Chowdhury**

*Center for Governance Studies*





COVID-19, as an emerging catastrophe, posed unprecedented challenges with global socio-economic, political, and policy ramifications. Being a densely populated country, Bangladesh has seen the effects of COVID-19 from March 2020. Bangladesh as a democratic republic where local government has to play significant role in the governance functionaries, dealing with this unmeasurable crisis required comprehensive plan of actions from the government. This research aims to investigate the local government management system in Bangladesh during the COVID-19 pandemic. Generally, Bangladesh as a country struggled immensely where government had a hard time to cope with the challenges it had to face. As a government's integral part, local government also faced numerous challenges due to various reasons including financial, political and policy limitations in tackling the covid crisis. The study found the absence in cooperation, coordination, and communication between local and central government. There were also issues of lack of transparency and accountability which need to be addressed properly. Given such circumstances, the study will attempt to demonstrate the local government responses amidst the pandemic in Bangladesh where the research will follow a qualitative approach through gathering secondary data and case study based analysis.

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### **"Navigating Emergency but Licit Procurement During Pandemics"**

**Mr. John Paul Maina**

During plenary discussion at 13 TH East Africa Procurement Forum held in Kigali in April 2021 and upon desk review of current Procurement Laws and Regulations of East African Countries, it emerged that in the midst of Covid-19 pandemic, no Governments have enacted comprehensive policies, laws, regulations and procedures to handle emergency procurement. The situation is same in Regional Integration organizations. This has resulted in cases of corruption and uncontrolled waste of public funds. Solutions: Direct procurement; Request for Quotations regardless of procurement value; No absolute deadline for response; Retrospective approvals; None-exact and simplified evaluation criteria; Most technically acceptable offer when none is responsive; Order from second lowest evaluated bidder; Alternative bids; Awarding higher priced offer if more technically advantageous; Split orders; Procure before funding; Accelerate reviews/awards/due-diligence/contracting; Waive shortlisting procedure and three quotations requirement; Backward planning; Empower a multi-agency emergency task force; No middlemen and Agents; Use Manufacturers; Delegate Authority; Allow brand names; Waive Standardization; Ignore missing documents; Conduct due-diligence; Consortium buying; Buffer stock; Suspend, vary and re-negotiate conditions of contracts; Embrace re-built Cognitive driven data Analytics.



### **"The Implementation of Community Quarantine Protocols in the Barangay Level: Treating Barangay Health Emergency Response Teams (BHERTS) Barangay Guiwan I as Street-Level Bureaucrats"**

**Mr. Antonio Salazar Jr.**

*University of the Philippines, Visayas*

This paper looked into the intersection of decentralization, policy implementation of frontline workers, and the crisis situation induced by the COVID19 pandemic. Specifically, it looked into "How do Barangay Health and Emergency Response Teams (BHERTS) implement community quarantine protocols that are nationally mandated but locally led policies in a health crisis?". Drawing from street-level bureaucracy literature, this paper is based on a case study carried out in Barangay Guiwan I, Palompon, Leyte. Data were gathered through a review of relevant community quarantine policies to determine the "policy-as-written" and then followed by a key informant interview, a focus group discussion, and phone calls to determine the "policy-as-practiced". Findings revealed that implementation of the community quarantine protocols was negotiated and modified by members of the BHERTS in order to deal with the internal and external pressures. These internal and external pressures include workload, lack of resources, fear of infection, perceived characteristics of their clients, legal accountability, political, and organizational, and political pressures from other levels of government. It is notable that social capital and resources from the municipal government were mentioned by the research participants to have assisted in their implementation of community quarantine protocols

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### **"Dynamics, Challenges, and Prospects for Mainstreaming Science Advice in Local Crisis Management: Lessons from COVID-19 in the Philippines."**

**Dr. Kristoffer B. Berse**

**Mr. Lianne Angelico C. Depante**

*University of the Philippines National College of Public Administration and Governance (UP NCPAG)*

While the COVID-19 pandemic has accentuated the role of scientists in policy-making, there appears to be a lack of documentation and analysis of scientific advice in developing contexts such that of the Philippines, especially at the local level. To fill this lacuna, we conducted semi-structured interviews to qualitatively examine the participation of and role that experts from the country's national university, the University of the Philippines (UP), have played in managing the COVID-19 pandemic in the localities. The findings of this work indicate that the experts, driven by their own motivations and interests, have been tapped by various levels of local governments as volunteers, resource persons, and/or paid consultants to provide regular pandemic advice and technical assistance, including projection, assessment of the local situation, and analysis of quantitative information. Commencement of collaboration usually arose out of personal connections and referrals, though initiatives



through formal channels have also been observed. Unfortunately, the experts' experience suggests that local science advice has not been spared from issues and challenges, ranging from political, economic, technical, legal, and administrative. The paper then concludes with a discussion of the prospects of mainstreaming and institutionalizing scientific advice in public governance, particularly local crisis management in the Philippines.

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## **"Improving the Efficiency of State Management of Ethnic Minorities Cultural in the Context of Covid-19 Pandemic in Vietnam"**

**MSc. Tran Toan Trung**

**MSc. Do Ngoc Nhung**

The covid-19 pandemic has caused a global crisis which widely affected not only about medical, social economy but also the culture. From those problems, the ability of many nations to cope with new challenges is on the test. Vietnam is a nation with 54 races in which have 53 ethnic minority living intertwined across the territory creating unique cultural identities. Past several years, the state management of ethnic minorities cultural has accomplished many remarkable achievement which helps preserving and promoting traditional cultural values and socio – economic development in ethnic minority areas. However, this work also faces some challenges because of the impact of covid-19 pandemic. This article mainly focus about reality and some solutions to increase the efficiency of state management of ethnic minorities cultural in the context of covid-19 pandemic in Vietnam.

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## **PANEL 3: ROLE OF GOVERNMENT IN CRISIS/CRISIS MANAGEMENT**

### **"Ensuring Public Service Continuity during Public Health Crises"**

**Dr. Ebinezer Florano**

*University of the Philippines*

The COVID-19 pandemic has brought to the fore its paralyzing effects to the operations of the government. With government officials and staff indisposed, in isolation or stayed at home to avoid being infected by the SARS-CoV-2, most, if not all government agencies, were forced to shut down for a long period of time. At the other end, however, the vulnerable public clamored for government services for their daily survival e.g., testing, hospitalization, uninterrupted food, water and electricity supply, maintenance of peace and order, etc. This highlighted the need to ensure "public service continuity" (PSC) during public health crises. The Philippines has adopted this since 2018 through Memorandum No. 33 of the National Disaster Risk Reduction and Management Council. However, it is still limited to man-made



disasters and those caused by natural hazards. This paper, therefore, aims to explain the relevance and importance of planning for PSC during public health crises. For this purpose, the risks and disruptions caused by the COVID-19 pandemic to public services in the Philippines will be discussed. And then, the paper will identify and explain how planning for PSC will enable the government to serve the people even in the midst of a public health crisis.

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## **"Government Response to COVID-19 as Basis for Policy Recommendations: The Case of the Philippines"**

**Dr. Ivy Sarah Mae Berowa-Arimao**  
*Mindanao State University*

The paper has a descriptive research design and utilized a qualitative approach in studying the government responses to COVID-19 as basis for policy recommendations in the Philippines. In this paper, examined two policy questions about the COVID 19 pandemic. These are science informed policy questions that will take into consideration a large degree of uncertainties in outcomes. The first question is on when to lift the Enhanced Community Quarantine as informed by epidemiological modeling. The second deals on how the Philippines respond to a pandemic crisis, present and future. The researcher reviewed the Philippine government's responses and introduced the complicating scientific, social, and political contexts for both questions and address proposals for strengthening the science advisory structures. The researcher proposed a permanent science advisory for emergencies with widest source of expertise as needed. The crisis be addressed by developing science advisory systems and structures for taking into consideration social, economic and human rights contexts. In the COVID crisis in the Philippine government and its public has immediately recognized the importance of the role of scientists providing science information in economic and political life. This present an opportunity to locate science and technology as essential to responsive government and governance.

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## **"Role of Government in Pandemic Management: Need for Strengthening Local Bodies in Nepal"**

**Mr. Sudhir Kumar Sah**  
*Commission for the Investigation of Abuse of Authority, Kathmandu Nepal*

The world witnessed the beginning of a Pandemic with first Covid-19 case reported in China in December 2019, which spread worldwide like wildfire and Nepal was not an exception. Early Federal structures, less knowledge about Covid-19 and minimal health infrastructure led to a health emergency in Nepal. The local levels, especially, couldn't devise policy and operational level procedures to counter the pandemic. Reason for such mis-handling of





pandemic was lack of experience, resource and co-ordination with other levels of Government. Various approaches can be implemented to manage Pandemic such as prioritization of health services, prompt, quality, insurance for the service delivery personnels and co-ordination mechanism among all tiers of government & private authority. Also community health development & Availability of resource & technology along with Disaster surveillance & Disease out-break alert system is needed. Pandemic calls for united actions and local levels play crucial role to handle ground situation. Strengthening of Local governments is required for Crisis Management in long and short term through availability of skilled manpower, funds, technology and support from other levels of Governments. Capable Local level can only uplift the endurance to manage the Crisis, save public life and help nation at large.

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### **"Streamlining Development Progress During COVID-19 Pandemic in Bangladesh: Styles and Strategies"**

**Dr. Mohammad Rezaul Karim**

Due to the COVID-19, development in all aspects is afflicted at present and for an indefinite period of time. Numerous sectors that are contributing to the country's economy have been highly impacted. Bangladesh is trying their best to revive the economy, normalize the life and sustain the environment. This paper examines how Bangladesh streamlines the development progress during the pandemic. It employed secondary sources of data. It is found that Bangladesh revised, enacted and implemented public policies to grapple the pandemic and adopted stage-by-stage recovery strategies to streamline the development. The first stage is characterized as humanistic style where people and their wellbeing were in the central focus. Comparatively comfortable living was the prime concern that emphasized assurance of food and minimizing infection rate and death rate. To boost professionals morally, special package for both health and bank sector were announced. Impecunious group was given food support along with other social safety new programmes for the vulnerable group. Closure of education institutes was announced; lockdown was imposed and necessary public offices were open where economic activities were less important. At this first phase of COVID-19, development progress was stuck. At the second stage, looking at the COVID wave and analyzing the severity of coronavirus, Bangladesh started lifting the restriction gradually, started opening up business and allowed people's movement. The government offered stimulus packages and reduced the interest rate in banks to increase the buying capacity and encourage investing. When COVID-19 infection gets down to negligible, government started speeding the economic activities at the third stage. Good number of people is vaccinated to start normal life. Industries started full working. Government resumed big projects. Vaccine drive has got regular fashion to have wider coverage including all students above 12 years old. The emphasis has also been given for global partnership, creating vaccine as global public goods, online education as global public goods. Because of the phase-by-phase plan and stringent actions, people started enjoying normal life and economy began to boom. Although environment was getting better at the





very beginning, it has got back the previous situation. It is believed that Bangladesh having the long experience of facing disaster, managing risks and mitigating disaster has tremendously contributed to cope with the COVID-19 too. Further, the timely decision taken by the government for the continuation of economic activities contributes to regain GDP growth, manage the sustainability of employment, increase export-import, and most importantly sustain the social stability. However, the study recommends reducing the unnecessary cost and adopting a comprehensive plan to tackle after-effects and unintended consequences of Ukraine crisis.

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### **"The Role of Governance to Enhancing Supply Chain Under the COVID-19 Pandemic"**

**Dr. Akram Elentably**

COVID-19 is a global health crisis that has led to more measures by governments to protect the lives of citizens and workers. Which led to a clear slowdown in economic growth, which led to reduced production, increased unemployment and reduced demand. Hence the supply chains were affected by the direct halt and as a result of production processes, and the indirect effects were the weakness of the inputs needed for production to stop the supply chains, as the companies that depended on the manufactured inputs in these areas were severely affected by the supply chain links. The negative impact was also caused by a disruption in international transport networks, as the disaster did not affect the production of inputs, but rather the intermediate means of transport, as well as the weakness of multiple modes of transport, especially those related to the naval forces. Transportation. Restrictions on the movement of people and additional requirements at the border for customs clearance (in addition to the direct impact on workers in the transportation industry and border agencies). Cargo transport includes people (crews, pilots, port workers, etc.) and in the case of air transport, a large proportion of air cargo was shipped via passenger (cancelled) flights. Third, there can be an effect on demand, as production continues but there are fewer consumers willing to buy the products. The demand effect can also result from increased demand, as observed in COVID-19 for some key medical supplies, or a shift in demand (as observed for some food products with restaurants and hotels closed). Volatility in demand also affects local supply chains, so governments have to design risk management strategies. Examples of such strategies include: avoidance (for unacceptable risks), deferment (such as producing or shipping goods once customer orders are received), speculation, hedging (such as diversifying suppliers and production sites), control through vertical integration with the ownership of major suppliers, sharing risk and enhancing security. And then governments have to find the right strategy, in terms of the credibility of information about the supply chain and determine the level of risks at different stages while ensuring transparency in the value chain, and providing a database that includes sufficient information about suppliers - and moving to digital technologies (such as the Internet of Things) as can be done. Governments can enhance the ability of companies to identify and respond to risks in their supply networks.



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## **PANEL 4: CAPACITY BUILDING FOR CIVIL SERVANTS IN RELATION TO CRISIS MANAGEMENT**

### **"Frontline Healthcare Professionals' Work Effectiveness During COVID-19 in Nepal: What Matters?"**

**Mr. Shailendra Prasad Bhatt**  
**Mr. Pramod Niroula**

The COVID-19 pandemic has adversely affected the economy and health care system all over the world including Nepal. The healthcare system of Nepal is facing different challenges while coping with this pandemic. Healthcare professionals; the frontline warriors, have been playing major role in the management of the COVID-19. In this regard, this study examined the determinants of work effectiveness of frontline healthcare professionals during COVID-19 in Nepal. The study assessed the effect of leadership, work place, family & society, and communication & coordination dimensions on work effectiveness of frontline healthcare professionals during COVID-19 in Nepal. The quantitative research design was used to examine the effect of independent variables into a dependent variable. In total, 131 frontline healthcare professionals were surveyed through structured self-administered questionnaire via google form and the response was analyzed using descriptive and inferential statistics through Statistical Package for the Social Sciences (SPSS). Finding showed that over work pressure, inadequate physical facilities, shortage of competent staffs, inappropriate work division, mental stress, anxiety and physical threat are the major risk and challenges that frontline healthcare professional face during the COVID-19. Similarly, leadership, family & society, and organizational communication & coordination dimensions have effect on work effectiveness whereas work place dimension and frontline healthcare professionals' socio-demographics have no effect on work effectiveness of frontline healthcare professionals during COVID-19 in Nepal.

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### **"Enhancing Bureaucracy's Capacity for the UN SDGs Implementation, Monitoring, and Reporting"**

**Dr. Maria Lourdes G. Rebullida**  
**Prof. Matthew Manuelito S. Miranda**  
*University of the Philippines*

Amidst Covid-19 challenges anticipated to extend in the next years, the Philippines remains committed to the United Nations Sustainable Development Goals (UN SDGs) 2016-2030 as a signatory to this international agenda. With Covid-19's adverse and multifaceted impact, the strengthening of Philippine bureaucracy becomes more imperative to pivot to new



directions that will sustain progress on the SDGs' 17 specific goals. The loop of policy formulation, implementation, monitoring and reporting is arguably important to determining progress and eventual interventions to achieve targets. This paper examines the Philippines on (1) national policy directives and planning initiatives for the SDGs prior to and in the course of the Covid-19 pandemic for the whole-of-government and whole of society governance approach; (2) planning, monitoring and reporting functions of government institutions, specifically the National Economic Development Authority and the Philippine Statistical Authority on the SDGs; (3) status of progress in the Philippine Voluntary Review on the SDGs; (4) gaps and policy recommendations to strengthen capacities for inter-governmental and multi-level governance for the SDGs. Study findings indicate policy implications concerning accountability, transparency, participation, integration, data management, digital transformation, and human resources capacity building. This paper is based on the qualitative study conducted by the authors for the University of the Philippines Center for Integrative and Development Studies.

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### **"COVID-19 Management in Nepal: Exploring the experiences of the elected officials in Baglung Municipality"**

**Mr. Gyan Laxmi Shrestha**

*Nepal Administrative Staff College (NASC)*

The COVID-19 pandemic created an alarming situation that has wreaked havoc across the globe. Nepal has also endured an unprecedented COVID-19 pandemic and has gained a lot of experience in its management. The Government of Nepal has been putting high priority in awareness-raising and prevention activities to control the spread of the COVID-19 cases. This study aimed at highlighting the role of the local government in COVID-19 management and shed light on the issues and challenges being confronted during the management process in Baglung Municipality, Nepal. The research employs an exploratory research design. The objective of the study was to explain the role of the elected officials in managing the pandemic, identify the issues and challenges faced, and the strategies for its management. The findings revealed that the role of the local elected officials increased manifold during the upheaval of COVID-19 pandemic. The local elected officials initiated proactive as well as drastic measures to combat the spread of the virus. The increased role of the officials during the peak of the pandemic has sharpened their crisis handling capacity. The major issues during the management were viz.: lack of public awareness, violation of restrictions by the citizens, reluctance to accept COVID positive patients. Lack of infrastructure and necessary health materials were one of the biggest challenges.

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### **"Towards the Open Government Partnership: The Tale of Vietnam"**

**Mrs. Trang-Thu Nguyen**



Open Government "has become a global trend to implement state governance. The Open Government Partnership Vietnam is not yet a member of the Open Government Partnership. This paper addresses a question: What has Vietnam done to prove its willingness to become a member of the OGP community? Based on the literature and interviews with public managers and employees, and scholars, This paper explores the efforts Vietnam has exerted to capture the attention of the OGP community, and clarifies some obstacles and challenges Vietnam is now facing on its journey toward OGP.

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## **"Public Service at Home: Retention Framework Towards Effective Remote Work Arrangement in the Government"**

**Mr. Kier B. Franco and Mr. Chris Allen G. Matute**

*Polytechnic University of the Philippines*

With the exception of those categorized as "critical service providers," the COVID-19 pandemic has compelled government agencies to shift from on-site to online working arrangements under a Work-from-Home (WFH) setup. While the government agencies' vulnerabilities were clearly exposed at the outset, the agencies have been able to make considerable improvements using adaptive remote work arrangement mechanisms through their respective Public Service Continuity Plans. The public sector employees also faced problems in shifting from usual on-site to remote work, particularly those who are not skilled on the new set up. Some functions became obsolete which caused massive resignation of employees. As a basis for a strategic mechanism moving forward, this study attempts to draw a retention framework to aid the public sector agencies in maintaining a healthy and productive working environment among virtual employees and ensure public service continuity with properly laid down employee retention strategy. The paper will use a qualitative research method. Actual responses from the public sector employees in the National Capital Region (NCR) with remote work experiences will be extracted through Focus Group Discussion. The data to be gathered will be further triangulated by content analysis of the existing literature, official documents and publications of the government agencies, and applicability of the model in both local and national government agencies.

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## **PANEL 5: ROLE OF LOCAL GOVERNMENT IN RESPONDING TO CRISIS/CRISIS MANAGEMENT**

### **"Collective Action Dilemmas and Mechanisms in the Time of COVID-19: Examining Local Government Response in the Philippines"**

**Ms. Zarina Marie Vazquez**

**Dr. Rizalino Cruz**

*University of the Philippines*





Covid-19 has exposed the country to its weaknesses in health and emergency management. Against the backdrop of scarce resources, competing fiscal concerns, and governance challenges, the health crisis has brought attention to how different local government units (LGUs) responded with varying degrees of success. It has highlighted the importance of collective action among LGUs and the role of the national government in containing the spread of the deadly virus while addressing the day-to-day needs of local constituents. The paper examines the collective action dilemmas faced by LGUs and the mechanisms they adopted to overcome barriers to collective action. It applies the Institutional Collective Action (ICA) framework to examine these barriers arising from many factors, such as transaction costs, collaboration risks, heterogeneity of LGUs, institutional capacity, and governance structures. The paper then investigates the various mechanisms and innovative responses of LGUs in dealing with these collective action dilemmas through collaborative mechanisms, passive and active interactions, inter-local agreements, activation of social and political networks, application of technology, information sharing, among other things. The study reveals not only the challenges of LGUs during the crisis that go beyond jurisdictional boundaries, but also their efforts to implement, innovate, and take an active role in the policymaking process. The study is supported by extensive literature search, content analysis of published and unpublished materials, policy papers, news reports, as well as interviews of key local informants in Metro Manila.

