

Service Delivery Capacity

Through empowerment:

- **141 VCT sites**
- **33 funded NGO as part of the system**

Empowerment Through Service Delivery

Michael Seilmaier



Empowerment Through Service Delivery:

Governance and Service Delivery Anna Wetterberg, Derick W. Brinkerhoff, Jana C. Hertz, 2016-09-25 RTI International has extensive experience implementing international donor funded programs and projects including single sector and multisector policy and service delivery improvement efforts as well as governance and public management reforms Drawing on that experience this collection examines six recent RTI International projects funded mostly by the United States Agency for International Development that pursued several different paths to integrating service delivery and governance through engaging citizens public officials and service providers on issues related to accountability and sectoral services The six cases illustrate the multiple ways in which citizen participation in accountability called social accountability can lead to positive effects on governance citizen empowerment and service delivery The analysis focuses on both the intended and actual effects and unpacks the influence of context on implementation and the outcomes achieved

Measuring Empowerment in Practice Ruth Alsop, Nina Heinsohn, 2005 Alsop and Heinsohn present an analytic framework that can be used to measure and monitor empowerment processes and outcomes The measuring empowerment framework rooted in both conceptual discourse and measurement practice illustrates how to gather data on empowerment and structure its analysis The framework can be used to measure empowerment at both the intervention level and the country level as a part of poverty or governance monitoring The authors first provide a definition of empowerment and then explain how the concept can be reduced to measurable components Empowerment is defined as a person's capacity to make effective choices that is the capacity to transform choices into desired actions and outcomes The extent or degree to which a person is empowered is influenced by personal agency the capacity to make purposive choice and opportunity structure the institutional context in which choice is made Asset endowments are used as indicators of agency These assets may be psychological informational organizational material social financial or human Opportunity structure is measured by the presence and operation of formal and informal institutions including the laws regulatory frameworks and norms governing behavior Degrees of empowerment are measured by the existence of choice the use of choice and the achievement of choice Following the conceptual discussion and the presentation of the analytic framework the authors show how the measuring empowerment framework can be applied using examples from four development interventions Each example discusses how the framework guided analysis and development of empowerment indicators They also present a draft module for measuring empowerment at the country level The module can be used alone or be integrated into country level poverty or governance monitoring systems that seek to add an empowerment dimension to their analysis This paper a product of the Poverty Reduction Group Poverty Reduction and Economic Management Network is part of a larger effort in the network to conceptualize operationalize and measure empowerment Abstract

Achieving Better Service Delivery Through Decentralization in Ethiopia Marito Garcia, Andrew Sunil Rajkumar, 2008-02-15 *Achieving Better Service Delivery Through Decentralization in Ethiopia* examines the role

decentralization has played in the improvement of human development indicators in Ethiopia Ethiopia has made major strides in improving its human development indicators in the past 15 years achieving significant increases in the coverage of basic education and health services in a short period of time Improvements took place during a period of massive decentralization of fiscal resources to the regions in 1994 and to woredas in 2002 03 The devolution of power and resources from the federal and regional governments to woredas appears to have improved the delivery of basic services Surveys of beneficiaries reveal that they perceive that service coverage and quality have improved Beneficiary satisfaction has increased markedly in education and less conspicuously in water and health services In the south the decentralization to woredas in 2002 03 tended to narrow differences in per capita expenditures on education and health across woredas Decentralization disproportionately favored woredas that are remote more than 50 kilometers from a zonal capital food insecure and pastoral suggesting that decentralization has been pro poor Decentralization also narrowed the gap in educational outcomes between disadvantage and better off woredas especially in the south Pastoral food insecure and remote woredas gained in terms of the educational outcomes examined gross enrollment rates grade 8 examination pass rates repetition rates pupil teacher ratios and teacher section ratios **Innovations in Practice and Service Delivery Across the Lifespan** David E.

