

Enhancing the Quality of Service Delivery

16-17 January 2017, Sasana Kijang, Kuala Lumpur, Malaysia

A Development Research Conference Hosted by the World Bank's Knowledge and Research Hub, Malaysia

A core responsibility of the state is providing and overseeing key public services, such as education, health and justice. This is recognized by governments in countries at all stages of development, but implementing services of consistently high quality remains an enduring challenge. It can become a binding constraint on realizing a country's development strategy. The presentations at this conference – which range from 'big-picture' overviews and systematic reviews to country case studies and front-line empirical analyses – seek to explain *how* capability for effective implementation of key services has been attained, sometimes in unlikely circumstances. The presentations will also elicit ideas on which those seeking to enhance the quality of service delivery elsewhere might build.

Monday January 16

- 8:30 Registration
- 9:15 **Welcome**
Faris Hadad-Zervos (Country Manager, World Bank Malaysia)
Norman Loayza (Lead Economist, Development Research Group, World Bank Malaysia)
- 9:30 **Session A: Keynote Address. *Building State Capability: Evidence, Analysis, Action*** (Book launch)
Chair: Michael Woolcock (Lead Social Dev Specialist, Dev Research Group, World Bank Malaysia)
Presenter: Lant Pritchett (Professor of the Practice of International Development, Harvard University)
Discussants: Prof Datuk Dr. Noor Azlan Ghazali (Vice Chancellor, National University of Malaysia)
Lars Sondergaard (Program Leader, Human Development & Poverty, World Bank)
- 10:45 Coffee break
- 11:00 **Session B: Strategies for Enhancing Implementation Quality in Malaysia** (Panel Discussion)
Chair & Moderator: Jana Kunicova (Senior Governance Specialist, World Bank Malaysia)
Dato Hadzir bin Md. Zain (Deputy Director General, ICU)
Tengku Azian Shahrman (Director, Education and Strategic Reform Initiatives – Human Capital Development, PEMANDU)
Puan Khadijah Abdullah (Chief Executive Officer, PADU)
- 12:30 Lunch
- 2:00 **Session C: Country Case Studies – How Capability for Implementation Was Acquired, at Scale**
Chair: Rafael Munoz Moreno (Country Economist, World Bank Malaysia)
Singapore – Nigel Goh (UNDP, Global Centre for Public Service Excellence, Singapore)
China – Yuen Yuen Ang (Assistant Professor of Political Science, University of Michigan)
Discussant: Johan Merican (Deputy Director General, Economic Planning Unit, Gov of Malaysia)
- 3:30 Coffee break

4:00 **Session D: Country Case Studies – Building Implementation Capability in Low-Income Countries**

Chair: Sharmila Devadas (Development Research Group, World Bank Malaysia)

Indonesia – Vivi Alatas (Lead Economist, World Bank, Jakarta)

Vietnam – Hai-Anh Dang (Economist, World Bank, Washington)

Discussant: Wei Aun Yap (Harvard School of Public Health)

5:30 End

7:30 Conference dinner (Malaysia Petroleum Club, Petronas Towers)¹

Tuesday January 17

8:30 Registration

9:00 **First Day Recap, Second Day Preview**

Michael Woolcock (Lead Social Dev Specialist, Development Research Group, World Bank Malaysia)

9:15 **Session E: Roles for Research in Enhancing Development Effectiveness**

Chair: Jeevakumar Govindasamy (Senior Public Sector Specialist, World Bank Malaysia)

“Endogenizing Research in Development Projects: Lessons from India”

Vijayendra Rao (Lead Economist, Development Research Group, World Bank)

Discussant: Max Everest-Phillips (Director, UNDP Center for Public Service Excellence, Singapore)

10:30 Coffee break

10:45 **Session F: Generalizing and Scaling from Impact Evaluations – Virtues and Limits**

Chair: Dr Subramaniam Pillay (Associate Professor, Taylor’s Business School)

“Lessons from 3IE’s Systematic Review of Education Outcomes and School Participation”

Emmanuel Jimenez (Executive Director, International Initiative for Impact Evaluation, Delhi)

Discussant: Tan Sri Dr Asiah Abu Samah (former Director-General of Education, Gov of Malaysia)

11:45 **Session G: Binding Constraints to Effective Service Delivery – Beyond the Usual Suspects**

Chair: Julio Revilla (Lead Economist, World Bank Malaysia)

“But Will it Work Here? Implementation Capability and Procurement as Binding Constraints”

Justin Sandefur (Senior Fellow, Center for Global Development, Washington)

“Accounting for the Accounts: Unpacking the Education Bureaucracy in India”

Shrayana Bhattacharya (World Bank, India Office)

Discussant: Dato' Dr Asma Ismail (Vice Chancellor, University of Science Malaysia)

1:15 Lunch

¹ For conference presenters, chairs and discussants.

2:15 **Session H: Empirical Strategies for Enhancing Development Outcomes**

Chair: Arividya Arimuthu (Senior Public Sector Specialist, World Bank Malaysia)

“The Role of Education in Enhancing Productivity: Some International Comparisons”

Young Eun Kim (Economist, Development Research Group, World Bank Malaysia)

“Using Micro Growth Diagnostics to Improve Development Outcomes in Malaysia”

Lelo Nxumalo (Research Analyst, Bright Vision Consulting, Malaysia)

Discussant: Abigail Tay (Professor of Economics, Asia School of Business, Malaysia)

3:30 Coffee break

3:45 **Session I: World Development Report 2018, Education: Initial Findings and Implications²**

Chair: Norman Loayza (Lead Economist, Development Research Group, World Bank Malaysia)

Presenters: Deon Filmer and Halsey Rogers (Co-Directors, WDR 2018: Education; World Bank)

Discussants: Akihiro Fushimi (Education Specialist, UNICEF, Bangkok)

Emmanuel Jimenez (Executive Director of 3ie; Director of WDR 2007, on Youth)

Hon Tan Sri Dr Khair Mohamad Yusof (Director General, Ministry of Education, Malaysia)

5:30 **Concluding Remarks**

Michael Woolcock (World Bank Malaysia)

² This session is for registered conference attendees only; the purpose of the presentation is to elicit feedback from development professionals on a draft World Bank report.