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### **"Strengthening the Roles of Local Government in Managing Covid-19 Situation in Nepal"**

**Ms. Roshani Bhujel**

*Nepal Administrative Staff College (NASC)*

COVID-19 pandemic affected almost all aspect of lives from advanced economies to least developed economies. Being the least developed countries, implementing its fresh federal constitution, concretization of institutional arrangements, and newly elected representatives at local, province and federal level – local level and province elected representatives having no experience were some of the contextual matters. Pandemic situation management was the legal rights of the federal government but there was limited preparation at federal, and were not planned for the expectation situation. Hence, local governments who are in the direct contact with their local residents had no authority, and had to wait the federal rules and regulations. Each delayed decision cost lives of people. Following the guidelines and instruction of the federal government local government acted promptly and the given resources and poor technical and managerial capacity. The paper delves into how the local government were able to perform their prescribed duty to manage COVID-19 situation? What were the challenges and gaps they faced? How can they institutionalize their learning to strengthen their roles? The study uses the secondary data produced Local and Provincial Government Survey (LPGS) data that Yale Economic Growth Centre, London School of Economics, Nepal Administrative Staff College (NASC) and, Governance Lab.





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## **"Mapping the Tsunami Risk Reduction Performance of Local Disaster Offices from Risk Perception to Practice"**

**Ms. Fatima M. Moncada**

Risk perception is an important component of disaster risk reduction. However, for extreme events which are high-impact, rare, and unpredictable such as a tsunami, risk perception may be skewed due to the lack of prior experience and inherent uncertainty. This is especially true in light of more apparent concerns such as the ongoing COVID-19 pandemic. It is therefore important to understand how local disaster officers, who are able to implement tsunami risk reduction practices, view the tsunami risk in their respective locality and how this translates to their organizational performance. This grounded theory study therefore explored critical influences on the organizational tsunami risk perception and risk reduction strategies of local disaster risk reduction and management offices (LDRRMOs) of tsunami-exposed cities and municipalities in the Philippines. Key informant interviews were conducted, transcribed, coded, and analyzed. The analysis yielded an emergent micro-theory that in the absence of prior experience, the LDRRMOs implement tsunami risk reduction strategies based on their risk knowledge and perception which is influenced by their individual beliefs and understanding of their roles as local disaster officers. Furthermore, the translation of perception into practice is influenced by other organizational and institutional factors. The emergent micro-theory is crucial in understanding the sense-making process of LDRRMOs and in enhancing tsunami risk reduction strategies at the local government level.

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## **"Role of local government to combat global pandemic: A case of Birendranagar Municipality"**

**Kamal Raj Lamsal**

Nepal has been experiencing power devolution as the country entered into federal system via new constitution in 2015. The main goal of federalism is to restructure the Nepali state as the aspiration of people expressed in various social movements and a decade long internal armed conflict. Though the federalism is the very new concept in Nepal and unfamiliar to follow upon it has the great consequences. One of the major implications of power devolution has been observed during the COVID-19 pandemic in local levels of Nepal. The activism of local governments with the engagement of community people has been proved effective in order to combat COVID-19. This study aims at analyzing the activities of local levels particularly Birendranagar Municipality to prevent and combat global pandemic. It hypothesizes that the actions undertaken by the local level are more effective and prompt than the federal government and its agencies. This article employs interviews, focused group



discussions, observation of holding centers and analyzes the policies and activities of Birendranagar Municipality relating to combat COVID-19 pandemic. The main objective of the study is to analyze the effectiveness of local levels and their receptiveness of global issues thus the importance of power devolution and local administration to maintain peace and prosperity.

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## **"Rethinking Governance and COVID19: Examining Spatial Relations Among LGUs in NCR+ Provinces in Managing COVID19"**

**Mr. Timothy John A. Pasicolan**

**Dr. Rizalino B. Cruz**

*University of the Philippines*

The systems and structure in place (totality of government and public administration system and its non-government actors) are the ones that are faced with the challenge of managing the epidemics and maintaining peace and order. Local Government Units play a crucial role of managing COVID-19, as they respond, interpret, and impose directives set by the Inter Agency Task Force for COVID19 - consistent to the devolved functions of LGUs provided by the Republic Act 7160 (Local Government Code). LGUs are identified spatially by defined political boundaries, which exhibit decentralized units that renders the three branches of the government. This study attempts to gauge the capability of LGUs in handling COVID-19, and determine if the spatial arrangement of LGUs - their adjacency and proximity to HUCs with respect to nominal variables available in the web. It attempts to view polycentrism as contributory to the behavior of government in addressing a health crisis. Specifically, this paper aims to: 1.) determine spatial dependence among LGUs within NCR+; 2.) determine which among the indicators best represent the ability to manage COVID19; 3.) To emphasize the role of governance as influential factor in determining success in handling similar crises. This study makes use of exploratory spatial data analysis, spatial regression, spatial lag model, and spatial error models applied through nominal data extracted from the web.

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## **PANEL 6: INFORMATION SHARING AND NETWORKING AMONG ALL TIERS OF GOVERNMENTS**

### **"Analysis of the Political Economy of COVID-19 in the Rentier, Quasi-Rentier, and Non-Rentier States Based on the Network Analysis Method"**

**Dr. Azam Khani Valdani**

*University of Isfahan, Iran*

On March 11, 2020, SARS-CoV-2 virus disease, known as Covid-19, was declared a



pandemic. Studies about public management at the time of the COVID-19 pandemic has ignored the effect of income sources of states on the type of political structure and then their effect on crisis management in Covid-19. The purpose of this study is to analyze the effect of economic resources (rent, quasi-rent and non-rent) on political structures (rentier states, quasi-rentier states and non-rentier states) and then their effect on crisis management in Covid-19, based on network analysis method. The main questions of this study are, how are the political networks of the rentier, quasi-rentier and non-rentier states in the time of the COVID-19 pandemic? And which of the rentier, quasi-rentier and non-rentier states have managed the disease better? To answer this question, we used the network analysis method and SOCVNETV software. Case studies include some rentier and quasi-rentier states in Asia and Africa and some non-rentier states in Europe and the United States. The results of this study showed that rentier governance models were more efficient in management of Covid-19. These results can be useful in analyzing the political economy of the COVID-19 pandemic.

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### **"Covid-19 and New Development Administration Philosophical Mindset Approach"**

**Assoc. Prof. Seyed Kamal Vaezi**

A developmental view about administration must be able to meet trending needs of the world, but the question is: Who (scholars and practitioners) are able to monitor, forecast and evaluate the new trends in a new developmental administration paradigm in Covid-19 pandemic and if they are ready philosophically? Patterns, procedures and methods of performance management have varied greatly across countries. It may be as the action of bureaucracy in different worlds. (Im, 2014, Angrews, 2014) As a result of confronting environmental or accidental challenges and crisis's like governments responsive behavior about pandemic of Covid-19. (Gehl & Porter, 2020) (ADB, 2021) (UNDP, 2020) We can compare active and inactive responsive behavior between east and west. Western countries (especially US & UK) manage it inactively and very bad and eastern countries especially China, Singapore and South Korea manage it very successfully, but the question is Why?! The paper investigate and compare examples of core competencies of senior officials in Iran (Is, R), South Korea, United states and United kingdom in new public administration paradigm regarding their administrative behavior to manage the pandemic and also in new development administration paradigm focusing on a growth mindset oriented training strategy for executives to change the sense and the way of thinking about development both in developed (sooner) and developing countries (later

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### **"Communicating Covid-19 in the Philippines: The Dynamics and Impact of the**



## **Government Pandemic Communication Response"**

**Carlos Miguel S. Oñate**  
**Jewel Mareai M. Arnejo**  
**Nicole Tabayoyong**  
**Abegail E. Lubigan**

The COVID-19 pandemic underscores the importance of effective government communication in providing adequate information, combating disinformation, and supporting policy responses. Through a mixed methods research design, this study explores the dynamics of the Philippine government's pandemic communication response in traditional and social media and assesses its impact in terms of public engagement, self-efficacy, perceived threat, and adoption of protective behaviors. It traced the development of the country's "BIDA Solusyon sa COVID-19" campaign: formulation that aims to empower people through the minimum public health standards; implementation that thrives on multisectoral collaboration; and evaluation challenges. It also analyzed how pandemic information is communicated via traditional media, which taps more on emotions, and social media, which supplies more information. By assessing the public's perspective, it confirmed that these pandemic communication efforts influence the public's adoption of protective behaviors, albeit indirectly by inculcating self-efficacy and perceived threat of COVID-19. This is evidenced by the high recall of the campaign's key messages and the high perceived effectiveness of the pandemic communication response. Ultimately, timely recalibration of messaging strategies and key messages alongside the creation of a communication collaboration interface and an integrated communication framework must be proactively pursued in anticipation of future public health crises.

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## **"Bioverance: Identifying and Strengthening the Role of the Governments in Biodiversity Conservation and Fighting Climate Change"**

**Dr. M. Ashaq Malik**

Bioverance is the maiden term used to explain the efforts of governments towards biodiversity conservation, climate change and sustainable development or more specifically concern of biodiversity conservation in governance. Losses to nature, biodiversity and climate change are the major challenges before humankind today as responsible inhabitants of one earth. People action, government policies and concept of transformative governance together can help reverse the rapid biological loss, climate change and threatened livelihoods. In the present study an attempt has been made to investigate different governments especially India in terms of their efforts towards biodiversity conservation and building attitudes of masses towards its conservation, climate change and sustainable development through various initiatives - schemes, awareness programs, laws and other reforms. The study unpacks the concept of transformative governance with special reference to biological diversity. It is integrative to ensure that local solutions also have





sustainable impacts elsewhere (across scales, places, issues and sectors); inclusive, to empower those whose interests are currently not being met and represent values embodying transformative change for sustainability; adaptive, enabling learning, experimentation, and reflexivity, to cope with the complexity of transformative change; and pluralist, recognizing different knowledge systems. The study emphasize that only when concept of biodiversity is integrated fully and these governance approaches are implemented in conjunction, operationalized in a specific manner and focused on addressing the indirect drivers underlying sustainability issues, governance becomes transformative

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## **"Don't Call Us, We'll Call You": Call Center Fraud During the COVID 19 in Thailand"**

**Dr. Ruetaitip Chansrakao**

The goals of this study were to investigate the communication methods used to deceive victims of transnational gang crimes, as well as to investigate the problems and obstacles of various measures used to solve government sector problems. This study used qualitative approaches, including documentary research that analyzed content based on relevant theoretical frameworks and concepts, and case study research that examined the communication and storytelling methods used by criminal gangs to deceive their victims in five selected cases during the Covid-19 epidemic. The results of the study were found that 1) methods of communication used to deceive victims include establishing credibility and creating content in the message that is interesting or frightening to the audience and 2) the problem of ambiguity in the law and the penalty, problems arising from the nature of the transnational crime, problems in litigation, problems in coordination among relevant agencies, and problems arising from the context of the victims that allow the call center gangs more opportunities to commit the crime were among the problems and obstacles in the measures used to solve the problem. The researcher proposed that business operators be prohibited from selling information in order to reduce the possibility of fraud, that international cooperation between relevant agencies be integrated, that information be distributed to prevent the public from becoming a victim, and that investigative and inquiry officers; skills and knowledge of technology be developed.

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## **PANEL 7: BEST PRACTICES AND LESSONS LEARNED FROM LOCAL GOVERNMENT RESPONSE TO THE PANDEMIC**

**"LGU Power: Malabon Epidemiology and Surveillance Unit's Innovative Management and Localized Operationalization of Detection and Isolation Strategies under the PDITR+V Strategy"**





**Ms. Reiou Regie Manuel**

*Development Management Officer II, City Government of Malabon.*

The City Epidemiology and Surveillance Unit (CESU) took the lead in implementing the National Action Plan against COVID-19 and its flagship program, the PDITR+V Strategy, in every local government unit. As the city's frontliner for COVID-19 intervention, Malabon CESU innovated its organization, management, and operations to make it economical, efficient, and effective, and to ensure that accountability, social equity, and ethics were practiced (5Es and A of Public Administration).

Using an integrated analytical framework consisting of classical, organizational, and modern public administration theories, a cross-sectional study was conducted to purposively analyze how Malabon CESU innovated and localized its strategies in conducting detection and isolation under the PDITR+V Strategy.

Malabon CESU faced scarcity of manpower, personnel, and resources while battling COVID-19. By practicing participatory and phronetic leadership in performing swabbing, contact tracing, and isolation operations, Malabon CESU took advantage of their experience, competencies, foresight, and political will to execute national government's protocols and guidelines, resolve budget limitations, practice honest governance, localize strategies, make sound decisions, and further analyze the crisis while taking into consideration the welfare of the citizens, particularly the underprivileged.

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**"The COVID-19 Health Emergency Response of Cagayan de Oro City, Northern Mindanao"**

**Ms. Imma Galerian**

*College of Arts and Sciences, Capitol University*

**Dr. Perla P. Palomares**

*MSU-Iligan Institute of Technology*

As Philippine President Rodrigo Duterte emphasized, the role of local government units (LGUs) is highly pivotal in the country's effort to stop the further spread of the Coronavirus Disease 2019 (COVID-19). Although various national authorities have lauded Cagayan de Oro City (CDO) for its COVID-19 responses, the study deemed it vital to discover more about the health emergency response of CDO against COVID-19. For the purposes of this study, the key informants were the Emergency Operations Center (EOC) Manager, select Health Emergency Management Service (HEMS) staff and the Incident Management Team (IMT) chief of CDO's COVID-19 Task Force. The data gathered were transcribed, translated, organized, and analyzed with the use of thematic analysis. It was ascertained that the pre-crisis efforts done by CDO-LGU were strongly influenced by past experiences in



disasters. Though the existing disaster framework of the city was mainly on managing typhoons, this still prompted the initiative of creating a Task Force, as early as January 2020. For the during-crisis stage, the city's health emergency response to COVID-19 was organized according to the framework of the Department of Health (DOH) for its approach to the pandemic: PDITR (Prevent, Detect, Isolate, Treat, Reintegrate).

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### **"Experience, Practice and Public Health Policy Instruments During the Implementation of the Covid-19 Mass Immunization Campaign: A Case-study of Libmanan, Camarines Sur, Philippines"**

**Ms. Ederlyn Bote**

**Prof. Marshal Murillo**

*Ateneo de Naga University*

Following the Philippine's National Development and Vaccination Plan for COVID-19 vaccines, mass vaccination campaigns have been revived to prepare program implementers, local communities, and other stakeholders ahead of the national program's implementation. This study was particularly interested in how key program implementers saw and evaluated the mass immunization campaigns over the course of a year, as well as the policy instruments used in the execution of the program in Libmanan, Camarines Sur, Philippines. The study conducted key informant interviews with six (6) program implementers employed at the Local Vaccinations and Operations Center (LVOC), the central entity responsible for delivering the COVID-19-related program. The findings reveal a variety of positive aspects as well as issues and challenges associated with the program's one-year implementation, including strong cooperation between and among key actors, program sustainability until it achieves its objectives and intended outcomes, widespread misinformation and disinformation from all available communication mediums, logistical issues plaguing the program implementation, and other distinct limitations of each involved party. Overall, the study found that the one-year execution of the mass immunization campaign is characterized as effective and practical, with program implementers viewing cost-efficiency, cost-effectiveness, and equity as neutral. The study also makes a few recommendations, such as mainstreaming and implementing a long-term plan to improve local health infrastructure and health-related initiatives both before and during the pandemic.

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### **"MALASAKIT SA GITNA NG KRISIS: AN IMPACT ANALYSIS ON THE RESPONSE OF THE LOCAL GOVERNMENT UNIT OF SARIAYA TO INDIVIDUALS INFLECTED BY COVID-19"**



**Mr. Neon Anthony Mila**

*Manuel S. Enverga University Foundation, Lucena City*

This study analyzed the response of the LGU of Sariaya to Covid -19 patients/survivors; and the perceived impact of such services and programs on their lives. Municipal challenges and strategies have also been analyzed. This study was inspired by the relevant political theories, to wit: Political System Theory of David Easton, Harm Principle of John Stuart Mill, inter alia. This is a descriptive, quantitative-qualitative, type of research involving (4) head municipal officials/representatives from selected offices in the municipality; and (89) Covid-19 survivors who were interviewed and surveyed. The gathered data has been analyzed through thematic coding and frequency/percentage method. The study revealed that the municipality provides effective and quality services; these efforts augmented peace of mind and help mitigate household expenses. However, despite its exerted efforts, short orientation of the BHERT, implementation of evolving health protocols, and complaints from constituents, among others, became their challenges. Various strategies were done such as constant online meetings and the creation of a Grievance Team. Meanwhile, it is recommended that the municipality revisits, if not to update, the Comprehensive Development Plan, Social Protection Development Report, Local Investments Plan for Health, Local Devolution Transition Plan; create Monitoring and Evaluation Committee, and strengthening the Civil Society Organizations.

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**"Risk and Crisis Communication on COVID – 19 in Marikina and Pasig: The Case of Two Philippine Cities"**

**Prof. Pamela Muhi**

*Polytechnic University of the Philippines*

**Prof. Rosa Bella M. Quindoza**

The COVID – 19 Pandemic is the greatest health crisis of our time which showcased the dynamism of governments around the globe as rapid response has become the key in addressing such health crisis. In the Philippines, it was a test of leadership, especially to local governments, to ensure public health and safety while ensuring the continuous provision of social services among its constituents. Health communication as an instrument of risk and crisis management has proven to be the most crucial aspect of governance in this time of global crisis. Thus, this study aims to shed light to the good practices and lessons learned from the local executives' efforts which will serve as benchmark for communication strategy and framework in the formulation of health crisis communication plan of local governments. Data on best practices of two Philippines cities – Marikina and Pasig – were drawn from interviews with crisis managers and five (5) other informants who are residents of said cities. Data collected comprised of the current health risk and crisis communication practices and strategies, perception of informants and recommendations for LGU implementation. This is in the context of responding to the current crisis as well as in future



emerging health crisis.

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## PANEL 8: EFFECTIVE INTERGOVERNMENTAL RELATIONS

### **"Strengthening the City Government's Role Through Intergenerational Collaboration in Responding to Sustainable and resilient Pandemic Recovery: Evidence from the Philippines"**

**Dr. Victoria P. Valenzuela**

Given the various restrictions in place during and after the COVID 19 pandemic, city governments play a vital role in building healthy communities. Many of the constituents from different age groups have been affected, excluded, and isolated since the pandemic began especially the youth and senior citizens. Challenges and opportunities for intergenerational partnerships for a better future for engaged generations including baby boomers, Z, X, and Y in establishing pandemic response and recovery programs. Thus, this study highlights the willingness to participate, immediate challenges, and opportunities in various city government initiatives in response to sustainable and resilient pandemic recovery programs and what action and implementing policies may be recommended. A quantitative and descriptive correlational research design was utilized in this study with 392 respondents. Findings showed that a significant relationship exists between willingness to participate, perceived challenges, and opportunities for city government initiatives in response to sustainable and resilient recovery as viewed by the four generations. Willingness to participate influenced the identified challenges and opportunities in terms of the recovery programs initiated by the city government toward intergenerational collaboration for a better future. Based on the results of the study immediate action and proposed policies should be implemented to further strengthen the role of the City Government through intergenerational collaboration and partnerships among universities, municipal governments, and other government institutions for inclusive, innovative, sustainable pandemic recovery evidence-driven future for the Philippines.

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**Ms. Ernestine Umuhoza**

**Dr. Albert O. Maake**

Deep into the second year of COVID-19, from health care to economy, challenges remain. COVID-19 exemplifies systemic nature of today's crises and severe effect on our societies and economies. These crises unfold in a fragmented institutional context, leaving central governments with fewer levers to activate in a crisis and more actors to engage with, from the private sector to local governments and civil society. Despite significant time and





resource constraints that they were facing at the height of COVID-19 crisis, governments understood this need to draw lessons from their policy responses to the pandemic. Managing such crises and addressing their socio-economic consequences requires audacious policies to maintain functioning healthcare systems, guarantee the sustainability of education, preserve businesses, jobs, and maintain the financial markets stability. Political leadership is essential to sustain complex political, social and economic balance of adopting containment measures to reduce the impact of the pandemic while ensuring provision of essential services. This paper shows the role of government in management of Covid 19 crisis through capacity building of public servants, information sharing and global networking as well as the role of intergovernmental relations to better manage the crisis.