Biegel, Arthur Blum, 1999 This text will introduce practitioners and students to recent strategies and innovations to effectively deal with a range of problems across the lifespan such as homelessness alcohol and drug abuse teen violence and mental illness **Improving Health Service Delivery in Developing Countries** David H. Peters, 2009 Reliable information on

how health service strategies affect the poor is in short supply In an attempt to redress the imbalance Improving Health Service Delivery in Developing Countries presents evidence on strategies for strengthening health service delivery based on systematic reviews of the literature quantitative and qualitative analyses of existing data and seven country case studies The authors also explore how changes in coverage of different health services affect each other on the national level Finally the authors explain why setting international targets for health services has been not been successful and offer an alternative approach based on a specific country's experience The book's findings are clear and hopeful There are many ways to improve health services Measuring change and using information to guide decisions and inform stakeholders are critically important for successful implementation Asking difficult questions using information intelligently and involving key stakeholders and institutions are central to the learning and doing practices that underlie successful health service delivery Citizen

Empowerment through Digital Transformation in Government Neeta Verma, 2021-12-30 Technological innovations across the globe are bringing profound change to our society Governments around the world are experiencing and embracing this technology led shift New platforms emerging technologies customizable products and changing citizen demand and outlook towards government services are reshaping the whole journey When it comes to the application of Information and Communication Technologies ICT in any sector the Government of India has emerged as an early adopter of these

technologies and has also focused on last mile delivery of citizen centric services Citizen Empowerment through Digital Transformation in Government takes us through the four decade long transformational journey of various key sectors in India where ICT has played a major role in reimagining government services to citizens across the country It touches upon the emergence of the National Informatics Centre as a premier technology institution of the Government of India and its collaborative efforts with the Central State Governments as well as the District level administration to deliver best in class solutions Inspiring and informative the book is filled with real life transformation stories that have helped to lead the people and the Government of India to realize their vision of a digitally empowered nation

Management and Marketing of Services Peter Mudie,Angela Cottam,2010-10-13 This second edition of The Management and Marketing of Services builds on the success of the first edition and now includes increased coverage of many key areas extensive examples and case studies This second edition looks closely at relationship marketing and public sector issues as well as providing expanded sections on the definition of services expectations competitive advantage pricing of services segmentation positioning of services the service encounter and service employees The Management and Marketing of Services is a highly accessible text ideal for practitioners and students looking for a comprehensive treatment of this subject area

Empowering Frail Elderly People Duncan P. Boldy,Leonard F. Heumann,Mary McCall,2000-11-30 This book provides a unique analysis of provider environment client and societal based obstacles to the empowerment of frail elderly persons in a philosophical framework of social values as well as an applied framework wherein a variety of international case studies by a distinguished board of contributors provide concrete examples of the feasibility of achieving real empowerment Empowerment means different things to different people in the context of housing health and social service delivery This book analyzes the various definitions of the concept and practice of the empowerment of frail older persons and then discusses the definitions in a philosophical framework of social values regarding aging and the older person Each chapter demonstrates the feasibility of achieving increased empowerment of older persons even those with severe physical or mental disability True empowerment of older persons in every country requires time energy money and commitment to the goal This book will be of interest to academic as well as professional audiences in areas of Gerontology Psychology Sociology and Family Studies Caregivers and policymakers will also find this analysis useful

Empowering Asian Youth through Volunteering Elaine Suk Ching Liu,2019-09-09 This book describes the origin development and current state of volunteerism in Asia and Hong Kong It also presents a field tested model of empowering through volunteerism namely the CYEP at City University that involves youth governmental and non governmental agencies and their clients in a rapidly changing society Volunteerism is then described as a win win situation for all stakeholders actors Volunteerism converges the needs the struggles the personal motives and the aspirations of the volunteers together with the dreams and the difficulties of the clients the expertise of the professionals and the lack of resources of the agencies the new values emerging in society the effects of globalization and the new policies

This book presents actual Asian case examples with the voices of the people involved on the CYEP volunteers officers service recipients who explain how volunteering changed their lives their values their attitudes toward social civic and political participation their ethics and sense of individual responsibility These stories from the frontlines can be adopted and or adopted for use by other institutions but it is also the chance for understanding the emergence of volunteering in Asia overall and its future direction