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## **"Towards Fostering Knowledge Co-Creation Amidst the Pandemic: A Case Study of Knowledge Management Implementation among Selected LGUs in the Province of Tarlac"**

**Prof. Vien Jamaica D. Samson**

**Prof. Maria Tiara Fatima F. Galang**

*Tarlac State University*

Knowledge is perhaps the most critical asset of an organization. In the Philippines, local government units are the frontliners' of development, empowered as a catalyst with wide array of powers and functions granted under the Local Government Code of 1991. LGUs' crucial roles include planning, policy formulation, and implementation. To effectively perform these tasks and respond to citizens' needs, particularly during the pandemic, LGUs have to perform critical decision-making that can be done efficiently through knowledge management. Using the case study and grounded theory design, selected LGUs in Tarlac, were interviewed. The resources availability both personnel and financial, prioritization of KM heavily influenced by the political leadership and need for an overarching national, long-term framework for KM were revealed. Though there are efforts both in the national and LGUs for knowledge acquisition for evidence- based decision making, these are disparate due to weak vertical and horizontal or inter-LGU coordination. With the mentioned issues, a knowledge co-creation framework for LGUs were developed highlighting the pivotal role of the academe and private sector involvement. Engagement of the stakeholders in the society as part of governance, where responsibility for the delivery of public services is shared to foster co-creation of knowledge is highly recommended.

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## **"Factors That Influence The Active Membership Of The Informal Sector To The National Health Insurance Program In The Province Of Cagayan, Philippines"**

**Mr. Buddy T. De Jesus**





The Philippine Health Insurance Corporation, popularly known as PhilHealth, is a government program that was created to provide comprehensive social health insurance for all Filipinos. In contrast to the other sectors whose participation and access to quality health care is readily captured, like the indigents and those gainfully employed, the enrolment and participation of those under the Informal Sector poses a challenge, since they are not readily identified. The corporation has employed strategies and programs to capture membership in the informal sector, still, it remains confronted on how to sustain their active membership to the National Health Insurance Program (NHIP). The purpose of this study is to look into the factors that influence the active participation of the Informal Sector to the NHIP, particularly in the Province of Cagayan, Philippines.

Both qualitative and quantitative collection methods was used in this study. In-depth interviews using structured survey questionnaire with selected individuals or covered a total of 100 members who served as respondents. The result was analyzed through multivariate analysis method.

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## **"Nepali Migrant Workers and their Right Based Concerns Amidst COVID-19"**

**Ms. Anita Poudel**

*Nepal Administrative Staff College*

COVID-19 pandemic has affected all aspects of human life and range of sectors where world's workforce is one of them. Migrant workers in particular are vulnerable who are facing various constraints in countries of destination and countries of origin. Labor migration being one of the key features of Nepali economy, comprehensive study of the increased vulnerabilities pertaining to Nepali migrant workers in foreign land is crucial. This study in this regard attempts to identify increased vulnerabilities faced by workers and map the decisions taken by host government and responses of Government of Nepal on key issues specially related to human rights and policies identified by United Nations Human Rights Office of the High Commissioner pertaining to Nepali migrant workers abroad. Secondary data were used from review of reports, policy assessment and news report dated from April 2020 to March 2022. The study indicated that mere provision of rights, instruments aimed at protecting labor rights doesn't work unless there is a realization from both destination and origin countries towards their responsibility and proactive implementation. Serious consideration for developing institutional capacity of Nepali missions abroad, inter organizational coordination, review of bilateral labor agreements, coordination with like-minded migrant-sending countries and international community needs to be focused for managing these pandemic and emergency situations in days to come.

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## **PANEL 9: EXPERIENCES ON PUBLIC SERVICE DELIVERY**



## **"Sustainable Reintegration Approach: A Comparative Assessment of the Enhanced Comprehensive Local Integration Program (E- CLIP) in the Province of Sultan Kudarat during Pandemic"**

**Capt. Ferdinand Buscato**

*Task Force Balik Loob of the Philippine Government*

The Enhanced Comprehensive Local Integration Program(E-CLIP) is the flagship program of the Government which provides former rebels with sets of socio-economic and psychosocial interventions to facilitate their reintegration into mainstream society. These interventions include, but are not limited to, livelihood, education and capacity building, and psychosocial healing and reconciliation programs. With these interventions, it is hoped that former rebels will be able to live peaceful and productive lives with their families and within their chosen community, with improved social, economic, peace and security conditions. Sultan Kudarat is a province in the southern part of the Philippines with a record of 588 surrenderees since the implementation of the Enhanced Comprehensive Local Integration Program(E-CLIP) in 2018. The said former rebels have undergone the various phases of the program like receiving benefits and are now residing in their chosen communities. A Former Rebel Village was established in Senator Ninoy Aquino to showcase the sincerity of the government. However, there are reports that some of the former rebels returned to their old ways as rebels. This report caught the attention of the researcher to dig deeper on why did this happen. What happened during pandemic that cause their return to their old ways? Lets reexamine the governance efforts of the government to strengthen its implementation.

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## **"People's Assessment of the Leadership Competencies of the Local Chief Executives During the Pandemic"**

**Dr. Lorena Valerio**

*University of Santo Tomas*

The local government units had played a vital role for the last three years when the country was plagued by Corona Virus Disease (COVID19), from its inception up to its current situation. The national government is the main character, but the local officials are the implementors and the thinking executives who supervise and control their respective constituents to ensure that the effects will be reduced or contained. It requires good programs from competent officials who possess leadership competencies. Thus, this researcher assessed such competencies of the chosen local chief executives in the Philippines. The devolved powers of the local government units have been the tools of the local chief executives for the implementation of their programs to improve the quality of life of their constituents. Good governance is more than rules, policies, and documentation; it includes the people's competencies in implementing the same. A survey found that the leadership competencies can indicate the status and conditions of their respective



jurisdictions. Still, the researcher introduced significant findings and recommendations

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## **"Policy Implementation of Street-Level Bureaucrats under the COVID-19 Pandemic: Analyzing the Behavioral Patterns of Public Health Center Staff in Japan"**

**Dr. Koichi Kawai**

*Kanazawa University, Japan*

**Dr. Tomoya Yokoyama**

*Kanazawa University, Japan*

**Dr. Tomohiro Seki**

*Prefectural University of Kumamoto, Japan*

**Ayako Hirata**

*University of Tokyo, Japan*

Street-level bureaucrats (SLB) generally exercise discretionary authority while balancing competing demands on their work within limited time and resources, relying on standard operating procedures (SOP) and expertise. However, crisis situation such as the COVID-19 pandemic inherently disrupt ordinary day-to-day street-level implementation. This paper analyses how SLB activities have changed in a crisis such as the COVID-19 pandemic and what impact the consequences of their actions have on public health in the region. In this paper, we observe the behavioral patterns of public health center staff as SLB in Japan. We also examine how their behavioral patterns have changed in the course of the COVID-19 pandemic. Furthermore, to examine effects of this change in the SLB behavioral patterns on the public health policy outputs related to COVID-19 response, we conduct panel data analysis and field interviews to local governments. Results of our analyses suggest that the capture rate of infected patients is decreased due to the change in the behavior of public health center staff. If SLB's behavioral change have a significant impact on the success or failure of the COVID-19 response, it should be considered the issue of how to reduce their workload under a lot of pressure. This finding also brings up an important issue for administrative sustainability.

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## **"Research Literacy And Skills Among Research Coordinators In The Schools Division Of Cauayan City"**

**Ms. Mary Ann T. Santos**

Generally, the study aimed to appraise the Research Literacy and Skills among Research



## 2022 EROPA CONFERENCE

Coordinators in the Schools Division Office of Cauayan City as a basis for crafting interventions to effectively address the system problems and mechanisms on research. The study employed the mixed methods research. In the quantitative phase of the study, the descriptive-comparative type of research was employed to describe the research literacy and skills of the research coordinators on conducting research.

On the other hand, the comparative type was considered to determine any significant difference in the research literacy and skills of the respondents when grouped according to selected profile variables. Moreover, in the qualitative phase, an open-ended questionnaire was utilized in order to explore the issues, challenges and difficulties met by the research coordinators in the conduct of research. The study was conducted in the Schools Division of Cauayan City with a total 79 Research Coordinators as respondents from the 65 elementary and 14 secondary schools.

The researcher utilized the structured survey questionnaire as the primary instrument in data gathering. The questionnaire used was divided into three parts. The first part contained the demographic profile of the respondents. The second part of the questionnaire dealt with the research literacy and skills according to corresponding levels. The third part focused on the level of difficulties encountered by the respondents in conducting/writing research. Primary data were gathered with the use of a survey questionnaire which was personally distributed by the researcher and/or accessed by the respondents via online using google forms. Different statistical tools were also utilized in treating the data gathered.

Findings of the study revealed that the majority of the respondents are females and are already married. Additionally, the majority of them have a bachelor's or first professional degree and have studied/are studying for an advanced degree. Furthermore, this also implied that the majority are Teachers III who have been in the service for 6-10 years. In terms of the level of research literacy and skills of the research coordinators in conducting research, results showed that they had an approaching proficiency in crafting the research title, designing the introduction and review of related literature and studies, constructing the research questions/problems, developing research methods, interpretation of results, and making the summary, conclusion, and recommendation.

In addition, respondents had difficulty stating their research questions and problems, identifying the appropriate research method or design to use in their research study, identifying the samples or population and research environment for their study, identifying the appropriate statistical tools to analyze the data, interpreting the tables (making descriptions and inferences), drawing conclusions, recommending solutions and writing the references.

Furthermore, among the profile variables only those with highest educational attainment displayed a significant difference on the level of difficulties and skills of research coordinators. It was recommended that the Schools Division Research Committee (SDRC) must strengthen its provision of technical assistance to the School Research Committee (SRC) especially those with limited exposure in research writing; a capacity building focusing on stating research questions and problems, identifying appropriate research methodology or design, identifying the samples or population and research environment, identifying the appropriate statistical tools to analyze the data, interpreting the tables (making descriptions and inferences), drawing conclusions, recommending solutions and writing the references must be conducted; the Schools Research Committee (SRC) must initiate school-level





Learning Action Cell (LAC) sessions or Focused-Group Discussions (FGD) to further address gaps/challenges identified; there shall be a regular conduct of research trainings and workshops among teacher-researcher/research coordinators. School Heads must motivate and encourage teachers to conduct research to better improve teaching-learning process and not to regard it as additional burden.

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## **"Proactive Governance of the Korean Government and Its Implications "**

### **Prof. Cho Myeong Sung**

#### Proactive Governance of the Korean Government and Its Implications

##### Introduction

- People anticipated that 2020 will see a better economy and lesser troubles and accidents. However, the world was faced with an unprecedented crisis of COVID-19 instead. Hospitals were overfilled with patients, people's daily lives were affected, and economic activities contracted significantly.
- In this process, the Korean government introduced effective and safe disease control and prevention policy thereby garnering claims that "Korea will be the very first country to convert the pandemic to an endemic."
- If the Korean disease control and prevention policy was to be evaluated a success, <Proactive Governance> played a pivotal role. I would like to examine the implications of <Proactive Governance> as a new tool for problem solving and share detailed cases.

##### A New Problem-solving Method, Proactive Governance

- The identity of Korean public officials in the 20th century was "one who serves the people" that is now expected to be renewed as "an active problem-solver." In recent days, creativity and active mindset bear more importance over the traditional values of devotion and consideration.
- <Proactive Governance> is a safety device that protects capable public officials and provide them with preferential treatments. By discovering and eradicating the root cause of passive work behavior, the government would like the public officials to take on the role of an active problem-solver.

##### A New Problem-solving Method, Proactive Governance

- One of predicaments public officials encounter is making reasonable decisions. To complement such decision-making process, Proactive Governance Committee is operated in every agency. Lack of expertise is supplemented by a consulting service and exemption from obligation is allowed given that there are no personal interests involved or any grave procedural errors.
- Legal expert advice is provided if a public official faces investigation as a result of pursuing Proactive Governance and appointment of attorney is supported in case a civil proceeding is filed against. Under the principle that proactivity is rewarded without fail, outstanding officials are selected biannually to be rewarded.





- On the contrary, the public can report a passively working personnel such as applying regulations of the past to a designated agency of which an audit department should immediately investigate.

## Leading Examples of Proactive Governance

- Proactive Governance enabled the support of COVID-19 diagnostic kit development that was a byword for Korea's initial response to the pandemic, the government's solution to mask shortage issue, the swift resumption of school classes, the introduction of non-contact DUI Traffic Stop, and the payment of disaster relief fund.

- Commonalities drawn from an analysis on Proactive Governance cases revealed that problems were solved creatively (result) based on expertise (foundation) with a proactive approach (behavior).

## Leading Examples of Proactive Governance

- From the analysis on the problem-solving types, collaboration was the most important factor followed by expeditious process, and planning competency. Depending on the case, expert knowledge and interpersonal competency were both necessary.

## Conclusion

- There are numerous factors and complicated causes for passive work behaviors of public officials. <Proactive Governance> has mitigated the fear of punishment public officials have and offered them clear motivation. Lack of expertise was supplemented and conditions to surmount passive leadership were set.

- Related laws such as State Public Officials Act, Local Public Officials Act, and General Act On Public Administration were revised to establish a legal ground for <Proactive Governance> to continuously contribute to resolve societal issues.

- Also, it was confirmed that the public sentiment can change dramatically when the government puts the lives and safety of the public as a priority. A public opinion poll supports this notion that national pride rose significantly compared to previous year owing to the government's effective pandemic response policy.

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## PANEL 10: YOUTH IN GOVERNANCE AND PUBLIC ADMINISTRATION AMIDST THE PANDEMIC

The youth plays an integral part in the betterment of governance and public administration. The important role that the youth plays does not change even despite the occurrence of the COVID-19. The pandemic even became an avenue for the youth to be more proactive in the knowledge co-creation, innovations, and reform. It created a dynamic group of young



individuals that are ready to engage in public administration, and governance towards the betterment of the society.

This session aims to explore stories of youths who works around the region to promote various advocacies towards sustainable development in public administration and governance including their experiences and challenges. As we focus the conference on “Governance and Public Administration in COVID-19 Pandemic: Learning, Innovations, and Reforms in Managing Global Changes”, the youth is also provided the opportunity to share their learnings and experiences during the pandemic, how we thrive and why we keep on going.

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## **PANEL 11: COORDINATED EFFORTS ACROSS GOVERNMENTS, PRIVATE SECTORS, AND CIVIL SOCIETY**

### **"The Necessity of Administrative Democracy and its Validity Measured by the Indices of Inherent Scale of Democracy"**

**Prof. Akio Kamiko**

*Ritsumeikan University*

This presentation is a result of a study jointly made by Prof. Murayama and the author with the Science Research Fund offered from the Ministry of Education, Culture, Sports and the Technology of Japan. Democracy can be divided into two elements, representative democracy and ‘administrative democracy.’ The purpose of this study is to emphasize the importance of ‘administrative democracy,’ the side of democracy offered by the direct contact between the government personnel and people. The necessity of administrative democracy can be confirmed in anytime and anywhere, and it is a rationale for democratic social sustainability and democratic administrative discretion. Some examples such as changes in policy implementation for flood crises under the advance of local government mergers are examined, in order to present the usefulness of an index which measures the validity of certain types of democracy with different mixtures of both elements, based on given population density and area size, elements that are ‘inherent.’ The questions discussed in the analysis are as follows. What is the inherent difference in the types of democracy among governments? When and where may the inherent governmental democracy be focused on? How does the inherent democracy make differences to the administrative functions for public policy implementation? Why should the inherent administrative democracy be discussed?



### **"Community Participation in Local Investment Decisions: A Case of Participatory Decision-making in Communes in Viet Nam"**

**Dr. Thi Thu Cuc Nguyen**

*National Academy of Public Administration (NAPA)*

Participation is a pillar of governance. Community participation with their voice heard and self-determination in decision-making promotes informed decisions and local governance. The paper aimed to present the case of participatory decision-making of the commune government, the lowest level of government in Viet Nam. It investigated the level and forms of community participation in the commune investment decision, the government's efforts in engaging people and promoting governance, and the factors influencing participation. A survey was conducted, with unstructured interviews with commune leaders and questionnaires targeted to commune officials and villagers in Nam Dinh, a typical northern delta province in Viet Nam. The main findings revealed a divide between the government's efforts in engaging people in investment decision-making and the reality of community participation. Although the community participates in the early stage of the decision-making, their participation rarely reached the higher levels due to limited knowledge and skills of participation, lower income and educational attainment. In response to the unpredictable changes, local government should adopt a collaborative approach to governance with community-centric efforts and initiatives.

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### **"The Participation of Civil Society Organizations in the Development of Talitay, Maguindanao"**

**Prof. Lakmodin Z. Abdulhadi**

This study focused on the level of participation of Civil Society Organizations in the development of Talitay, Maguindanao. The five questions that were answered in this study were: What is the profile of the respondents in terms of: Age, Civil status, educational attainment, sources of livelihood, and number of dependents? What is the profile of Non-Government Organizations (NGOs) in terms of: Classification, Type of Services offered, and Programs? What is the level of participation of Civil Society Organizations (CSOs) in the Development of Municipality of Talitay, Maguindanao in terms of: Planning, Organizing, Capability building, resource mobilization, monitoring and Evaluation? What are the support extended by the Local Government Units (LGUs) and other stakeholders to the programs, projects, and activities implemented by NGOs in the municipality? And what are the problems encountered by Non-Government Organization in the implementation of their programs and projects? The descriptive research design was adapted as it is basically descriptive in nature. The study primarily concerned on documenting and analyzing the factors influencing the participation of NGOs in the development of Talitay, Maguindanao. The study was conducted at selected five (5) barangays of Talitay, Maguindanao namely: Barangay Gadungan, Pob. Talitay, Kuden, Mapandala and



Makadayon. The respondents of this study were 70 organized, accredited as well as not accredited NGOs, POs and Local Government Units in the municipality of Talitay, Maguindanao. The respondents were identified according to their age, civil status, highest educational attainment, sources of livelihood and number of dependents. The selected Non-Governmental organizations were determined through its classifications, types of services offered and programs. The people also asked further through questionnaire on the level of participation of Civil Society organizations in terms of; planning, organizing, capability building, resource mobilization and monitoring and evaluation. The researcher used purposive- quota sampling selected to the respondents of the residents of Talitay, Maguindanao. The data gathering applied in this study was the survey questionnaires method supplemented by personal interviews and review of some related documents of the researcher. The researcher also gathered pertinent records and compilations of reading materials relevant to this study in order to enlighten further the objective of this study. All data gathered were organized properly. The approach was quantitative since the items were tallied and converted to various tables to be understood by the readers. The data were analyzed by the researcher himself. The statistical tools used were frequency distribution, percentage, mean and ranking. Data analysis yielded the following principal findings: 1. More than half of the respondents aged 41 years and above, more than half of them are married, most of them graduated in high school, most of them are farmers, and most of them have less than seven (7) dependents. 2. More than half of the NGOs are civil society organizations and majority of the programs conducted are parenting guidance and seminar/training. 3. The level of participation of the CSOs in the development of the Municipality of Talitay, Maguindanao was high in planning, organizing, capability building, resource mobilization, monitoring and evaluation. 4. The support extended by the LGUs were mostly manpower support with minimal support on financial assistance and office equipment, DSWD mainly supports the development by their feeding program along with child care protection and parental counseling, the barangay supports by providing venue with a little assistance on financial and manpower and the DILG supports by monitoring, organizing, and facilitating the POs and NGOs. 5. The top three (3) encountered by the NGOs in the programs and projects implementation were difficulty of acquiring funds, unstable peace and order condition and vagueness of policies. Based on the summary of findings, it is concluded that the Civil Society Organizations (CSOs) were extensively participating in the development of Talitay, Maguindanao with the support of DSWD, barangay government, and DILG despite the problems on financial assistance, unstable peace and order, vagueness of the policies they encountered. Based on the findings that participation of CSOs in the development of Talitay, Maguindanao were extensive in all areas of jurisdiction, and it is recommended that CSOs were partners of GOs in the implementation of programs, projects should be given responsibility and authority to conduct follow through activities in the course economic development program implementation. NGOs must be within the reach of beneficiaries to promote strong bond and relationships between CSOs and beneficiaries. This could also help lessen the risk of programs not enjoyed properly by the concerned beneficiaries.





### **"The Participation of Youth Organization During the Ratification of Bangsamoro Organic Law in Cotabato City"**

**Mr. Laniel Ryan Untong**

The campaign period of the ratification of Bangsamoro Organic Law and the inclusion of Cotabato City in the Bangsamoro territory was a challenging and historical one. The divided judgement of Cotabateños and their will to win their chosen side had caused different happenings on the ground. Rumors of harassment and other conflicting action was known to many. A multiple group of individuals had manifested their support. From civic groups, private organization to regular citizens and etcetera. However, a specific group caught my attention – the youth organizations. This paper was conducted because of the situation in Cotabato City amid campaign period and inspired by the statement of Sir Mohager Iqbal, the then Chief of Negotiating Panel and now the Bangsamoro Higher Technical Education Minister, stating that the youth today must protect the Bangsamoro Organic Law because it is the fruit of sacrifice of the youth before. This paper aimed to determine what are the participations of selected youth organizations during the ratification of Bangsamoro Organic Law in Cotabato City. One-on-one interview was applied in data gathering and qualitative type of research was used in this paper. The findings of the study showed the diverse participation of the youth organizations during the ratification of Bangsamoro Organic Law in Cotabato City. The result showed a variety of efforts – from being a volunteer to initiating series of forums. This proves the willingness of youth supporting the Bangsamoro Organic Law.

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### **"The KUSOM Public Policy Lab in Nepal: Vehicle for State and Societal Transformation"**

**Dr. Purna Nepali**

The contemporary challenges in the current field of public service of developing countries have led the scholars to explore new methods to increase the efficiency of the service mechanisms. South Asia, in specific, requires new and innovative policy making initiatives that promise much more efficient mechanisms than of the current standing to mitigate the contemporary challenges posed by the governments of the nations of the region. In doing so, a very unique approach stands out which proposes the integration of academicians and scholarly experts in the actual policy making processes and mechanisms of the governments. Consequently, researchers, primarily academicians, have developed more innovative policy labs where new and in-use policies are analyzed, tested and critiqued upon. This mechanism not only promises a more efficient model of policy making mechanism but also gives the relevant government access to a wider advisory group of experts who analyze, synthesize and suggest enhanced and comprehensive approaches towards policy making. Describing the need for an alliance between academia and government in Nepal, this paper explores the prospects of a living public policy lab at the





Kathmandu University School of Management (KU SOM) as an advisory body for the public policy making mechanisms of the government whilst providing a comprehensive analysis of the current and proposed public policies. Nepalese economy is highly dependent on agriculture where it is the primary income source of more than half of the Nepalese population. However, despite having such significance, there have not been many effective advancements in the sector of agriculture of Nepal. Similarly, as a developing nation, Nepal is currently witnessing a rapid urbanization in its territories. While urbanization promises the much-awaited perpetuity of socio-economic prosperity, it also threatens the existence of forests, grasslands and greenery creating a direct impact on the environment and sustainable development. For such issues which are directly affecting such important fields like agriculture and sustainability, it becomes important to explore new faculties that can alleviate contemporary challenges. Facilitating a policy outreach center at the local municipality offices and the regional government offices, the policy lab aims to bring issues from down the very local level to the central level to advise the government in more effective ways to create and implement new policies as well as improve the existing policies. With the objective of evidence-based policy formation the KU SOM public policy lab is the foundation of a successful university for state and societal transformation ideology in Nepal. The policy lab aims to generate and disseminate ideas, knowledge and critical understanding for the formulation of an improved policy and its effective implementation to contribute in promoting democratic norms and values, rule of law, social justice and good governance through a critical public policy dialogue. The Policy lab will stimulate a human-centered design thinking approach towards policy innovation and facilitate an advanced exchange of ideas, build trust and become a catalyst for change on both regional and national scales. Using the methods of quantitative and qualitative analysis, the paper aims to study the efficiencies of the public policies processing them in a controlled environment in Nepal where the effectiveness of the policies will be tested with and without the intervention of the KU SOM public policy lab to determine the significance of the policy lab in the policy making mechanisms of the government of Nepal.

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### PANEL 12: CITIZEN'S ENGAGEMENT IN THE GOVERNANCE

#### **"Volunteerism as a Driver of Exacting Public Accountability: The Citizen's Budget Tracker Initiative on Scrutinizing COVID-19 Response Spending in the Philippines"**

**Mr. Alce C. Quitaig**

*Social Watch Philippines (SWP)*

**Ms. Rochel April O. Pua**

*University of the Philippines-National College of Public Administration and Governance (UP-NCPAG)*

**Ms. Patricia Ann A. Quisao**



## *Department of Labor and Employment*

Public spending for coronavirus disease 2019 (COVID-19) response from the reallocated 2019 and 2020 Philippine national budget laws have been marred with spending challenges and fund misuse. This study chronicles the story behind the Citizen's Budget Tracker's anti-corruption drive through volunteerism among citizens. The authors used the case study method to document the experience on citizen's involvement in budget monitoring of COVID-19 fund utilization in terms of mobilization, financial tracking, and engagement and partnership strategies. This is supported by desk review of the financial reports and datasets published by the Citizen's Budget Tracker (CBT), reports and issuances on COVID-19 allocation and spending released by key government offices, and a key informant interview with the founding core group members of the CBT. The results suggest that volunteerism is an effective exercise of citizenship which influences definitive government response to accountability in the public sector. The study adds value to the theoretical and qualitative discourses on citizen participation and accountability in public governance. This also serves as an entry point for advocating further accountability measures in the government, both at the national and local levels.

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### **"Citizens Satisfaction with Public Service: What Factors Affect?"**

**Mr. Bishnu Prasad Lamsal**

*Deputy Executive Director, Nepal Administrative Staff College*

**Deputy-Dir. Anil Kumar Gupta**

*Deputy Director of studies, Nepal Administrative Staff College*

This paper presented the factors affecting citizen satisfaction with public service in Nepal. The factors were derived from the Nepal National Governance Survey 2017/18, and analyzed using a logistic regression model. The findings revealed that citizens' satisfaction with public service was positively affected by civil servants' compliance with rules, their responsiveness in delivering service, their prompt and hassle-free service. In addition to this, the citizens' satisfaction is also positively affected by the extent to which citizens could receive service by own self. On other side, citizens' satisfaction is negatively affected by civil servants' asking for a bribe and the number of service attempts made by citizens to receive public service. Therefore, it is time to focus on these factors to ensure higher citizen satisfaction with public service.

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### **"The Role of Social Media in Building Strong Institutions Through Citizens Engagement in Times of Crisis"**

**Dr. Joseph Navarro**



Citizens' engagement is one of the pillars of a democratic society. Through the years we have witness how citizens' participation evolved from small villages to the rest of the world through the power of ICTs'. We live in a media & communication-mediated world. Because of globalization, the world situation is now more complex and complicated. The world is interactive and the "truth" is always in question. Identities are fluid, new conjuncture brings the invention of traditions and identity markers slippery. The complexity of the global situation has to do with the certain fundamental disjuncture between the economy, culture, and politics that we have barely begun to theorize (Appadurai, 2018). Globalization in the twenty-first century has greatly affected the sphere of common exchanges among individuals and groups. People from all over the world are interlinked together in different ways and means from physical to emotional and even social connectivity. People and places are increasingly interlinked through the organization of work, the flows of goods and services, and the exchange of ideas (Perrons, 2004). With this backdrop, this paper would like to examine the role of social media in building strong institutions through citizen engagement. Can it serve as the fifth estate and help build strong institutions and an inclusive society? The Philippine Government response to the COVID-19 pandemic will be examined using the proposed Social Media on Citizens' Engagement Model to trace why social media as a platform is part of the discourse on strong institutions. It will also look into how effective/ good governance principles/aspects are linked to strong institutions.

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## "CITIZENS ENGAGEMENT IN GOVERNANCE IN THE PROVINCE OF RIZAL, PHILIPPINES"

**Prof. Pompeyo Adamos II**

*University of the Philippines*

**Prof. Maria Salve Rubaya-Adamos**

*Philippine Christian University*

In the Philippines, located within the CALABARZON, is the province of Rizal. In the recently held national and local elections, it is said to be one of the vote rich provinces of the Philippines. How can the citizens have a say in the governance of the province, especially during this Pandemic? One clear answer is through the citizens engagement in the local policy making of the province. In the context of the local policy making process of Rizal, the study will answer the following research questions: 1) What is the current status of citizens engagement in governance in the local policy making process of Rizal province, Philippines? 2) What are the issues in the citizen participation in the local policy process? and 3) What strategies may be recommended to solve these issues in citizen engagement in governance in the local policy making process of Rizal province, Philippines? The study will use the descriptive-qualitative method. Data will be gathered using document analysis and key informant's interview. The study will endeavor to propose recommendations on how to increase citizen engagement in governance specifically in the local policy making process of



the province. This study is of the view that there is a need for the promotion of awareness as to how the citizens may increase their engagement in governance.

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## **"Community Health Score Board (CHSB) for Quality Service, Accountability and Governance: Learning from Nepal"**

**Mr. Min Raj Gyawali**

Nepal formulated the National Health Policy in 2014/15 to ensure effective health sector governance, and "improved health sectors management and governance" is one the nine outcome areas in the Nepal Health Sector Strategy (2015-2020). Health service provision in Nepal mostly works in a top-down approach where decision-makers, planners, and managers are far from the reality of service receivers. Very little effort is made to make the communities (of both service providers and beneficiaries) aware of their rights as well as responsibilities and accountability towards service availability. Hence, CARE Nepal for the Suaahara II Program has implemented the Community Health Score Board (CHSB) in various 337 health institutions across 42 districts of Nepal. This brief document highlights the use of a Community Health Score Board (CHSB) for health services, accountability and governance and provides insights to all stakeholders to help them identify community needs and make informed decisions.

The paper is based on systematic collection of the information of the implementation and some cross-sectional analysis conducted in the working areas of the program by using in-depth interview and observation for use, patterns and outcomes of the CHSB implementation. The qualitative data collection was conducted with selected health institutions and service providers and local level representatives.

After implementation of CHSB, there are learnings that significantly contribute to changes in indicators of health and nutrition, including accountability and governance through the local level government. Involving government stakeholders during the program implementation helped them understand that CHSB could help identify the gaps in the program, and could help them allocate budget accordingly at the local level. This has gifted a beam for sustainability (Case story from Kailali). Due to the COVID-19 pandemic, service beneficiaries faced problem in participating in the interface meeting as part of CHSB. In future, the implementing team be mindful about finding a way to ensure the presence of all parties.

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## **PANEL 13: GOVERNANCE FUTURES LAB (1)**

### **"Fiscal Futures as a Public Sector's Budgetary Reform: Ramifications Towards Sustainable Development in the Philippines"**

**Dr. Jephte Olimpo Muñoz**

*University of the Philippines-National College of Public Administration and Governance*





(UP-NCPAG)

With the wicked problem of poverty, exponential growth in population that brings surmountable challenges in resource management, mobility of people across borders, adverse effects of the COVID19 pandemic, degradation of our natural environment, catastrophes brought about by climate change, responsible production and consumption or the lack thereof, industrialization and “green” cities being developed and technological advancements in the Fifth Industrial Revolution are realities that are hopefully to be addressed with the attainment of Sustainable Development Goals 2030 and beyond. Fiscal futures as a public sector’s budgetary reform (Anderson and Sheppard, 2009), though applied by limited industrialized countries for almost two decades ago, is a prescription yet to be explored and applied extensively by the Philippine government. The paper will have an updated systematic literature review on fiscal futures from the varying experiences of those early adopters and identify the ramifications in the political, economic, social, cultural and technological eco systems in the Philippines. The paper will offer recommendations on financial projections through targeted scenario analyses based on relevant and realistic demographic, microeconomic, macroeconomic, and fiscal assumptions. The frequency requirement analytical and institutional quality specifications will be determined for policy development and / or act of legislation.

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## **Strategic Foresight in the Technology Transfer of Climate Change Resilient Housing in Bicol Communities**

**DeAnna C. Regnim, PhD;**

**Ar. Jennifer Y. Vibar;**

**Jonathan S. Dela Cruz, DBA;**

**and Josefa B. Boncacas**

*Bicol State College of Applied Sciences and Technology*

This paper delves into the process of designing planning plus for the technology transfer of the Climate Change Resilient Pilot House (CCRPH), a resilient and energy efficient building certified and validated by Excellence in Design for Greater Efficiencies (EDGE). The CCRPH is an output of R&D activities of the Bicol State College of Applied Sciences and Technology (BISCAST) in cooperation with GIZ – Nexus. Along with the pressing global issue of disasters caused by natural hazards, which have claimed millions of lives and resulted in untold damage worldwide; vulnerable families living in substandard housing are expected to expand to 3 billion over the next 15 years across the fast urbanizing developing world. The technology transfer of CCRPH is a response to this persistent concern, specifically in the Bicol Region, Philippines, a region prone to natural disasters. The Designing Planning Plus (SP+), an anticipatory governance tool, was used to broaden the “boundaries of perception” on the practical implementation of CCRPH technology transfer. The discovered need for





resilient housing is anchored on the rising vulnerability of the people living in substandard housing around the globe and in the region, which led to the vision statement, “Climate change resilient housing which protects lives and livelihoods from natural phenomena towards building resilient communities through RDE initiatives.” The PESTEL framework was adopted to determine the emerging forces that may affect the technology transfer pre-implementation, implementation, and post-implementation activities. Sense-Making utilized the Causal Layered Analysis to uncover deeper, underlying issues based on observable events and trends in resilient housing. The analysis resulted in the litany that there is a lack of accessibility to affordable climate-change-resilient housing. The systemic cause is poor government support and low acceptance of technology, with the worldview that affordable housing is low-quality housing and the myth that climate-change-resilient housing is not for everyone. This analysis directed to the Scenario Development of four possible scenarios: the No Choice, Good Choice, Best Choice, and Only Choice scenarios. The Designing Strategies identified the threats and opportunities for all the scenarios. They were given strategic responses that directed the development of the Public Service Value Chain, which illustrates the alignment of all the strategic responses with four components: Promote, Immerse, Transfer, and Appraise. The emergence of new technologies that responds to health hazards and more affordable are identified as emerging issues. Monitoring these emerging issues is the basis for further R&D activities that will improve the technology and making it relevant to the unprecedented urbanization rates. Completing the (SP+) process is expected to result in effective public service value chain in transferring the CCRPH in the Bicol Region, Philippines. It is also envisioned that the transfer of this technology through collaborative partnerships with the government and private sector will help address the SGD 11 that is to make cities and human settlements inclusive, safe, resilient, and sustainable.

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## #FEAST: Food Ensuring A Sustainable Table

**Dr. Joy C. Capistrano**

**ASSCAT Future Thinkers**

*Agusan del Sur State College of Agriculture and Technology (ASSCAT)*

The global economic crisis brought by the COVID-19 pandemic and the Russia-Ukraine war has dramatically affected our goal of global food sufficiency. Not only does it affect the national economy, but at the local level, poverty incidence is increasing, further aggravating Agusan del Sur's condition as the second poorest province in the country.

As agricultural academe, our mandate to undertake research and extension entails securing the intergenerational need for food that would lead to comfortable and improved lives. The challenge includes ensuring that the four dimensions of food security, namely, food availability, food accessibility, food utilization, and food stability, will be achieved at the local and regional levels.



Applying strategic foresight, we began by describing the current realities of food insufficiency and its enabling conditions to acknowledge present trends and the anticipated threats to achieving the desired future. We anticipate the existence of emerging realities and the ways to mitigate them toward achieving the desired goals of #FEAST, Food Ensuring A Sustainable Table, where our food systems are sustainable and food is available for every table.

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## Challenge and direction in the management of watershed

**Vaberlie P. Mandane-Garcia**

**Romel U. Briones**

**Heidi B. Gonzales**

**Claudine Faye A. Caceres**

*Assistant Professor, College of Arts and Sciences, Batangas State University*

Watershed rehabilitation and protection efforts in many parts of the world have been done to mitigate the impact of human activities and the rapid process of urbanization. But rehabilitating a watershed constitutes problems and challenges in many aspects particularly in the highly urbanized zone. This paper discusses the challenges faced by the local government and the volunteers in the rehabilitation of the Calumpang Watershed in Batangas, Philippines. This also attempts to discuss the factors affecting the effectiveness of the rehabilitation projects. Through secondary data analysis and key informant interviews conducted among selected participants, initial factors affecting the implementation of watershed rehabilitation initiatives were identified. Legislative support of upstream and downstream communities, the issues of properties along the riverbank, and the suitability of the strategies used in the implementation of rehabilitation initiatives, the strict compliance of municipalities in cities with environmental laws, and the support of various stakeholders are the identified factors. Through causal layered analysis, PESTEL analysis, and Scenario planning plus exercises, a multi-stakeholder institutional body for the sustained rehabilitation initiatives for Calumpang Watershed is being recommended to capture the strengths of all the stakeholders and bridge the gaps between the project implementers and the communities.

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## PANEL 14: STRUCTURAL AND PROCEDURAL REFORM TO PUBLIC SERVICE DELIVERY

**"Dilemma and Decision Space: The (Un)Collective Action of DOH-MMCHD and Malabon LGU in Health Promotion in the New Normal"**



**Ms. Reiou Regie Manuel**

*Development Management Officer II, City Government of Malabon*

The Universal Health Care Act recognizes the importance of health promotions in the effective implementation of devolved health programs and policy coordination across governmental instrumentalities. After the onslaught of COVID-19, the “New Normal” paves the way for the full-swing institutionalization of LGU health promotion units and Health Promotion Bureau under DOH-MMCHD. However, vertical and functional ICA dilemmas serve as barriers in the proper enactment of health promotions.

Data for analysis were obtained from health promotion-related laws and policies, DOH-MMCHD and LGU records, and semi-structured interviews of key technical and political actors. ICA dilemmas between DOH-MMCHD and Malabon LGU in the implementation of health promotions were identified such as opportunism hazards, action incoherence, defection and unfair division of duties, lack of contracts, non-execution of policies, hidden information on duties and responsibilities, and enforcement costs such as budgetary, political, and resource constraints among others.

Institutional Collective Action Framework and Bossert’s Concept of Decision Space and Capacity were used to resolve ICA dilemmas by empowering DOH-MMCHD through the enforcement of accountability mechanisms and supervisory intervention, and by maximizing decision space through procedural policy instruments such as formation and proper execution of local health committee and local health board, health promotion ordinance, creation of HEPO units, capacitating HEPOs and BHW, institutional reformation of duties and responsibilities of HEPOs and BHWs, and optimization of LGU autonomy to advance health promotions.

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**"Developing New Patterns of Performance Management in State Development Program"**

**Assoc. Prof. Seyed Kamal Vaezi**

This paper is about theories for performance management to provide a framework for the analysis of state development program success considering the role of a comprehensive training strategy for high rank officials who are responsible for performance management in public sector. Comprehensive strategy is a key driver of both dimensions of performance management. (Structural change and process) The paper deals with the performance appraisal of supervising and inspecting systems in state development program. In literature review study we suggested two approaches for program evaluation of development program: effective oriented approach and efficiency oriented approach. In the field studies we review 40 elements of supervising and performance management roles in the sample. Results show the importance of customer oriented approaches and application of new paradigm of public



Management in supervising trend of development program. Meanwhile the results criticized the importance of productivity criteria's like internal process, executives and end-users satisfaction and also goal oriented factors in policy making in the field of study. The recommendations focus the need for assessment centers, reviewing policies and procedures, project level monitoring, monitoring the governance arrangements in wider systems, enriching of the context, aligning of human resource policies and training strategies and finally designing two sets of roles for training organizations to be able to implement innovation and entrepreneurship in their training system

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## **"Building an Institutional Resilience: Creating Agile Reforms in Public Administration"**

**Dr. Sharon Grace Suarez-Yabut**

*University of the Philippines National College of Public Administration (UP-NCPAG)*

Public administration institutions are indispensable in the operations of our administrative system which impacts resilience. The bureaucracy has been learning to respond to adversities of all possible disasters affecting our governance. How to be agile in catastrophes should be the way forward in order to minimize risks and manage damage control during the onset of these challenges. The study explores resilience factors and governance styles in Public Administration institutions in handling threats affecting the structural and procedural system during the pandemic. Through empirical basis in selected government agencies and stakeholders in Asia, it aims to articulate resilience theories in practice while identifying and addressing capacity factors of institutional resilience. It analyzes pandemic responses based on governance styles of hierarchy, market and network. Results show that there are multiple and interlocking catalysts vital to structural and procedural reforms such as reinventing governance network, adaptive governance, leadership, forecasting and strategic planning, and developing the learning capacity. The study will emphasize call to action in translating theories and concepts to suggest reforms in designing a resilient public administration for the Philippines.

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## **"Policy Reforms Needed for Better River Water Quality in the Kathmandu Valley"**

**Mr. Sajid Sheikh**

A bowl-shaped valley, Kathmandu Valley covers 665 square km and is dissected by eight rivers. The main river of the valley, the Bagmati, and its tributaries, of which the Bishnumati, Dhobi Khola, Manohara Khola, Hanumante Khola, and Tukucha Khola are predominant. Human activities along the river banks, river encroachment, urbanisation, and industrialisation have brought about changes in environmental conditions, among which polluting water and dumping wastes are the most obvious in Kathmandu. Despite a





commitment to evidence-based policy, the response has been characterised by poorly designed policies that have compromised the environment and population health and contributed to higher levels of pollution and degradation. The number of parties involved in improving the environmental conditions is growing. Still, without any concrete policy in place, the status of the rivers and their surrounding is further deteriorating every day. To tackle this problem, the Nepal Government can engage with businesses and establish mechanisms encouraging companies to be efficient and transparent in their wastewater disposal. The government can also engage with their citizens raising their awareness of water pollution and ways to reduce it.