EBK: Services Marketing: Integrating Customer Service Across the Firm 4e Alan Wilson, Valarie Zeithaml, Mary Jo Bitner, Dwayne Gremler, 2020-10-07 Successful businesses recognize that the development of strong customer relationships through quality service and services as well as implementing service strategies for competitive advantage are key to their success In its fourth European edition Services Marketing Integrating Customer Focus across the Firm provides full coverage of the foundations of services marketing placing the distinctive Gaps model at the center of this approach The new edition draws on the most recent research and using up to date and topical examples the book focuses on the development of customer relationships through service outlining the core concepts and theories in services marketing today New and updated material in this new edition includes New content related to human resource strategies including coverage of the role of robots and chatbots for delivering customer focused services New coverage on listening to customers through research big data netnography and monitoring user generated content Increased technology social media and digital coverage throughout the text including the delivery of services using mobile and digital platforms as well as through the Internet of Things Brand new examples and case studies added from global and innovative companies including Turkish Airlines Volvo EasyJet and McDonalds Available with McGraw Hill s Connect the well established online learning platform which features our award winning adaptive reading experience as well as resources to help faculty and institutions improve student outcomes and course delivery efficiency

Empowerment and Poverty Reduction Deepa Narayan-Parker, 2002-01-01 This publication offers a framework for the empowerment of people living in poverty throughout the world that concentrates on increasing people s freedom of choice and action to shape their own lives Based on analysis of practical experiences the book identifies four key elements to support empowerment information inclusion and participation improved accountability and local organisational capacity This framework is then applied to five areas of action to improve development effectiveness provision of basic services improved local governance improved national governance pro poor market development and access to justice and legal aid It also offers twenty tools and practices which concentrate on a wide range of topics to support the empowerment of the poor

Infrastructure Mandates for Change, 1994-1999 Meshack M. Khosa, 2000 This book Infrastructure Mandates for Change 1994 1999 as does its accompanying volume Empowerment through Service Delivery appraises infrastructure policy since 1994 Whereas Empowerment through Service Delivery analyses selected case studies on infrastructure and service delivery this book focuses on the transformation of infrastructure in South Africa since 1994 particularly those relating to water health land electricity housing and transport Meshack Khosa

has brought together the key figures working on empowerment and service delivery and this book in its scope sophistication and rigor represents one of the most important contributions to the debates over the achievements of and challenges confronting the new South Africa A book which deserves to be read widely in and outside of academia

Handbook of Multicultural Counseling Joseph G. Ponterotto, 2001-04-25 This Second Edition of the Handbook of Multicultural Counseling marks an important turning point It brings together the voices of some pioneers who have paved the way and introduces us to new voices who while influenced by the pioneers have taken different paths Because the multicultural community is well represented in content and scholarship in this second addition the reader can be assured that the view points represented in this book speak to the core issues of the field I am excited about this Handbook because the authors answer the question that is often heard at many a conference Where is the research to support multicultural counselling I am equally excited about this Handbook because it breaks new ground by using as its anchor oral histories which demonstrates that for many of us multicultural counselling is not simply a research agenda but a life long journey that cannot always be measured The underlying theme of social justice only reinforces our commitment to this journey Drs Ponterotto Casas Suzuki and Alexander have once again helped shape the multicultural conversation To those who have often said Where is the research look no further Donald B Pope Davis University of Notre Dame Its First Edition set a standard for a then emerging field Now The Handbook of Multicultural Counseling Second Edition presents not merely an update of the original but a completely reconceived work reflecting the many developments that continue to expand the field of multicultural counselling This new edition features mostly brand new chapters and expanded coverage of historical perspectives on the field highlighted by personal accounts from some of the pioneers in the area professional and ethical issues counselling's role in fighting oppression psychological measurement theories research design gender issues and higher education issues With contributions once again from the field's key leaders as well as top emerging scholars this new edition maintains the breadth and comprehensiveness of the original The Handbook of Multicultural Counseling Second Edition is a critical resource for counsellors counselling students and other mental health professionals who seek to improve their competence in treating a culturally diverse clientele

Poverty Reduction and Pro-Poor Growth The Role of Empowerment OECD, 2012-04-27 Empowerment of those living in poverty is both a critical driver and an important measure of poverty reduction This report aims to build donor understanding of empowerment and how best to support it