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## **"Operations Management And Farmers Satisfaction Of Tagum City Agriculture Office"**

**Engr. Rejean Zulueta**

The study aimed to determine the level of operations management and farmer-client satisfaction of the Tagum City Agriculture Office. The respondents of the study were 50 walk-in farmer-clients of the office in March 2022. The researcher used a quantitative non-experimental utilizing correlational technique in research and utilized the researcher-made questionnaire in this study. The Average Weighted Mean, Pearson-r, frequency count, and rank were the statistical tools used in this research. The study found out that the level of the operations management of Tagum City Agriculture Office is very high and demonstrated excellence in terms of the five management functions such as planning, organizing, directing, controlling, and staffing. Staffing management function has the highest mean among the five indicators of the operations management. Moreover, results showed that the farmer-clients are very satisfied with the quality of services of the operations management of the City Agriculture Office of Tagum. This is in terms of responsiveness, empathy, reliability, tangibility, and assurance. Of the five indicators of service quality, reliability has the highest mean. In addition, the study also showed that there was a significant relationship between the level of the operations management and farmers satisfaction. Further, the lack/limited agricultural-related facility was the most common issue, problem, and concern identified by the respondents. Lastly, Tagum City Agriculture Office adheres to the standard set forth by the 1987 Philippine Constitution concerning its services to its clients.

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## **PANEL 15: PROTECTING PUBLIC GOODS**

### **"Good Governance? Redistribution and Economic Condition in East and Southeast Asian Countries"**

**Mr. Alce Quitalig**



*Social Watch Philippines (SWP)*

**Prof. Reginald Ugaddan**

*University of the Philippines National College of Public Administration (UP-NCPAG)*

This paper posits a model demonstrating that good governance indicators in the form of quality of governance, support for prevailing system of government (or system affect), and access to public service affect the economic condition of a country through the implementation of the government's mandate of redistribution of public resources. The purpose of the study tests said premise on two levels. The paper investigates the direct effect of each of the components of good governance vis-à-vis economic conditions. Then, it examines the mediating impact of redistribution flowing from quality of governance, system affect and access to public service to economic condition. The study utilizes the Fifth Wave Asian Barometer Survey for the Philippines, Vietnam, Thailand, Taiwan, and Mongolia between 2018-2020. The validity and reliability of the constructs are ascertained by employing exploratory factor analysis and confirmatory factor analysis of the latent variables. Structural equation modeling and bootstrap function were performed to analyze the correlation and its significance. The result shows different levels of correlation between quality of governance and redistribution, and between system affect and redistribution. All three good governance constructs mattered to economic condition. On the other hand, varying degrees of mediation could be observed between quality of governance and system affect constructs and economic condition through redistribution. The paper contributes to the mainstream governance discourse exploring a greater role for governments to effectively deliver redistributive policies and services beyond managerial reforms and towards addressing the structural causes of poverty and inequality and attaining economic development.

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## **"Cleaning Up the Philippine Energy Mix: Policy Windows and Policy Reform amidst COVID 19 and a New Government"**

**Dr. Jalton Garces Taguibao**

Sustaining growth and development throughout the COVID 19 pandemic crisis require reliable mechanisms for recovery, in addition to the mitigation public health risks, and the expansion of employment. While public spending has been mostly earmarked in addressing public health conditions in the Philippines, attention is drawn to the role of sustainable energy systems for the household, industry, and transport sectors, to ensure continuity in economic activity. Needless to say, the pandemic has not only turned the spotlight on the critical role of power and energy in pandemic-constrained economies, but has also provided a condition for policy innovations to hasten the establishment and growth of alternative sources of clean and sustainable energy. The efforts from decades of shepherding policies for the effective commercialization of renewable energy could have been immediately realized until confronted with bureaucratic bottlenecks and highly-politicized courses of



action from the planning to implementation stages. The policy objectives set for sustainable energy remain incompletely accomplished and its envisioned outcomes, a mirage in the country's development horizon, despite the "window of opportunity" presented by the pandemic. Add to this, a routinary opportunity with a political administration up and coming. This study provides an update in the Philippines effort to effectively expand clean and alternative energy systems in the Philippine energy mix, as espoused in the Philippine Renewable Energy Act of 2008. In addition to a look into the discussing the drivers and barriers in implementation, this study examines the power and energy situation in the Philippines brought about by the pandemic, assessing the policy opportunities it presented with respect to renewable energy technologies, utilization, and adoption. The study concludes by exploring prospective policy agenda for sustainable energy development in the Philippines as the country continues to grapple with the societal impact of COVID 19 pandemic, taking into view a new government in the immediate horizon.

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## **"Local Pandemic Response and Its Implications for Building Resilient Communities and Enabling Policy Environment"**

**Ms. Rosemaries Casimiro**

*Local Government and Regional Development Research Hub, Nueva Ecija University of Science and Technology*

Many activities were stalled as a result of the COVID-19 pandemic. Policy makers' strategies to limit the spread of the virus by restricting movement have prioritized people's safety. Data from communities and government agencies are used to track the rapid spread of COVID 19 and the government's response. The role and responsibility of the Philippine municipalities and cities in building systems and structures and forming a consistent decision-making community to secure ownership of processes, challenges, and interests were identified using a systematic research approach. The findings encourage community members to learn, participate in, and make changes to disaster risk mitigation measures that can be applied to pandemic situations, as they are responsible for both problems and solutions. Supportive policies and government practices that encourage community initiatives help ensure active participation in safety, recovery, and community risk reduction initiatives. Addressing pandemic political and governance issues requires careful planning and evaluation of lessons learned at the local level to predict the expected outcomes of different futures and policy interventions. Transforming the system and recovering from the crisis's adverse effects requires a holistic approach to policy thinking related to reforming people's mindset, service delivery, economic activity, and participatory governance.

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## **"A Comprehensive Study Of The Barangay Solid Waste Management System Of The Municipality Of Cabagan"**



## **Maja-Layne Z. Edejer, EnP.**

Rapid increase in population has led to an increase in solid waste generation. Recognizing the threat of the fast-growing problem on solid waste to the environment and public health, the Philippine government institutionalized the creation of the Barangay Ecological Solid Waste Management Committee as primary implementors of solid waste management system at the community level.

This paper is a comprehensive study of the Barangay Solid Waste Management System in the Municipality of Cabagan focusing on three variables: Functionality of the Barangay Ecological Solid Waste Management Committee; Level of Awareness, Degree of Attitude, and Extent of Practices in solid waste management of the members of the Barangay Ecological Solid Waste Management Committee; and Satisfaction Level of the Waste Generators on the implementation of the barangay solid waste management system.

Results showed that a highly functional Barangay Ecological Solid Waste Management Committee have members who have high level of awareness, positive degree of attitude, and consistent in the practice of proper solid waste management. It was also determined that waste generators who are very satisfied with the implementation of the barangay solid waste management system are those who have a highly functional Barangay Ecological Solid Waste Management Committee.

The study also gathered information on various issues, concerns, and problems encountered in the implementation of the barangay solid waste management system both from the perspectives of the solid waste management system implementor (BESWMC) and solid waste management service recipients (waste generators) determining that lack/limited budget on solid waste management is the primary concern in the implementation of the barangay ecological solid waste management system.

With the result of the findings, the researcher recommends that the Local Government Unit of Cabagan has to regularly conduct monitoring and evaluation of the functionality of the Barangay Ecological Solid Waste Management Committee. To facilitate comprehensive awareness, foster ethical attitude, and form environment-friendly practices relative to solid waste management among BESWMC members, trainings and workshops must also be conducted. Likewise, the barangay government must also allocate sufficient budget to address issues, concerns, and problems identified to ensure sustainability in the implementation of the barangay solid waste management system in the Municipality of Cabagan.

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## **"Refine SEZ Laws to Create Trade Balance"**

### **Ms. Suvechha Nepal**

The purpose of this paper is to develop recommendations for the relevant agencies to reform the laws governing special economic zones (SEZs) in Nepal in terms of creating competitive and investment-friendly SEZs that contribute substantially to trade balance. A literature review is conducted in order to identify the factors that have influenced SEZ performance





over the past 10 years. The policies and laws for SEZ in Nepal and other South Asian nations are analyzed to understand the factors that create success to one country's SEZ. Governments in these nations demonstrate a strong political commitment to the establishment of the zones, implementing specific policies of both fiscal incentives and regulatory exemptions, together with administrative simplicity to facilitate zone developers and renter firms. The prime objective and structure of SEZ is similar in most of the nations. However, it does not guaranty success. Understanding country's productivity, which makes it competitive in the global market, is a key success element for SEZs. The literature support for each aspect is discussed in order to form a logical sequence. In a sequential framework, hypotheses are developed to draw correlations between SEZ and trade balance. The recommendation has yet to be tested practically. However, SEZs can help achieve trade balance. This paper on refine SEZ laws to create trade balance identifies feasible amendments in SEZ laws which can have a huge impact on achieving trade balance and a competitive market. The significance of the research arises from its attempt to demonstrate the link between SEZ and its implications for trade balance.

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### PANEL 16: UTILIZING SOCIAL CAPITAL

#### **"Socioeconomic intermediations of conditional cash transfer to low-income earners"**

**Prof. Al-Ghani D. Mohammad**

*Development Studies of Western Mindanao State University*

The Philippines' Conditional Cash Transfer (CTT) or locally known as the Pantawid Pamilyang Pilipino Program (4Ps) is the flagship socio-economic program of the government. The 4Ps is at the heart of the Philippine government's strategy for poverty reduction and social protection. An increase in financial-seeking behavior among CCT beneficiaries is the main finding of this study. It utilizes descriptive-quantitative approach via simple survey and interview with one hundred sixty-seven (167) CCT beneficiaries in two (2) selected communities in Western Mindanao, Philippines. The purpose of this study is to ascertain CCT beneficiaries' developmental status in terms of a) socioeconomic interventions; b) nature of benefits, particularly medical and educational assistances; and c) CCT beneficiaries' perceptions of poverty. The study discovered an increase in financial-seeking behavior among CCT respondent-beneficiaries; the program was expanded to include beneficiaries who are permanently employed and earn a stable income; education and health service utilization did not improve significantly; and finally, the poverty index remained a problem. Thus, the study recommends massive and long-term livelihood programs and trainings, particularly for CCT beneficiaries without permanent jobs and sources of income, to foster expansive and extensive development of skills, crafts, and sustainability in financial and socioeconomic demands; also, a review of the CCT beneficiaries' profiles is strongly recommended to serve the government's mission of serving the poorest; and finally, an enormous need is identified for financial literacy and



counseling services from social workers, economists, and psychologists.

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## **"Affect and Cognition in NIMBYism in the Case of Social Acceptance of High-Level Waste Disposal Site in Japan"**

**Dr. Reona Hayashi**

Due to the lack of acceptance by people, the controversy over disposal sites for high-level radioactive waste (HLW) as a type of nuclear waste has stalled in many countries. We conducted two studies to analyze the effects of affect and cognition on the people's acceptance of HLW disposal sites, the most severe NIMBY problem. The dual-process model assumes that people use the affective process in which information is processed fast and emotionally, and the cognitive process that handles information carefully and rationally. We theorized two types of dual process model on NIMBYism: the simultaneous model and the serial model. While in the simultaneous model, people use the affective process and the cognitive process independently, the serial model assumes people first make intuitive decisions according to their affect and then judge the acceptance by cognition based on benefits and losses. In Study 1, we tested these models using survey data from 1194 participants in Japan. The data supported the serial model. Those who had negative affect about accepting money in exchange for the site's construction did not show acceptance even when they recognized the benefits brought about by the construction. On the other hand, acceptance among people without strong negative affect strengthened as they recognized the benefits of the site. In Study 2, to test the model's boundary conditions, we surveyed 900 residents in urban areas where the site's construction is almost entirely not assumed and 900 residents in rural areas where the site could be built. First, we found the serial model valid even in urban areas, even if people in rural areas follow the model a bit more strongly. Second, using quantile regression, the result showed that people followed the serial model only when they did not have strong supportive attitudes. Meanwhile, the simultaneous model fits people who firmly support the construction. Their acceptance for the site strengthened as they recognized the benefits from the construction even if they had a negative affect over the site. The findings of this study show the need for policies that take into account the relationship between emotional and cognitive aspects of citizens

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## **"Assessment of the Level of Participation of Public Administration Students of Taguig City University in Various Civic Engagement Activities in Taguig City"**

**Arab, Al-Wahid P.**

**Agripa, Diona B.**

**Balmatero, Lester D.**

**Cahinde, Ana Marie D.**

**Candelaria, Joyce B.,**



**Castillo, Patrick P.,  
Figueroa, Gissel M.,  
Galicia, Jonathan T.,  
Malaluan, Edmar M.**

The study intends to provide information on how Public Administration students of Taguig City University engage in various civic engagement activities in Taguig City. A greater understanding of this knowledge will lead to the more significant promotion of civic engagement among college students. The valuable and relevant information acquired from this study would benefit the following sectors: the society, the community of Taguig, the administrators, the teachers, the students, and the researchers. This study is anchored on the concept of civic engagement of Thomas Ehrlich and Keeter et al. The researchers adopted a multi-method research strategy that collected quantitative and qualitative data. Quantitative data consisted of responses to a Likert scale consisting of fifteen items from an online survey. At the same time, qualitative data was obtained through open-ended questions from online focus group discussions and unstructured interviews. The data collected from the online study is analyzed. A focus group discussion and unstructured interview are conducted to fill in the research gaps and generate more significant insights for further examination. Also, the researchers use different formulas for statistical data that they need. Due to the ongoing pandemic, all the instrumentation used in this study is held online to ensure the respondent's safety. The study involves 52% of the respondents coming from the 1st year, 22% of the respondents came from the 3rd year, 15% of the respondents came from the 2nd year, and 10% of the respondents from the 4th year. The sample was computed using Slovin's formula is 295. Most of the respondents were male with a frequency of one hundred sixty-nine (169) and a percentage of 57%, while the female respondents were one hundred twenty-six (126) or 43%. Since most of the enrolled students in the first semester of the A.Y 2021-2022 are male. The paper reveals that majority of the respondents participated most in civic activities than in electoral and political voice. It gained a 3.22 overall weighted mean—the highest among the three categories of civic engagement (civic activities, electoral, and political voice) with a verbal interpretation of Every Once in a While. For electoral indicators activities in choosing to participate in various civic engagement activities in Taguig City generated an overall weighted mean of (2.98). The respondents have the least participation in political voice activities it gained the lowest overall mean of 2.77 among the three civic engagement categories with a verbal interpretation of Every Once in a While.

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**"Citizen's Trust in Health Service Delivery during COVID-19 pandemic: A Case of Chandragiri Municipality, Nepal"**

**Mr. Trilochana Pokhrel**  
*Civil Service, Nepal*

**Dr. Sudeep Uprety**



*Prince of Songkhla University, Thailand*

Trust is an interpersonal as well as an organizational behavior trait, associated with various relationships established between two and multiple individuals, social institutions, and other entities. Particularly, at the macro level, trust is also considered an important indicator for establishments to gain legitimacy of authority and governance. A qualitative study was conducted to explore the trust perception of community people towards service delivery. The study attempted to answer three broad research questions: impact on health service delivery due to COVID-19 pandemic; effectiveness services provided; and perception of the community with the quality and timeliness of the health services during the COVID-19 pandemic period. The study findings reveal that there is low level of trust among the citizens towards the municipality. This is mainly due to the lack of policy translation (from federal to provincial and municipal level), lack of technical and financial resources for delivering health services independently. Furthermore, lack of technical and financial resources has directly affected the quality and efficiency of service delivery, especially during emergency situations. Moreover, lack of clear guideline on how to operate and prepare during emergency situations has affected the trust building among citizens.

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## **"Community Health Score Board (CHSB) for quality Services and Governance: Practices and Lessons Learned in Nepal"**

**Mr/Ms. Min Raj Gyawali**

**Mr/Ms. Jyoti Karki**

Nepal formulated the National Health Policy in 2014/15 to ensure effective health sector governance, and "improved health sectors management and governance" is one the nine outcome areas in the Nepal Health Sector Strategy (2015-2020). Health service provision in Nepal mostly works in a top-down approach where decision-makers, planners, and managers are far from the reality of service receivers. Very little effort is made to make the communities (of both service providers and beneficiaries) aware of their rights as well as responsibilities and accountability towards service availability. Hence, CARE Nepal for the Suaahara II Program has implemented the Community Health Score Board (CHSB) in various 337 health institutions across 42 districts of Nepal. This brief document highlights the use of a Community Health Score Board (CHSB) for health services, accountability and governance and provides insights to all stakeholders to help them identify community needs and make informed decisions. The paper is based on systematic collection of the information of the implementation and some cross-sectional analysis conducted in the working areas of the program by using in-depth interview and observation for use, patterns and outcomes of the CHSB implementation. The qualitative data collection was conducted with selected health institutions and service providers and local level representatives. After implementation of CHSB, there are learnings that significantly contribute to changes in indicators of health and nutrition, including accountability and governance through the local level government. Involving government stakeholders during the program implementation





helped them understand that CHSB could help identify the gaps in the program, and could help them allocate budget accordingly at the local level. This has gifted a beam for sustainability (Case story from Kailali). Due to the COVID-19 pandemic, service beneficiaries faced problem in participating in the interface meeting as part of CHSB. In future, the implementing team be mindful about finding a way to ensure the presence of all parties

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## PANEL 17: EXPERIENCES AND GOOD PRACTICES ON GOVERNANCE REFORM

### "How Enough is Good Enough Governance?"

**Prof. Defny Holidin**  
*Universitas Indonesia*

Grindle's concept of good enough governance constructively criticizes good governance inflation, which suffers from a deficiency in consideration of the context underlying the limited capability of institutional change to encourage the achievement of good governance expectations advocated globally by numerous international institutions. While the notion supports the attainment of the minimal capacity limit for realizing better governance, particularly in non-Western nations, its more advanced concepts are stuck on improved governance. This conceptual advancement cannot address the problem posed by the ambivalence of emulating governance reform based on its prominent international model and its inadequacy that conflicts with the trend of democratic decline. This article attempts to examine the shortcomings of the notion of good enough governance in non-western nations. The first element of our research agenda is an examination of the social ontology of governance reform from the viewpoints of convergence vs. divergence of reform, its institutional changes, and social change. Next, the findings explain persistent governance reform in Southeast Asian countries, which has received assistance from international organizations yet concurrent with authoritarian regime resurgence. Specifically, the research focused on the two Southeast Asian champion democracies that have been backsliding: Indonesia from the second phase of the Yudhoyono Administration to the present Jokowi Administration, and the Philippines from the Aquino Jr. Administration to the Duterte Administration. The analysis determined that Grindle's concept inaccurately targeted the level of governance improvement and instead should have focused on differentiating which areas of governance necessitate improvisation following the global reference of good governance from those that require national context-specific adaptation. The study also reveals that the dysfunction of democratic institutions in the two nations, despite their diverse patterns, supports ongoing governance reform.

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### "Implications of the Mandanas-Garcia Ruling and the Future of the Sustainable Livelihood Program"



**Vladimir Cabrera**  
**Janica Javillo**  
**Lutgarda Villegas**

The Philippine Supreme Court's ruling on the Mandanas-Garcia internal revenue allotment (IRA) the case is a significant decision that redefines the formula for computing the IRA of local government units. The ruling directly increases resources for local government units by reallocating resources and appropriations from the national level. This reallocation results in a larger base for the computation of the IRA and provides greater financial resources to fund and implement local social services at the grassroots level. The research study examines the implications of the ruling and the subsequent devolution of national government-led programs, particularly the Department of Social Welfare and Development's (DSWD) Sustainable Livelihood Program (SLP). The study employs a qualitative approach through Key Informant Interviews (KII) with executive managers of the DSWD as well as Focus Group Discussions (FGD) with select SLP national and regional personnel. Through these methods, the study seeks to draw experiences and insights from program owners/implementers on the effects/implications of the ruling to the SLP's policies, processes, structure, human resource component, and budgetary requirements. The study will also utilize scenario planning and futures thinking approach to determine and analyze possible scenarios that the SLP will face in the years to come following its devolution. At the end of the research study, the research group would have produced a body of knowledge that presents the effects of the Mandanas-Garcia ruling as well as the effects of devolution to the DSWD SLP. The paper could be used as reference by the national government in introducing policy reforms on governance, public administration, devolution transition, and delineation of roles by national, regional, and local government actors in livelihood development.

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## **"Reforming the Governance and Public Administration in Nepal"**

**Mr. Baburam Bhul**  
*Civil Service of Nepal*

Background- Firstly, governance and administrative reform is commonly characterised as the implementation of a complete or gradual collection of structural, institutional, behavioural, and organisational strategic changes with the purpose of reforming, modernising, and adapting the administrative system to fulfil national development goals. Historically, reforming Nepal's administrative structure has become a habitual that has been ongoing since the early 1960s. The early attempts were traditional or pre-New Public Management (NPM) reforms that dealt with administrative organisation, norms, and regulations. The governance and administration reform in Nepal was mostly limited and traditional to the management of the public bureaucracy until broader governance issues were incorporated into the agenda in the late 1980s. NPM-inspired reforms were initiated in



the 1990s, and those initiated since 2010 and 2020 can be characterized as post-NPM reforms. The Constitution of Nepal 2015, Good Governance Act 2008, Right to Information Act 2007, civil Service Act, 2049 and regulations, 2050, Good Governance Act, 2007 and Local Government Operation Act 2017 etc. are the primarily statutory measures to ensure governance in Nepal. But the legal provisions and practice is not sufficient for ensuring good governance in Nepal. However, the primary challenge with governance and administrative reform is putting into action the policies that have been consistently suggested by administrative reform commissions and committees.

**Purpose-** The purpose of this paper is to explore and evaluate the efforts of governance administrative reform in governance and public administration in Nepal since 1960s. It investigates the extent of implementation in order to determine what elements and key actors were important to the effective implementation of governance reforms in developing countries such as Nepal.

**Method-** In order to fulfil the purpose of this paper the data and information is primarily gathered from secondary sources, the most is administrative reform committee reports, the Nepalese Constitution, the local administration act, the good governance act, the civil service act and rules, and documents outlining organisational structures. As a result, content analysis is the major strategy executed in the study.

**Results and Conclusion-** The main issue of administrative reform, however, is to implement the measures that have been repeatedly recommended by administrative reform commissions and committees. The reform era (commencing around 1980) presented unparalleled opportunities for reformers to learn about what worked and to choose between an ever-increasing range of instruments for pursuing government objectives. Central to this book is an analysis of key dimensions of political and managerial change with an emphasis on the twenty-first century. The modern era of public sector reform was instigated around four decades ago when Margaret Thatcher enforced political and operational transformation in the United Kingdom. In the absence of stakeholder commitment to the governance reforms, both the political leadership and the senior civil service were never genuinely committed or interested in reform agendas. Similarly, the lack of reform readiness and inefficiency of reform leading institutions were among the prominent constraints that hindered successful implementation of governance reforms in Nepal. As the reforms lacked effective policy deliberation, strategic communication and participative management, the key implementers did not own the reform agenda and had little genuine commitment to implement reforms. The socio-economic and political context influencing state society relations, the political bureaucratic interface, state donor dynamics and the governance situation was found crucially important for the successful implementation of governance reforms in an aid-recipient developing country like Nepal.

**Practical Implications-** This study extends our knowledge and understanding of the making and implementation of governance and administrative reforms as a dynamic political process with special reference to developing countries. The major academic contribution along with the implications to the policy and practice for the sustainable governance and administration.



The key influencing factors identified in this study will help increase the knowledge and idea of how to manage and focus through the application of governance reform initiatives in Nepal for a conducive administrative environment. The findings can be the guideline for government, public administrators, civil society, academicians, social activists and political leaders dealing with the implementation and management of reform activities, both for their own understanding as well as in terms of guiding public administrators and political elite actors and all stakeholders to ensure sustainable outcomes of governance and administrative reforms in Nepal.

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## **"Importance of Intergovernmental Relations in Modern Governance: A Case Study of Canada"**

**Dr. Divya Ananad**

**Dr. Devi Roy**

The intergovernmental relations (IGR) are growing in importance because of the increasing complexities of modern governance. They have become an important feature of federal political systems; however, they are an important part of any political system with more than one level of government. The complexities of this political system increase as policy making decisions are taken and implemented at different tiers of governance and interaction and cooperation among these tiers becomes crucial for expected policy outcomes.

IGR are the processes and institutions through which levels of government within a political system interact. All countries, whether unitary or federal, have IGR of some sort, provided they have more than one level of government. IGR have traditionally focused on the formal structures and institutions of IGR, in particular, those connected with the financial arrangements between the levels of government. However, IGR also involve extensive informal processes of exchange and interaction.

Intergovernmental interaction is required essentially for resolving multijurisdictional problems and to ensure the most efficient and effective use of tax revenues and management resources for the future. In Canada, several models of federalism exist from independence to interdependence of the two orders of government. In the classical form, the federalism works as a watertight compartment model in which each order of government has exclusive authority in its sphere of jurisdiction and no need to consult or coordinate activities in the other order. The federal system created in 1867 at one hand ended continuum, but at the same time, it was not entirely consistent with the watertight compartment model. One needs to understand that Intergovernmental relations are understood broadly in which governments in a federal systems work together across jurisdictional boundaries in the common interest.

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## **"A Validated Code for the Peaceful Conduct of the Electoral Process"**





**Atty. Julie Binaldo-Velasco, Ph.D.**

Electoral system in the Philippines has been found to be colorful. This study determined the status of electoral process, practices and problems in Cordillera Administrative Region. It determined the factors on peaceful electoral process; the factors on peaceful electoral process, as per the Omnibus Election Code; performance of the local government election personnel, workers, electoral candidates and voters on their duties and responsibilities; problems encountered on electoral process and the actions taken by the COMELEC on election related violence/protest. A descriptive research design was used. The study only covered 2010, 2013 and 2016 election periods.

The results of the study showed that the respondents were highly aware on the factors on peaceful electoral process as per Omnibus Election Code and were highly observed by them. The Comelec was perceived to have highly performed its functions. Election-related problems were acted upon by the Philippine National Police, in coordination with the COMELEC. From the results of the study, a validated code to attain a more peaceful electoral process in the Cordillera Administrative region is formulated.

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## **PANEL 18: MULTI-SKILLED HUMAN RESOURCE MANAGEMENT**

### **“Public Service Motivation among the Millennials of the Bangkok Metropolitan Administration (BMA) Public Officials during Covid-19 Pandemic”**

**Dir. Panapa Chintaradeja**  
**Ms. Supachai Yavaprabhas**

The goal of this study is to look into what motivates Gen Y millennials working in the public sector during the COVID-19 pandemic. Both quantitative and qualitative methods are used in this study. In quantitative analysis using data from multi-stage samples of millennials working in the Bangkok Metropolitan Administration (BMA), Thailand, the authors discovered that BMA millennials score high in all four public sector motivating factors (PSM) identified by Perry and Wise (1990). "Compassion" is the most important of the four PSM factors. Furthermore, the qualitative analysis reveals that welfare, job security, societal benefit, honorable career, beloved job, dream job, parental socialization, career path, working time, and retirement plan are the additional factors that motivate BMA millennials, in that order.

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### **“Improving Assessment Criteria for Quality of Economic Management - Civil Servants in Vietnam”**

**Dr. Tran Thanh Nga**



*Institute of Public Administration, National Academy of Public Administration*

In the economic management system, the civil servants are the decisive factor. They are people who makes decisions about the goals and development plans of a country or a locality in term of economic problems. Managers are also people who link and organize others to successfully accomplish national and local development goals by implementing optimal development options. In Vietnam, the assessment of the quality of cadres and civil servants working at state management agencies which in charge of the economy management still has many limitations. In which, the biggest limitation is the lack of effective and specific evaluation criteria and methods that can serve as a standard scale as well as quantitative criteria for assessing the performance quality of this contingent of civil servants. Therefore, researching and applying a set of criteria to evaluate the quality of civil servants of the state management agency, who are in charge of the economy manamement of Vietnam is now of great significance in order to improve the quality of the organization in various ways. areas: operations, human resources, results achieved, output impact and quality of service that the organization provides.

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**"An Analysis of the Relationship Between the Mayor's Perception on the Role of the Local Development Council and the Mayor's Behavior and Local Government Performance: the Philippine Case"**

**Dr. Kenichi Nishimura**  
*Osaka University*

The Local Government Code of 1991 requires all Local Government Units (LGUs) to establish a Local Development Council (LDC). LDC is a mechanism to ensure the participation of local stakeholders such as residents' organizations, NGOs, and the private sector in the process of formulating development plans and public investment plans for LGUs. The decision to establish such a mechanism was based on the judgment that the effective formation and implementation of LGUs' various policies requires the involvement of a broad range of local stakeholders. The issue here is how local stakeholders are involved in the policy process. This paper will analyze this issue in terms of how mayors view the role of LDCs. Specifically, I will set the following questions. If the mayor perceives the LDC as a body to obtain consent from various stakeholders for LGU projects, 1) what behavior will the mayor do, and 2) what impact will this have on the LGUs performance? To answer these questions, I will use the results of a large-scale survey of mayors and planning and development coordinators of LGUs in the Philippines from 2011 to 2012 and conduct a statistical analysis.

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**" Perceived Organizational Support and Trustworthiness: A Study on Trust of Local Governments towards Provincial and Federal Governments of Nepal"**



**Mr/Ms. Anup Bhurtel**

**Mr/Ms. Chandni Kayastha**

With the decentralization of power from federal and provincial level to local level governments in Nepal, the country also experienced corresponding surge in the responsibilities of local government to deliver value-oriented services to the public understanding their needs at local level. Both provincial governments (PG) and federal government (FG) are responsible to provide organizational support to local governments (LGs) which is important to form the basis of ability, benevolence, integrity as the three dimensions of trustworthiness and the trust consequently. In this context, this study aimed examine the effect of perceived organizational support (POS) and trustworthiness of provincial and federal government on the trust of local governments towards them. Results from 141 LGs out of 753 LGs showed statistically significant association among POS, ability, benevolence, integrity and trust in both PGs and FG ranging from moderate to strong level. The effect of POS on trust for both PGs and FG ranged from modest to moderate. Meanwhile, the effect of ability, benevolence and integrity under trustworthiness was much higher on trust for both PGs and FG. Trust of LGs on FG was slightly higher over PGs. Considering the gravity of the growing expectations of public at local level to perform as per their contextual needs, understanding this relationship becomes instrumental. Policy implications for provincial and federal level government are discussed.

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### **"If MSMEs are so great, why the longstanding lack of budgetary support?: The case of Philippine MSMEs"**

**Dr. Ma. Victoria R. Raquiza**

This research asks why the Philippine MSME sector, despite official policy rhetoric proclaiming its significance for poverty reduction and the promotion of inclusive growth, does not enjoy adequate public budgetary support. The glaring mismatch between official rhetoric and financing has resulted in a situation where policymakers seem unable to address structural barriers that confront MSMEs, barriers that have long ago been identified. In particular, this research interrogates the low budgetary support for the MSMED Council and the dismal bank lending performance to MSMEs. Furthermore, the minuscule budgetary support for the Department of Trade and Industry will also be problematized in more general terms. In more particular terms, this paper will further compare the size of financing of two programs for the poor — DTI's Shared Service Facility (SSF) for MSMEs and DSWD's conditional cash transfer (CCT) program—and discuss how the lopsidedness in financing (in favor of CCT vis-a-viz the SSF) can be reflective of a policy framework that prioritizes residual social policy over increasing the economic productivity of the poor. In aid of this inquiry, secondary research using administrative data and documentary analysis were employed, as well as the conduct of key informant interviews of relevant policymakers and actors, past and present, in relation to MSME financing. One important factor that emerged



is that the country's stubborn adherence to a free market policy framework has prevented government from playing a more catalytic role which is necessary to proactively address structural barriers to the growth of MSMEs especially in critical areas like access to credit. Increasing public investment for the operations of government's MSMED Council and providing public incentives to the banking sector to increase their lending to MSMEs are critical strategies of improving institutional capacity to boost the MSME sector in the Philippines

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## PANEL 19: HUMAN-CENTERED DESIGN AND SYSTEM

### **"Motives, Problems, and Reforms in Transnational Higher Education: A Case Study of SUCS in the Philippines"**

**Dr. Medardo Bombita**

*University of Rizal System (URS)*

This study examines the transnational higher education in the Philippines using sequential exploratory mixed design based on document analysis, and tools to conduct cross-sectional survey. The survey was developed and standardized interview was adopted where results were transcribed and coded for emerging themes. Four research questions guided this study: 1) What are the motives of international mobility of students? 2) What are the problems met by Filipino international students; 3) What actions taken by SUCs to address concerns of mobile students; and 4) What recommendations can be offered to better enhance the transnational higher education in the Philippines. The results exhibited challenges still persist that hinder transnational higher education programs, notwithstanding the long-term consequences of COVID-19. Most SUCs included internationalization in institution's policies and plans to be compliant with the SUC levelling, quality assurance assessments and responding to the ASEAN regional integration. Adoption of open and distance learning (ODL) as part, or an alternative modality of internationalization of higher education under RA 11448 is timely and pragmatic.

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### **"Adaptive Social Policy on Energy and Resource Consumption Security for Human Habitat of Local Government Units"**

**Engr. Moses Mabute**

*ASEAN Engineer*

Addressing public needs and demands in rapidly changing environments requires painful compromises due to limited resources and oftentimes dysfunctional systems. However, it is undeniably observed that people's lifestyle keeps on evolving and intensified by





advancement in

technology, communication, new systems and methods in institutional economics and behavioral finance, social capital, industrialization, and changing political and civic attitudes, beliefs, history, fears and dreams. Despite growing technological and economic efficiency, financing, responsiveness and social responsibility in various developmental pursuits in administrative systems and governance, the failure syndrome in addressing world poverty and inequality remains high especially among fast population-growth and developing countries. The need to rediscover the current trends and development strategies of private sector-led and open-market systems is of great importance particularly in addressing the widening socio-economic gap between the rich and the poor sector of society. Political and governmental economy should bring to fruition the promotion of structural transformation led by the LGU to bring back active and dynamic leadership in the creation of and access to decent work and in promoting adaptive social policy that is both universal and transformative along the aspects of economic sphere. It needs to consider that technological changes and the information revolution have predominantly influenced public administration as a science and a profession and thus, posing a big threat to consolidating sustainable long-term development strategy and probing of complex scheme (Carr, 2010 p. 193) of commercial and industrial buildings located in the Local Governments.

Social policies along the areas of energy, water, waste management, building and other essential social support to human habitation need to be streamlined to these growing trends and practices for which public administration and governance of the LGU's particularly on commercial and industrial establishments should be addressed in an integrated and adaptive tactical programs and services. The purpose of this paper proceeds with two-pronged objectives:

1. To establish social policy in the context of growth and structural transformation for sustainable green buildings particularly targeting commercial and industrial buildings through the use of relevant theories in public administration and governance at the LGU level, that is responsive to social benefits, poverty alleviation and source of decent employment of government and non-government employees, contractors, urban poor and marginalized members of society.
2. To strengthen universal and transformative social policy formulation and implementation among LGUs that is adaptive to sustainable green commercial and industrial buildings that address inequality and insecurity issues in both economic and social benefits through skills development, job creation, employment, structural transformation, labor productivity growth, decent work and material living standards (income, consumption and wealth), improved work and environmental conditions, enhanced political voice and governance, and social relationships.

Public administration and governance play crucial roles in living conditions and human wellbeing. In rapidly growing towns and cities where dynamic and multidimensional development programs and services are delivered, local governments cater to the expanding population through social policies in housing, public health, infrastructure and energy



policies, among others. The preponderance of these elements in human endeavors form the foundations for enhancement of income and wealth, health, education, socio-political connections and relationships, democratic participation, technological changes, and environmental comfort - all of which increase consumption and security pressures. In addition, industrialization and global convenience have opened up for more investments in both horizontal and vertical infrastructures, efficient energy resource management, climate-resilient work places and buildings, and other sustainability-driven conditions. Overall, responding to these citizen demands pose various challenges to public administration not only in the aspects of social policy but also in the aspects of social development implementation and governmental investments. This presentation refers to adaptive social policies for selected human demands and consumption for efficiency in resource use such as energy, water, solid and liquid wastes, buildings and other power-based mechanical installations that support human suitability in commercial and industrial buildings located in geographical coverage of Local Governments.

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### **"Connecting Government to Citizens at the Time of Crisis: Shift Towards the Use of Technology"**

**Dr. Shyan Kirat Rai**

*Deputy Director of Studies,*

*Centre for Induction Training*

*Nepal Administrative Staff College, Nepal*

Digitization in the government service delivery system is always under question, especially in developing countries. However, every time crisis has reinforced the need of technological interventions in the governance system. Be it in 2015 Gorkha earthquake in Nepal or 2019 global COVID crisis technology has become the only means of connecting government with the citizens. Use of Information and Communication Technology (ICT) is the only means to connect the citizens any time. Government of Nepal (GoN) has initiated many digital initiatives to enhance the governance system, but there still lacks a unified approach towards the system development. The individual effort in silos has resulted into systems that do not communicate with each other. Hence, people have to visit to individual organizations before getting the actual service. During the COVID pandemic, there was rise in the use of internet and online services. Even all the organizations started work from home system after the government imposed lockdowns to contain the spread of virus. To maintain the norms of social distancing and provide the public service during the pandemic online systems were relevant. People could use such systems to request services from the government. Using such systems government can communicate and render services to the people during crisis and normal situation as well. To achieve such a feature, the leadership has a major role to play in strengthening the digital governance system as evident by the incidents of COVID-19 throughout the world.



### **"The Potential of Technostress for Indonesian Female Researchers During the Work From Home System"**

**Ms. Ayurisyia Dominata**

*National Research and Innovation Agency, Indonesia*

There are many challenges for career women in general during the work from home system pasca pandemic covid19. Carli (2020), mentions that "the pandemic has generally created challenges for women's advancement. More women than men have lost their jobs; more women than men are in essential jobs that expose them to infection and psychological stress, and women have had more work disruption than men have had because of increases in childcare and other responsibilities. Technostress is stress or psychosomatic illness caused by working with computer technology on a daily basis. This research aims to find out how the technostress potential in Indonesian female researchers during the work from home system. Based on the characteristics of the study and the availability of data, this study used a qualitative approach. While the sampling technique is done by purposive sampling. This means that the sample taken is selected with certain considerations and objectives. The researcher determines the sampling by determining the special characteristics that are in accordance with the research objectives. The informants in this study were 30 active female researchers working at BRIN with a minimum master's degree, married, and had children. The data collection techniques used were observation, documentation studies, video recordings, pictures, and also in-depth interviews with informants (either directly or indirectly). The results of the research conclude that teknostress has potential for female researchers in Indonesia. Mainly because of the performance targets that require high-reputation international publications with a work-from-home system where female researchers have to share with domestic work. However, on the other hand, some female researchers are happy because they can work close to their families despite having impaired focus and low concentration, and often work beyond the daily working hours.

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### **"Where Does Our Education System Lie?"**

**Ms. Pritika Bhatta**

In countries like Nepal, the government has been trying very hard to improve its service in every sector. Every year a huge portion of the budget is divided for education and training so that the country can produce its own skilled and semi-skilled manpower that are needed but most of the time the strategy has failed due to various reasons. In fiscal year 2021/22 also the government has increased the budget by 10.92% compared to fiscal year 2020/21. One of the reasons why those strategies are failing is because our education system is still behind and we are not getting what we need. Government of Nepal Ministry of Education released the School Sector Development Plan-SSDP (2016) which has a vision "Contribute to the development of self-sustainable, competitive, innovative and value-oriented citizen for



the socioeconomics transformation of the nation” and with the mission “To produce the needed human resources to elevate Nepal’s status from a Least Developed Country by 2022 and to reach the status of a middle-income country by 2030” with the goal “To contribute to socioeconomic development and reduce disparities in the country through the continuous and inclusive development of its human resources capacity by facilitating all citizens with opportunities to become functionally literate, numerate, and to develop the basic life skills and knowledge required to enjoy a productive life, taking into accounts the diversity of context and needs and with regards to the forthcoming of the country”.

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## **PANEL 20: CHANNEL OF SERVICE DELIVERY**

### **"Managing Global Changes in Education during Pandemic"**

**Ma. Dorothee J. Villarruz, MPA, EdD**

**Dirk Diestro, EdD**

**Miraluna T. Sabid, EdD**

**Grazi T. Baria, EdD**

**Elmer M. Albaladejo, EdD**

Closures of higher education institutions due to the pandemic have brought significant disruptions across the world. It placed societies where the conventions on face-to-face classes were risky to teachers and learners. More so, it has placed education leaders at a grappling point with seemingly difficult choices to balance health risks associated with in-person learning against the philosophy of an inclusive and sustainable education. It has nevertheless compelled the education system to morph and self-retrofit the various aspects involved in instruction delivery routes. Capiz State University, Philippines called for the life, health, protection and safety of every stakeholder as its prime commitment and advocacy amidst this pandemic. At the start of the pandemic and amidst lockdowns and community quarantines, has taken initiatives to mitigate the affront risks, provided prevention, protection and safety of the stakeholders coupled with concerted efforts to remain steadfast in delivering quality education. This paper, therefore, discusses the university’s initiative towards flexible and hybrid teaching and learning as its pandemic response. To deliver higher education on the nexus of ground zero with a vision of zero casualty, economic viability, resilient and open to challenges considering the various teaching and learning pathways: before the pandemic (conventional pedagogies), in the New Normal (blended learning) and anticipation of the re-entry living in pandemic (self-retrofit teaching and learning).