Information Technology in the Service Economy: Michael Barrett, Elizabeth Davidson, Catherine Middleton, Janice I. DeGross, 2010-05-09 This book represents the compilation of papers presented at the IFIP Working Group 8.2 conference entitled Information Technology in the Service Economy Challenges and Possibilities for the 21 Century The conference took place at Ryerson University Toronto Canada on August 10-13 2008 Participation in the conference spanned the continents from Asia to Europe with paper submissions global in focus as well Conference submissions included completed research papers and research in progress reports Papers

submitted to the conference went through a double blind review process in which the program co chairs an associate editor and reviewers provided assessments and recommendations The editorial efforts of the associate editors and reviewers in this process were outstanding To foster high quality research publications in this field of study authors of accepted papers were then invited to revise and resubmit their work Through this rigorous review and revision process 12 completed research papers and 11 research in progress reports were accepted for presentation and publication Paper workshop sessions were also established to provide authors of emergent work an opportunity to receive feedback from the IFIP 8.2 community

Abstracts of these new projects are included in this volume Four panels were presented at the conference to provide discussion forums for the varied aspects of IT service and globalization Panel abstracts are also included here **Exploring**

Effective Municipal Planning and Implementation Munzhedzi, Pandelani Harry, Mathebula, Erasmus, Makamu, Ntsako Idris, 2024-07-31 Among municipalities in developing nations systemic issues such as corruption mismanagement and limited accountability plague local governance impeding development efforts and hindering effective service delivery This perpetual cycle of failure undermines the aspirations outlined in municipal plans erodes public trust and perpetuates socio economic disparities Despite recognizing these challenges tangible solutions remain elusive leaving communities trapped in a cycle of underdevelopment and frustration *Exploring Effective Municipal Planning and Implementation* offers a comprehensive exploration of these pressing issues and consolidates expertise and insights of academics and practitioners Through rigorous analysis and innovative approaches this book dissects the root causes of municipal failures and identifies practical mechanisms for improvement Delving into municipal planning budgeting and governance this book equips readers with the knowledge and tools needed to drive meaningful change in local governance practices This book focuses on transforming struggling municipalities into entities of effective governance and sustainable development Harness the collective wisdom of experts from around the globe with this book and discover the hope you have been seeking for your community to break free from cycle of municipal hardship

Psychological Empowerment and Job Satisfaction in the Banking Sector Elizabeth George, Zakkariya K.A., 2018-07-30 This book explores how psychological empowerment can influence and enhance job satisfaction The authors argue that in today's working climate the wellbeing and involvement of employees is of utmost importance to any company's overall success and that management techniques like empowerment are the most effective means of achieving this goal Based on an empirical study examining job satisfaction amongst employees of several private sector public sector and new generation banks in Kerala India as well as extensive literature review this book discusses the role psychological empowerment plays in enhancing job satisfaction both locally and internationally It goes on to analyze four dimensions of psychological empowerment and the role of job satisfaction in the relationship between psychological empowerment and job related stress This book will be of great interest to scholars in management and psychology and is essential reading for industrialists and managers wanting to apply empowerment strategies in their own workplace

Empowerment in Practice Ruth Alsop, Mette Frost Bertelsen, Jeremy Holland, 2006 This document offers an excellent explanation of the concept of empowerment and develops a very useful framework for disentangling and clarifying the concept It is both practical and well justified on the basis of the literature The approach and survey instruments developed to measure empowerment are innovative and very useful Developing an approach to empirically measure empowerment and to track empowerment indicators over time in a way that is operationally feasible and consistent with World Bank standards is certainly an outstanding achievement Reginer Birner Senior Research **Evaluation of Local HIV Service Delivery** Kay Eilbert, 1996 Empowerment: HR Strategies for Service Excellence Conrad Lashley, 2012-05-16 Empowerment HR strategies for service excellence shows managers and students the importance of empowerment as part of human resource strategy It provides a critical perspective of this established vital management technique identifying factors that will lead to a win win situation for all concerned When successfully incorporated as part of HR strategy empowerment can enable organizations to gain commercial and competitive advantage become more flexible improve employee commitment use the skills of individual employees to best advantage and enhance personal capabilities Empowerment HR strategies for service excellence uses case studies from companies such as McDonalds TGI Fridays and Harvester Restaurants to build a picture of empowerment of service employees in context illustrating how different forms of empowerment are employed and different working arrangements are practiced

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