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### **"Ease of Doing Business and Efficient Government Service Delivery (EODB/EGSD): Determining Enablers, Challenges, and Outcomes in the Philippine Sector"**





**Mr. Patrick Alcanar**  
**Mr. Paul Nicolas Esguerra**  
**Ms. Aileen Faye Esperanza**  
**Ms. Bianca Luz Tuason**

In delivering services, refining administrative processes and behavior have been a perennial challenge to public organizations. In the Philippines, Republic Act No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 (EODB), strengthening the Anti-Red Tape Act of 2007 was enacted to establish efficient service delivery further, preclude graft and corruption, cut bureaucratic red tape, and expedite business and non-business transactions in government. However, government agencies are still experiencing implementation issues such as the services provided by the frontline departments, ICT challenges, lack of readiness of bureaucracy to follow innovations and best practices, and absence of streamlined policies and/or procedures. The study determines the enablers, challenges, and outcomes of EODB in public organizations in the Philippines to address these issues. The study employs interview and archival data reflecting the EODB practices at the national and local governments in the Philippines. The findings suggest that leadership commitment, adaptive organizational culture, government process reengineering, organizational capability, and employee competency and adherence are vital to the success of EODB. Finally, the study emphasizes the importance of public organizations' participation to perform EODB successfully.

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## **"Strategic Foresight and Decision-Making: Literature Review on Public Sector Leadership"**

**Mr. Bryle Tyronn Boquiron**

Global issues have increasingly become more complex and wicked hence innovative decision-making practices such as strategic foresight is needed more than ever. Strategic foresight is regularly being utilized in decision-making processes in private multi-national, non-profit, and international organizations. However, there are only a few studies that examine the usage and importance of strategic foresight in leadership decision-making in public sector organizations. To close this gap, this study compiles and examines comprehensive literatures on strategic foresight and leadership decision-making in the public sector during the past ten years. Using thematic analysis, the study sheds light on the factors affecting the strategic thinking of leaders in leading and managing public sector organizations toward a more proactive approach in decision-making. The comprehensive analysis of the compiled literatures enables the generation of new insights on how strategic foresight can address complex or wicked problems in the public sector context.



## **"The Place for Public Education and Awareness in Times of Crisis: The Story of Kenya"**

**Dr. Purity K. Gitonga**

Transparency International is noted to have stated "Countries will not succeed in their recovery efforts (corona related) if they don't also tackle corruption," It is acknowledged world over that corruption often thrives in times of crisis as the UN Secretary – General António Guterres said in a statement: "Corruption is criminal, immoral and the ultimate betrayal of public trust. It is even more damaging in times of crisis – as the world is experiencing now with the COVID-19 pandemic." Unfortunately, Kenya is one of the African countries that witnessed unprecedented upsurge of corruption during the COVID 19 pandemic. The response to the virus created new opportunities to exploit. The government's attempt to curtail the spread of the pandemic and save life meant overlooking laid down principles, rules, and regulations of procurement. Sadly, the tenders and funds given out during the COVID-19 crisis created overnight millionaires diverting funds away from people in their hour of greatest need. CoronaBillionaires headlines trended on all mainstream and social media. The period witnessed two problems co-joined on the hip – COVID -19 and corruption. This called for sustained public awareness and education. This paper opens by highlighting the place of public education and awareness in times of crisis for better governance and public administration. Further, the paper shares Kenya's experience during the COVID 19 crisis and examines how the models and principles of public education and awareness creation were applied. Finally, the paper delves on the factors behind successful public education programs that were implemented to address the twin challenge of corruption and covid -19. The proverbial saying "an ounce of prevention is better than cure" still rings true to this day.

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## **"The Extension Service Delivery of the Agricultural Training Institute to the Farmers in Malitubog Maridagao River Irrigation System"**

**Mr/Ms. Baidido Amlon Lawan**

**Mr/Ms. Nezzar Fahima Ali UNSI**

The study aims to assess the level of effectiveness in the delivery of ATI-RTC XII extension services in Malitubog-Maridagao Irrigation Project (MMIP) Agriculture Component. Specifically, the study seeks to answer the following questions: (1) what is the socio-demographic profile of the respondents?; (2) What is the level of effectiveness in the delivery of extension services of ATI?; (3) What are the problems encountered in the implementation of extension services of ATI?

The researcher used combination of quantitative and qualitative method of research in this study utilizing survey questionnaires and interview guide question to get the necessary data from the 100 farmers of Malitubog-Maridagao River Irrigation System (MRIS). The data



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gathering was conducted from February 22-March 07, 2020.

The socio-demographic profile of the respondents is characterized by married (89.0%), male (82.0%) with an average age of respondents is 42.55 years old. these married respondents were having an average of 6 members of family in a household. Most of the respondents were have education, elementary level (20.0%), elementary graduate (17.0%), high school level (17.0%), high school graduate (21.0%), college level (13.0%) and college graduate (6.0%). Only 6.0% were no education attended. The respondents had an average annual income of Php 77,700.00 out of the farming at average farm size of the 2.1 hectares.

The extension services of ATI-RTC XII to the farmers of MRIS such as Capability Enhancement in a form various training (3.58), provision of Farm Inputs to the farmers (3.73), Climate Smart Farm School or "Madrasah saBasak" (3.48) and giving Financial Support to the farmers during the puling and transplanting period (3.35). The level of the extension service delivery of the Agricultural Training Institute-Regional Training Center XII survey conducted give a result of 3.57 grand mean with equivalent adjectival rating of Very Effective.

The major problems encountered during the implementation of the project were the payment or the roll-over scheme agreed during the consultation meeting. The member-beneficiaries of the project were found hard to pay the 50% roll-over scheme. Other problem encountered were the late distribution of farm inputs due to the late of supplies delivery of the suppliers. The rest were minor problem like not perfect attendance of trainings and Madrasah saBasak due to the conflict of schedule during activity, insufficient water due to the defect facilities in the upstream but the NIA resolved the problem as soon as possible and late delivery of farm inputs. The respondents are married, male and adult who have six (6) members in family with educational background. The average size of the farm is only 2.1 hectares with an average of Php. 77,700.00 annual incomes in farming. Most of the extension services of ATI-RTC XII to the farmers of MRIS are with equivalent adjectival rating of Very Effective. Form the capability enhancement and extension support to the farmers. The implementation of the project faced problems such as payment or the roll-over scheme, late distribution of farm inputs due to the late delivery of suppliers, attendance of trainings and Madrasah saBasak and insufficient water due to the defect irrigation facilities and coordination

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### PANEL 21: LOCALLY ROOTED INNOVATIONS

#### **"The Role of Institutions in Enhancing Collective Action: Sustainability of Community-based Domestic Water Systems in Janiuay, Iloilo"**

**Mr. Antonio Salazar Jr.**

*University of the Philippines Visayas*



Access to water for domestic use is limited in most rural areas in the Philippines. To address this, the government funds the construction of Level II water systems in rural areas through the Kapit Bisig Laban sa Kahirapan-Comprehensive Integrated Delivery of Social Services (Kalahi-CIDSS) program, which is turned over to recipient communities with the expectation that they will be operated and maintained by a community-based organization (CBO). In Panay, 94 water systems have been funded by the KALAH-CIDSS. However, some of these water systems have not sustained. This study analyzes the conditions that allow collective action among members of CBO's to sustain their water system. The paper used an integrated theory of the Common Pool Resource (CPR) theory and Goal Framing Theory. Through a multi- method comparative study of three KALAH-CIDSS-funded barangay water systems in Janiway, Iloilo, it is argued that the institutional design of the CBO and the collective orientation of the members affect the collective action of members. The findings reveal that CBO that were able to sustain their water system had all the elements of the CPR theory coupled with members having a normative goal frame. The results suggest that participative rule-making, membership benefits, and participative local government support were factors that affected promotion of collective action among members.

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### **"Disruption and Governance Innovation: An Empirical Assessment of Work-From-Home Arrangements on Women Civil Servants in the Philippines"**

**Adriano, Nattassia V.**  
**Albiento, Moses Mijkhael SD.**  
**Sugui, Lemuel Ahmad C.**  
**Ugaddan, Reginald G.**

The work from home (WFH) arrangement provided potential support in improving the work productivity of women government employees during the pandemic, resulting in a strengthened contribution to the organizational commitment of an agency. Employing the lens of social exchange theory, the study examined the consequences of WFH on the productivity of women government employees in the Philippines. The study evaluates how work-life balance and job satisfaction mediates the effects of WFH setup on women government employee's in-role performance. Following the quantitative research design, the study employed secondary data gathered in 2021 from the research study titled "Public Sector Entrepreneurship and on the Motivating and Demotivating Factors of Work from Home during the COVID-19 Pandemic" in assessing the consequences of WFH setup to women government employees' productivity, work stress, work-life balance and job satisfaction in the Philippines. This study provided the basis for agencies in developing appropriate mechanisms on improving the level of productivity in a WFH setup particularly for women government employees to help strengthen the organizational performance.

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### **"From Idea to Impact: University Innovation Orchards of Science and Technology in**





## **Davao Region, Philippines"**

**Mr. Rec Eguia**

*Massachusetts Institute of Technology (MIT)*

While the innovation performance of the Philippines has shown significant improvement, there is a tremendous concern that the government is not fully benefiting its impact in terms of improving productivity and industry competitiveness; reducing poverty incidence, and stimulating long-term economic growth of the country. Universities, as an epicenter, are faced with the formidable challenge of translating research and development outputs in the form of technologies into the marketplace. These technologies range from agriculture, computing, and engineering—materials to life science to sustainable energy. Some of these technologies require longer development time horizons that need sufficient and sustainable financing and support mechanisms to demonstrate their commercial viability and have significant capital requirements due to unfamiliar development pathways and production processes. Thus, this study aimed to critically review the challenges of creating and supporting the innovation orchards of science and technology of universities and colleges in Davao Region, Philippines. The study conducted interviews with the stakeholders of the innovation ecosystem and document reviews of the policies and projects on innovation initiatives of universities. A systematic review and thematic analysis are the tools used in making sense of the qualitative data. The study revealed that the innovation orchards of the universities in the translation of idea/invention from the research lab to the marketplace is faced by the following critical issues: on the physical product development space it is confronted with the challenge of physical product development space for prototyping that would allow for proof of concept to the production process, especially on the technology that is time-consuming and has an expensive process because it requires specialized equipment; on developing the technology inside the university to outside for commercialization activities requires tremendous investment, and sourcing out of funding from the proof of concept, product phases and commercialization is often challenging for the faculty, researchers, and innovators; and on the issue of engaging the right talent beyond the research stage from prototyping, startup formation to scaling up for mass production. Translation of ideas to market requires different modalities of collaboration with innovators, inventors, government agencies, universities, investors, and non-profit organizations to address the gaps of supporting and accelerating the innovation orchards of science and technology in the university.

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## **"Active Transportation Policies in Metro Manila, and its Prospects Towards a Sustainable Transportation System in the Philippines."**

**Mr. Julian Donio Castro**

*University of the Philippines School of Urban and Regional Planning (UP-SURP)*

Active transportation policies such as promotion of cycling and walking has been



implemented by few cities in Metro Manila, Philippines, prior to COVID-19 pandemic. However, it was during the period of pandemic when the Philippine government has aggressively pushed for the active transportation modes given the challenges of mobility due to the restrictions brought about by the pandemic. Infrastructure-wise, this leads to the creation of bike lanes and pedestrian lanes in the areas in Metro Manila. This paper attempts to analyze the various active transportation policies in Metro Manila, its rationale and goals, modes of implementation, role of government authorities, and strategies for further development. In addition, the paper will assess the impacts of active transportation, areas of improvements on processes and regulation, and its overall prospects towards creation of a sustainable transportation system in the Philippines.

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## **"EFFECTIVE DEALING OF FAKE NEWS - THE SUCCESS OF THE VIETNAM GOVERNMENT IN THE BATTLE AGAINST COVID 19"**

**Ms. Hanh Le Hong**

In recent times in Vietnam, the spread of fake news about the epidemic situation and the prevention of the Covid-19 epidemic has rapidly increased. The appearance of a lot of fake news and a large number of untrue video clips distributed on social networks has reduced people's confidence in disease prevention and control of Vietnam government. If this situation is not handled well, the results of the Government of Vietnam's fight against the epidemic will be severely affected. This research contributes to the panel by addressing the following questions: (1) Why do the fake news appear?; (2) What are the effective solutions of the Government of Vietnam in dealing with fake news? The study is based on both official reports and documents provided by government agencies, especially the documents directing the handling of fake news of the Government and ministries such as the Ministry of Information and Communications, and in-depth interviews with senior public managers and civil servants in a number of ministries those participate in the process of dealing with fake news in Vietnam. In addition, the study also includes some recommendations for Governments to handle fake news well in the process of responding to the covid 19 pandemic.

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## **"The Effectiveness of the Socialized Government Housing Program for Disaster Resilience: The Case of a Complete In-City Housing Project in Valenzuela City"**

**Mr. Michville A. Rivera**

*Pamantasan ng Lungsod ng Valenzuela*

**Mr. Ramces M. Dili**

*Polytechnic University of the Philippines*



Housing quality has a direct impact on physical, mental, and social well-being, making it an important component of overall life satisfaction (WHO, 1997). A safe, decent, and affordable place to live is critical for a family to escape poverty. Everyone recognizes the value of affordable housing for homeowners and their families. Housing incorporates all other vital public services. The benefits and conditions of housing, which is a necessity, are rapidly changing. Cities and municipalities face challenges in providing adequate housing to a growing population. Poor neighborhoods, informal settlements, and slums are global phenomena that are linked to urban population growth. Due to urban migration, the population of the Philippines has altered dramatically. Despite housing insecurity, rural residents continue to commute to urban regions in search of better employment possibilities. Numerous of these migrants reside in slums and informal settlements with horrible living conditions. Local government units (LGUs) in Metro Manila have devised housing policies in response to the increasing number of informal settlers. This study provides an overview and analysis of Disiplina Village, a socialized housing project in Valenzuela City. Furthermore, the Disiplina Village model is distinct from other government housing initiatives. The paper investigates the recipients' role in ensuring adequate urban housing, as well as the economic advantages and disadvantages of relocating to Disiplina Village. Descriptive Research was used in the study to accurately and systematically describe a population, situation, and phenomenon (Siedlecki, 2020). In addition, the researchers used Survey-Based Quantitative Evaluation to assess residents' satisfaction in Disiplina Village, Barangay Ugong as an indicator of the city's socialized government housing projects.

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## PANEL 22: BOTTOM-UP INNOVATIONS AND COLLECTIVE INTELLIGENCE

### "Collaborative Funding Innovation for Sustainable Development."

**Ms. Lindawati**

*National Research and Innovation Agency, Republic of Indonesia*

Budget constraints, especially during the pandemic, are issues that hinder development progress. On the other side, the business sector's contribution to development is minimal and charitable with no significant impact. The study purposed to describe the collaborative development funding innovation in Subang Regency, West Java, Indonesia, namely "Kembang Jawara." A case study was used, with literature reviews and interviews to collect data. The "Kembang Jawara" innovation aims to increase financing support for Subang Regency development programs by optimizing the Corporate Social Responsibility (CSR) scheme. It synchronizes CSR activities with development programs in Subang Regency, with infrastructure projects as a priority. In 2020, 13 companies participated with the funding support amounted to Rp4.930 billion; in 2021, 15 companies participated with total funding of Rp8.565 billion, an increase of 73.3 percent. Regulations and the regents decree strengthens the innovation. Some aspects need to improve, such as more intensive communication with the business sector, providing



information on development programs and CSR schemes, and recording the activities using a website-based application ([csr.subang.go.id](http://csr.subang.go.id)). This innovation aligns with SDGs 17, the Partnership, and can be an innovation model to be replicated by other local governments.

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## **"Cross-agencies and Community Collaboration for Tourism in Lebak Regency, Banten Province, Indonesia"**

**Ms. Lindawati**

*National Research and Innovation Agency, Republic of Indonesia*

Tourism is the leading sector in Lebak Regency to encourage economic growth. However, the Covid-19 pandemic affects tourist visits and the growth of businesses and SMEs. This study described tourism promotion innovations in Lebak Regency, Banten Province, Indonesia, namely the Lebak Regency Calendar of Events (CoE). A case study was used, with literature reviews and interviews to collect data. The CoE was in line with the annual development plan, which began with the Development Planning Conference (Musrenbang) and the framing of Local Government Work Plans (RKPD). The culture and tourism agency took the role of 'packaging' and synchronised each agency's programme in Lebak Regency as tourism events or facilitated as part of the tourism events. Each tourism event in Lebak Regency involved various agencies and sectors, the arts community, creative economy actors, and SMEs in Lebak Regency. This innovation encourages tourism promotion massively in Lebak Regency to increase tourist visits and reactivate community economic activity.

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## **"Innovation and Collaboration in Managing COVID-19 (Malaysian Experience)"**

**Dato' Sri Mohd Shafiq Bin Abdullah**

The emergence of the COVID-19 pandemic in 2019 had an immense impact on human life. Globally, the pandemic inflicted heavily on the economy, health, and social stature of every nation. Proactive steps are taken in order to uproot the pandemic by engaging the World Health Organization (WHO). The Malaysian civil service is at the forefront in ensuring the nation's ability to cope with challenges posed by the pandemic. The full mobilization of government agencies ensures uninterrupted delivery of government services in all sectors. Several core issues that are imperative in COVID-19 management are financial constraints to sustain health facilities, human capital redeployment in critical sectors, and fiscal management. In the effort to prioritize the people's well-being, two significant elements like innovation and collaboration are incorporated. Both elements involve an integrated approach between the government, society, industry, and universities. Among the successes of this approach is the implementation of the Greater Klang Valley Special Task Force (GKV STF). The task force was implemented on an existing health service system to reduce the mortality





rate due to delays in receiving hospital treatment. The integrated approach has a consequential impact that contributes to effective COVID-19 management. Hence, the civil service will continue implementing the integrated approach towards improving the quality of government service delivery with a people – centric approach.

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## **"HIERARCHY, DECENTRALIZATION AND LOCAL AUTHORIZED INNOVATION IN MANAGING GLOBAL CHANGES"**

**Prof. Pham Ngoc Huyen**

*National Academy of Public Administration, Hanoi, Vietnam*

Effective and modern national governance is an important task in the renovation of state administration. For modern and effective national governance towards the objects, it is necessary to study and innovate decentralization and decentralization between the central and local governments, improving local authorized is essential. All the time, the Covid-19 pandemic has impacted and affected all areas of social life, posing challenges for management activities. The change in each locality, each country and globally requires managers to have specific solutions, innovate decentralization, decentralization and local autonomy to promptly respond to changes occurs to different extents with varying degrees and influence. Decentralization, decentralization, local autonomy and managing global changes are two independently and closely related fields of study. Managing changes is implemented effectively to build a digital government, digital economy and digital society, so decentralization, decentralization and local authorized also needs to be digitized. The article analyzes the issues of decentralized innovation, decentralization and local autonomy, in order to propose a number of innovation requirements to meet global changes before the Covid 19 pandemic and the context of digital transformation. improve the efficiency of state management and create public governance values.

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## **"Leading change in governance and public administration in managing global trends: A change of paradigm?"**

**Prof. Georges Labaki**

Currently, public administrations are devoting only 10 % cent of their work to deal with global trends. Yet, global trends are gaining in importance day by day and the world is becoming more competitive. Traditional public administrations processes and institution are less competitive and efficient and are unable to satisfy the needs of citizens. Therefore, to be able to be able to response to a changing world the public administration is required to transform its mission, vision, processes, institutional structures, procedures, and above all its culture. This requires a lot of innovation and a more importantly the adoption of a well sought strategy to lead change. As a matter of fact, this may lead to paradigm changes for leading



change is very challenging.

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## **PANEL 23: DIGITAL-BASED SERVICE DELIVERY OR USING DIGITAL TOOLS FOR SERVICE DELIVERY**

### **"Addressing Public Complaints During COVID 19 through Digital Complaint Handling System: Lessons Learned from Nepal"**

**Joint Secretary Pradeep Pariyar**  
*Government of Nepal*

This article examines how Nepal's government responded to public concerns during the COVID 19 epidemic. The Nepalese government employed a slew of control measures, ranging from stringent travel limits to financial help and social distancing laws, all from the top down. Actions in Response to Public Complaints and Concerns: The government of Nepal responded to open communications from citizens; however, there were immediate gaps in communication. Some citizens' concerns were left unaddressed, even though a considerable number of Social Media users complained about the quality of information available on the crisis. Concerns of some citizens were addressed but with negative feedback. Although the government encouraged citizens to lodge a complaint by e-mail, by telephone, via Viber, or physically, most public complaints were not responded to. Several factors were considered; nevertheless, the primary causes are two major ones. First, there is no legal repercussion for government entities that fail to appropriately address public complaints (Lack of legal instruments). Second, owing to the limited capabilities of government agencies, concerns are not addressed in a timely manner during the epidemic. The author studied the Nepal Government's reaction, conducted interviews with important policymakers, and randomly selected individuals who submitted complaints on the Hello Sarkar Portal through various media. The article is organized into three sections: 1) the Nepal government's reaction to public complaints and concerns, 2) key critiques of COVID 19 and complaints handling mechanism, and 3) COVID 19 lessons learnt useful to addressing future crises. Lessons Learned From COVID 19: The government of Nepal learned that effective communication with the public is an important part of preparing for and responding to any crisis. It is essential to respond to the crisis by providing information quickly.

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### **"Promoting Collaborative Governance and Local Public Transport Reforms in the Philippines through Crowdsourcing and Digital Co-Production: A Case Study of General Santos City"**

**Dr. Engr. Noriel Christopher C. Tiglao**



The Duterte government introduced massive reforms in the country's public transport system through the Public Utility Vehicle Modernization Program (PUVMP) in 2017. The program set out new rules for issuing public transportation franchises by enforcing a hierarchy of modes where certain modes are designated to operate based on passenger demand. Moreover, all local government units (LGUs) were required to prepare their respective Local Public Transport Route Plans (LPTRP) which serve as the basis for franchises to be issued by the Land Transportation Franchising and Regulatory Board (LTFRB). It is recognized that public transport management is a daunting task not only for national government agencies but especially for resource-constrained local government units which are struggling with the challenges of the COVID-19 pandemic. As such, this paper examines the impetus for new collaborative governance mechanisms in public transport planning and administration by exploring the potential of crowdsourcing and co production in pursuing city-wide public transport reforms through a case study in General Santos City. A public transport crowdsourcing app, SafeTravelPH, was launched in order to conduct action research with local stakeholders. Design-thinking workshops were conducted with various stakeholders where other solutions that would enhance the city's public transport infrastructure and services were tackled.

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### **"Land Records Information Management System Impacts in Nepal"**

**Mr. Yam Bahadur Uparkoti**  
*Government of Nepal*

Department of Land Management and Archive (DOLMA) undertakes land reform, administration, and management functions in Nepal. It was a long history in Nepalese land administration and incessantly improved its performance from a manual system to an electronic system. It acts as arbitrator, safe guarder for the land ownership, tenancy rights, keeper of land ownership records and organ for collection of revenue (registration fees, service charges), and an administrator for the land management. Altogether, 110 Land Revenue Offices and 21 Land Reform and Land Revenue offices are over the country. Issues challenged during the pandemic in Land Records Information Management System (LRIMS) e-governance initiatives are e-readiness, segregated government policies, low connectivity, government's will, and stand, infrastructure and access, ICT education, and cyber security, server management, and big data. Delivering transparent, efficient, and effective land-related services to the citizens is the main objective of the Government during the Covid-19 pandemic. Learning, innovations, and reforms in e-governance initiatives LRIMS specific objectives are - I, to identify the situation of LRIMS e-governance on public land administration during pandemics II, to understand the impact of LRIMS in public affairs III, to analyze policies relating to the land information system in Nepal during a pandemic. Land Records Information Management System in Nepal is the e-governance initiative in respective of IT Policy, 2072 and land management laws and bylaws. Accelerating e-governance is managed through planning, building, running, monitoring, and governed



through direction, evaluation, and monitoring. Deliver, Service, and support (DSS) COBIT 2019 framework and stage model of policy processing identification of problems, agenda-setting, policy formulation, adoption, policy legitimation, policy implementation, and policy evaluation – is used. Public choice theory and game theory are conceptualized in this paper. LRIMS is facing problems and challenges seen in system implementation due to overcrowding servers, having to operate the dual system, not having adequate skilled manpower, getting interruptions in the network, and not having adequate physical infrastructures. Even though, e-governance initiatives became outstanding tools and services to support people at local levels of the Government of Nepal during a pandemic. This paper identifies, understands, and analyzes the impacts of different aspects of LRIMS on e governance initiatives during pandemics.

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## **"Build Forward Better: Developing Capacities of Public Servants Through Digital Education"**

**Prof. Juvy Lizette Gervacio**

*University of the Philippines*

The COVID-19 pandemic is a game changer in capacity development. It has enabled governments to recognize that aside from shifting to digital processes and procedures, digital technology can also contribute to the development of capacities of public servants. Public servants play an important role not only in ensuring effective response to the "pandemic" crisis but also in the achievement of Sustainable Development Goals (SDGs). Hence, governments should take effort to develop their capacities to also prepare them for the challenges of the future. However, there is very little knowledge if public servants indeed gain the relevant competencies in using digital technology. In the Philippines, digital technology has been utilized in capacity development. Thus, this study aims to: a) describe the enabling environment of Digital Education in the Philippines; b) discuss the Master of Public Management (MPM) Program of the University of the Philippines Open University (UPOU) as capacity development program for public servants; c) determine the competencies gained by the graduates of the Program; and d) determine the prospects and future of public administration and governance education in the Philippines.

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## **"Impact Assessment of Nepal National Single Window System in Import of Livestock, Livestock Products and Livestock Production Materials in Nepal"**

**Mr. Chiranjibi Pantha**

*Veterinary Officer, Government of Nepal*

The Department of Livestock Services (DLS) under the Ministry of Agriculture and Livestock Development (MoALD) is responsible for the import permission of livestock, livestock





products and livestock production materials around the globe. Since 1998, DLS has been engaged in these activities. For more than 23 years, the importers have submitted the essential documents to the department for the import permission. As COVID-19 has challenged the operational procedures for the import and/or export of commodities to paperless, the department got adopted to Nepal National Single Window System (NNSW). It is implemented in import of the goods. Objectives: Impact Assessment of digital system in import of livestock, livestock products and livestock production materials. Methodology: A questionnaire survey will be conducted among the importers if any complications and difficulties faced during the online application system, the reliability of the system, the efficiency of the system, the effectiveness of the system, the feedback or any suggestions for the correction within the system; and the comparison between manual system vs NNSW system. Along with this, a virtual meeting will be conducted among the stakeholders. The data analysis will be done using Ms Excel and hypothesis testing using Z or T test. Results and Discussion: The impacts of NNSW system will be found progressive rather than manual application by the importers. The findings will be presented to the higher authorities at DLS and take the suggestions about how to improve the NNSW for the betterment of its application. A meeting with the web developer will be held for the incorporation of suggestions and findings of the result.

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### PANEL 24: DIGITAL GOVERNANCE

#### **“Prospects in e-Governance: Experiences from Cebu City, Philippines”**

**Ms. Nermae RJ C. Acino**

**Ms. Mayumi Ampon**

**Ms. Jiliane Armeña**

**Ms. Jeanette T. Cunanan**

**Mr. Charles Earl Lyric Ycot**

**DR. ANA LEAH D. CUIZON**

*University of the Philippines Cebu*

The application of information and communication technology in the delivery of public services is gaining momentum across the globe. E-governance has revolutionized how governments respond to public needs. The COVID-19 pandemic made digitalization essential as it brought significant challenges to public service delivery and transactions. As such, public institutions in the country are transitioning to digital platforms, but the use of digital technologies is still below its potential, with the country placing 77th out of 193 UN Member States in the 2018 E-Government Development Index report. This study describes the experiences of the recipients of digital government services, particularly residents of Cebu City, Philippines. The three e-government platforms rendering mandated e-services, particularly the Department of Health (DOH), Department of Social Welfare and Development (DSWD), and Department of Trade and Industry (DTI), will be the focus of the



research. Data collection will be conducted through an online survey of respondents who have accessed any of the three e-government services. Factors that influence the utilization of the three e-governance services and the varied experiences across the three public institutions will be given emphasis. Recommendations to improve e-governance services will be made, with the ultimate goal of increasing e-government adoption in the Philippines.

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## **"E-Government Adoption of Local Governments in the Philippines"**

**Dr. Cathy de Castro**

*Sorsogon State University, Philippines*

**Dr. Errol G. De Castro**

E-government offers several opportunities and benefits in local governance. The primary goal of e-government is to promote efficient, responsive, ethical, accountable, and transparent government service. This descriptive study aimed to determine the readiness of the municipalities, city, and the provincial government unit of Sorsogon for e-government adoption. Structured interview and documentary analysis were employed to assess the readiness for e-government adoption of these local government units (LGUs) along with the three variables namely technology, organization, and environment. There were sixteen key informants composed of the Planning and Development Coordinators and IT Focal Persons of LGUs involved in the study. Findings revealed that the local governments in the province of Sorsogon were ready for e-government adoption along with technology but not ready along with organization and environment. Unavailability of an IT office, lack of technical and maintenance team, and inadequacy of IT personnel were some of the factors that need to be considered for these LGUs to become ready for e-government adoption. Also, LGUs need to craft policies that would promote the use of ICT in local governance and strengthen linkages with private sectors and other government agencies for e-government adoption.

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## **"Adoption of e-Government Services Viewed Through the Lens of Bureaucrats: The Case of e-Regulation System of Non-Governmental Organizations in the Philippines"**

**Mr. Patrick John Reyes**

*Yonsei University, South Korea*

The World Health Organization declared coronavirus (COVID-19) outbreak as a pandemic in March 2020. In the last quarter of 2021, COVID-19 is continuing to spread around the world, with over 240 million confirmed cases and more than 4.9 million deaths across almost 200 countries. Many business industries shut down and livelihoods are negatively affected due to lockdown. Moreover, due to restrictions brought about by the pandemic, the timely delivery of government services, particularly social welfare, which is essential to meet the basic



needs of vulnerable population, has been adversely affected. Recognizing this challenge, it is deemed necessary to make the shift to electronic platforms as digital solutions to flexibly respond to the “new normal” and to enable uninterrupted delivery of governmental services. The Department of Social Welfare and Development (DSWD) is the Philippines’ primary government agency mandated to develop, implement, and coordinate social protection and poverty-reduction solutions for and with the poor, vulnerable, and disadvantaged. Among the DSWD’s mandates is to set standards, provide consultative services, and regulate the non-governmental organizations (NGOs) operating within the purview of social welfare and development to ensure that government-set quality standards are adhered to in the NGO’s operations. Thus, also ensuring that these NGOs deliver timely and quality services to the citizens or clients. The Goals 1 to 5, 10, 11, and 16 of the 2030 Agenda for Sustainable Development, in particular, seek to strengthen the social dimension of sustainable development and DSWD is among the Philippines’ government agencies committing to achieve these SDGs. The achievement of SDGs requires integrated solutions and complementary roles of different stakeholders of the society. As recognized by the 2030 Agenda, NGOs play critical roles in SDG implementation, such as: raising awareness; building capacity; designing and implementing projects; monitoring and reviewing policies; collecting data; providing technical expertise; and both supporting and holding governments accountable to their commitments<sup>1</sup> Acknowledging NGOs as partners of government for development, it is appropriate to increase government service quality levels and further provide NGOs with better access to government’s regulatory services through electronic platforms in order to facilitate transactions involving regulatory processes. Hence, this paper analyzed the perceptions and readiness of bureaucrats on adoption of e-Regulation System (ERS) for the NGOs by using the “Unified Theory of Acceptance and Use of Technology” (UTAUT) model. This ERS is expected to further streamline the protocols of regulatory processes and aimed to increase efficiency, transparency, and accountability. Also, it aimed to further respond to the Philippines’ Republic Act 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, which adopts simplified procedures that will reduce red tape and expedite transactions in government

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### **“Modeling the Constructs of Accelerating Digital Transformation in the Basic Education”**

**Dr. Achilles Charles G. Grandeza**

This article examines the key drivers in accelerating the digital transformation in basic education. In this study all of the model’s components were extracted using factor analysis and in order to determine which constructs impact the acceleration of digital transformation in basic education and using structural equation modeling (SEM), the causal model for each factor was established. For education to be relevant and competitive in the future, the following aspects must be established, according to the findings: organizational structure, digital leadership, antifragility culture, digital technology utilization, digital pedagogy 4.0, technological capability, and attitude towards technology. In addition, digital



technology utilization was the most influential construct on the model's outputs. Consequently, the organizational structure of basic education must be aligned with both the unique structure of digital transformation and the culture by adopting new philosophical concepts. The department should aid in the acquisition of technology and ensure that its technology remains education 4.0-relevant for educational purposes. Instead of relying solely on their power and bureaucratic influence, leaders should broaden their knowledge and application of digital technologies in order to make informed decisions in the field. Additionally, the department should consider drafting policies that support the growth and acceleration of digital transformation.

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### **"Evaluating E-Governments: An Empirical Study Using the Expectancy Disconfirmation and the Updated DeLone and McLean IS Models"**

**Ms. Julienne Vizcayno**

*University of the Philippines-National College of Public Administration and Governance (UP-NCPAG)*

**Mr. Paul John Hernandez**

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The ever-growing demand for digitalization due to the pandemic calls on governments to invest in eGovernment services, expecting that it would provide the same but better and quality services. Public services that are provided through electronic means may have renewed the way citizens interact with their governments. Primarily, although prior studies established the role of citizen satisfaction and trust in predicting eGovernment effectiveness, scant research has explored the public value of eGovernment through the lens of expectancy-disconfirmation model. To address the gap, the study employed survey data collected among students enrolled at the University of the Philippines National College of Public Administration and Governance specifically those who have utilized eGovernment services during the COVID-19 pandemic. The study examines the eGovernment Expectation-Disconfirmation Model employing expectation-maximization and structural equation model estimation. The results may show that there is a relationship between the quality or performance of the e government services and value disconfirmation with satisfaction and net benefits. The key findings of this study are vitally important for government administrators and policy decision-makers to design appropriate eGovernment services for Filipino citizens. Generally, this study shall contribute significant implications to the theory and practice of public administration, most especially in the time of the new normal.





## PANEL 26: GOVERNANCE FUTURES LAB (2)

### "Sense-Making and Strategic Visioning Towards Sustainable Environments for the Coastal Communities of Partido"

**Raul G. Bradecina**

**Michael Clores**

**Dennis Gonzaga**

**Josenia Penino**

**Mary Michaela Tatualla**

**John Earl Hernandez**

**Michael Vale**

*Partido State University*

**Charlie Balagtas**

**Patricia Candelaria**

**Leih Anne Odoño**

**Marijoy Atole**

**Danilo Gerona**

**Francia Lisay**

**Joel Sadol**

This paper presents our workshop output during the FT 101 – Regional Futures Consortium Workshop: High-Level Anticipatory Leadership and Governance Executive Course last August 15 – 18, 2022. Using anticipatory governance tools and methods, namely futures wheel, environmental scanning tool (i.e., PESTEL framework), causal layered analysis, backcasting, wind tunneling, and monitoring, we analyze the degradation of the coastal environment in Partido as the focal concern to derive a long-term, interdisciplinary, participative, and communicative perspectives to create scenario-based knowledge, and visions of (alternative) policies that will pave the sustainable path to the future of coastal communities in the service area. This is based on the overall sense-making of climate that Bicol will experience in the distant future the intensifying degradation of its resource base, the heightening impact of climate change, and deteriorating value systems and social capital that paint a highly compromised future. From the litany level (e.g., Why do we have a low fish catch? Why do we have polluted waters?), system level (e.g., Why are fishers insensitive to rationale utilization of coastal fishery resources? Why do fishers have larger families?) world view level (e.g., The coastal environment is on the brink of collapse; Everything is interconnected; A coastal environment is a socio-ecological system composed of resource units, actors, an action arena, and a governance system), we anticipated possible, plausible, probable, and preferred futures wherein scenarios such as no change, marginal change, adaptive change or radical change in the coastal environmental condition, sustenance fishers, and behavior towards community work. Based on our analyses using foresight strategies, we envision that Partido residents must be subjected to new narratives about the sustainable path to the future (e.g., development and integration of coastal conservation protection, and sustainable utilization in basic education curriculum and capacitated teachers in the pedagogy; positive attitude and behavior toward proper waste management, and rationale utilization of coastal resources; stewardship of the coastal environment; command and control, incentive and market-based approaches and instruments, and institutional frameworks for participatory ecosystem governance are established). Lastly, we identified relevant indicators of anticipated futures or implemented



strategies through the visioning and scanning of the fringes: accelerating technological change and social, economic change, and environmental change (e.g., marine networks, co-governance of large marine ecosystems, ocean as a source of energy (OTEC or Ocean Thermal Energy Conversion), the big role of the blue economy on GNP of countries and the significant role of traditional customs and indigenous knowledge in sustainable management of the environmental resource governance and the emphasis on nurturing local identity to be able to live in harmony with highly diverse globalized in the future.

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### **ALPAS (ALleviating PAndemic Severity) Through Foresight: Capping the Digital Divide**

**APRIL Z. LUZON, JD, PhD**  
**ESTELITO R. CLEMENTE, PhD**  
**MR. JUVY M. BUSTAMANTE, JD**  
**MARIA JOY I. IDIAN, DBA**  
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*Camarines Sur Polytechnic College*

**JOCELYN O. JINTALAN, DBA**  
**ENGR. HAROLD JAN R. TERANO**  
**SETH B. BARANDON, PhD**  
**MARLON S. PONTILLAS, PhD**  
**MR. FILMOR J. MURILLO, MDevCom**

Everyone has lost their footing due to the pandemic. The academic community was unprepared, leaving both professors and students bewildered and without a sense of direction. The goal at the time was to overcome the calamity of educational discontinuity. Sustainable Development Goal (SDG) 4 – Education goal aims “to ensure inclusive and equitable quality education and promote lifelong learning opportunities for all” relative to this SDG and the surge of the pandemic, digital divide become prominent, altering the course of educational landscape in all levels across public and private institutions. In the Bicol region, education was delivered in many various forms and variability, predicting the future through strategic foresight could propel the region to a transformed future. This paper discusses in detail the status of education in the region and the possible scenarios using Jim Dator’s Future Scenario Archetypes, Causal Layered Analysis and through Scenario Planning Plus. Four plausible scenarios have surfaced in this paper: STUG nation of Education, Unstable and Disarray of Educational elements, Flowing-restrained Education, and ORAGON Education. It requires multiple drivers as examined through the PESTEL that includes political, economic, social, technological, environmental, legal aspects. This study proved useful in crafting and anticipating the future scenarios of Bicol Region’s education. Preliminary as it may, this study highlighted important building blocks of future scenarios through foresight methods. Dator’s framework was proved to be very useful in developing the four scenarios, the use of other future study tools will further amplify plausible scenarios for the education of Bicol region and beyond.

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## **Futures of the Senior Citizens in Batangas City, Philippines**

### ***Batangas State University***

Elderly people's nutrition and health are frequently overlooked since the majority of health and nutrition intervention programs are geared for infants, toddlers, teenagers, pregnant women, and lactating mothers. In Batangas City, building a database as the basis of sustainable health and nutrition programs for senior citizens is deemed necessary. Thus, this study is deemed to assess the level of caregiving practices towards health and nutrition among senior citizens in Batangas City. Further, this study focused on the identification of demographic profiles of the caregivers of the senior citizens, identification of their caregiving practices, and identified existing initiatives and programs in Batangas City aimed at promoting their nutritional and physical well-being.

Descriptive-survey method was implemented in this study using questionnaire as the main data gathering instrument. A total of 246 respondents were surveyed using the multi-stage sampling design. Frequency and percentage were used as the statistical treatment. Meanwhile, a qualitative method was conducted through key informant interviews. Government line agencies were interviewed regarding the existing health and nutrition programs for the senior citizens.

Most of the caregivers were 41-50 years old, female, married, high school graduates, with 2 years in practice, family members, and non-certified caregivers. In terms of caregiving practices, most of the respondents always strictly follow the drug prescriptions, plan the meals to be consumed by the elderly. However, findings revealed that some of senior citizens were not able to meet the dietary requirements and were not assisted in their feeding. Moreover, there are no existing health and nutrition programs specific for the caregivers of the senior citizens. The output of the study is an action plan consisting of a health and nutrition program interventions for the senior citizens and their caregivers. This is a call for policymakers in creating sustainable and inclusive program for the senior citizens for the improvement of their health and nutrition conditions.

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