

**Ludovika – University of Public Service, Hungary**



# **Critical Rethinking of Public Administration**

**April 21, 2023**

**Budapest, Hungary**

**BOOK OF ABSTRACTS  
2023**

**Ludovika – University of Public Service, Hungary**

## **Critical Rethinking of Public Administration**

**April 21, 2023  
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### **BOOK OF ABSTRACTS 2023**

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**Lizeth Vanessa Ayala Castiblanco**

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**Cooperation on social cohesion between the EU and Latin America: An analysis of Eurosocial**

Inequality and social exclusion have deepened exponentially in recent decades, creating significant obstacles to the enforcement of people's rights. Economic disparities impede social mobility and hinder equitable access to public services. Moreover, rising inequality erodes trust in governments and institutions, which may be perceived as being influenced by privileged sectors of society and failing to address the needs of the wider population. Consequently, reducing social gaps is an urgent task, especially in countries with the highest inequality rates. In this context, the EU has championed social cohesion globally, a concept that advocates decent living conditions for all members of society. Since Latin America is one of the regions with the highest inequality rates, cooperation with the EU to address this problem has become crucial. Eurosocial is the EU's flagship cooperation program aimed at promoting social cohesion in Latin America. This research seeks to provide a comprehensive analysis of Eurosocial's performance, particularly in the context of the lack of summits between the EU and Latin America in recent years. The study explores how this non-summit period has impacted Eurosocial's development and how the program has built resilience to continue its work despite the broader challenges existing in the EU-Latin America relationship.

**Keywords:** Social cohesion, Cooperation, Interregionalism, European Union, Latin America

## **Gutama Namomsa Daraje**

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### **The significance of CBHI on health and economic empowerment of women in Ethiopia**

The main objective of this study is to assess the significance of community-based health insurance on the health and economic empowerment of women in rural parts of Ethiopia. This study is conducted using secondary data the paper employed narrative review and the data collected from the different sources were analyzed using the content analysis method. Community-Based Health Insurance is one of the means of social security that boost the provision of service of health to members of susceptible peoples. The Degree of women's economic empowerment is measured using the women's control and benefit from resources, by managing risks and improving their economic status and social well-being. With no health insurance and no financial autonomy, women were often unable to access care on their own. For women and their families and their families in Ethiopia, however, this situation is changing. Due to community-based health insurance enrollment, women and other parts of their families have the opportunity for decision-making power and freedom to make decisions about their health because of the financial constraints to access health care services being solved through government-supported health insurance.

**Keywords:** CBHI, Women health empowerment, Political empowerment, Economic empowerment, Social empowerment

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### **The effects of corruption on good governance in Ghana**

Undeniably, for any sovereign state to develop, issues such as stable, effective, and accountable governance systems, cannot be pushed to the back burner. One can say that good governance and national development are not separable concepts for development. It is an undeniable fact and acknowledged by many scholars and studies that good governance strengthens economic development and acts as the catalyst that pushes for the masterful usage of resources and paves the way for foreign and local investments for the economic development of a country. Disregarding or attempting to disrupt any formal channels of good governance will allow corruption to fester and weaken democracy and good governance. Corruption is always a hotspot issue in most African countries, and the international corruption perception index rank of African countries is always high. Ghana is not unique and is among Africa's most highly corrupt countries. This paper looks at how corruption in Ghanaian body politics has affected the efficiency of public service leadership structures and governance and how effectively or otherwise it is being dealt with, be it good or bad. The paper concludes that there is more to be done if corruption is to become unattractive and be eliminated from the country in its over 30 years of 4th Republican rule, and it is expected that the needed steps would be taken to strengthen areas where there are shortfalls. The study is a desk study, mainly based on secondary data analysis of available secondary information and documentary examinations of field reports of the corruption perception Index report on Ghana, news, as well as existing academic literature, books, research findings, and other sources were used.

**Keywords:** Corruption, Good governance, Accountability, Sustainable development



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**What is the extent to which controls support management - based on responses from internal auditors in the water sector**

In my study, I seek to find out from the Hungarian water sector institutions to what extent the closeness of the relationship between the control tools used and the perception of the control tools used supported their management. As a result of this investigation, I expected to identify the most important control tools and management controls that they find supportive and useful in their operations. In addition to domestic and foreign literature on the subject, I drew on empirical sources. In my online questionnaire, I assessed the experiences of fellow auditors who carry out internal audits in 12 water management directorates across the country. Based on their feedback, I am seeking their overall perception of the controls in place. Furthermore, which controls do they see as still necessary to be applied by their organisation? The research was carried out using a predominantly closed questionnaire with some open questions for data collection. The measurement of the controls used, on a 5-point Likert scale ranging from not used at all to regularly used, was selected when editing the questionnaire to ask about the frequency of use of the controls used by the organisation and the management satisfaction they elicit.

**Keywords:** Internal control, Management controls, Support, Water sector, Control tools

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### **Value-focused thinking - Rethinking the decision-making process in public strategies assessments**

Value-Focused Thinking (VFT) was developed 30 years ago as a different approach to decision-making, and it has changed the way decision-makers deal with problems by first proposing, unlike the traditional way, the definition of the values, then using the defined values to create decision opportunities, evaluate alternatives, and finally develop improved alternatives. In 2013, a review of the bibliography on the research areas and applications of this new approach to decision-making revealed that the primary users of this type of approach are from the government sector, specifically for the development of public and defence policies. This study aims to determine how this new approach has evolved since 1993, as well as the types of decisions, problem domains, and applications it is aimed at. As a methodology, a systematic review was conducted using keywords from the Scopus citation database from 1993 to 2022, with the analysis limited to English-language journals and conference proceedings. A total of 236 articles published in total were reviewed, all of which were related to defence policies. As a result, the United States emerged as the leading country in this field, with a large number of VFT defence applications and several valuable research contributions.

**Keywords:** Decision making, Multi-criteria decision analysis, Value-focused thinking, Decision support system, Military operations research

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### **Problems of women civil servants in agricultural sector of Bangladesh**

This study examines the experiences of female civil service officials in the agriculture sector of Bangladesh amidst swift political, economic, and socio-cultural transformations. Using Geert Hofstede's cultural theory as a framework, the study analyses the perceptions and views of women civil servants on the advantages and disadvantages of having female-agriculturists in the sector, the challenges and opportunities they face, and the strategies they employ to advance their careers. The study employed a combination of quantitative and qualitative methods, including case studies, in-depth interviews, and primary and secondary data collection from four divisions and twelve districts in Bangladesh. The findings indicate that the majority of female civil servants work in agriculture sub-sectors, with most being under thirty years old and having postgraduate qualifications. Dual responsibilities of professional and household chores, the conflict between western-liberal values and societal expectations, and lack of modern facilities pose significant challenges for female civil servants. The study suggests the need for an organizational and social culture that supports a trade-off between career and family responsibilities of female officials in civil service.

**Keywords:** Women, Civil Servant, Agriculture, Bangladesh

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### **The role of Kazakhstan in SCO**

The Shanghai Cooperation Organization, established in order to strengthen regional security, good neighborliness, and promote multilateral cooperation between the participating States, has today become the largest regional structure with great opportunities to create mutually beneficial relations. Kazakhstan has managed to achieve certain results within the framework of the SCO, which contributes to the gradual process of integration into the world economy. The article discusses the main role of the Republic of Kazakhstan in the activities of the Shanghai Cooperation Organization.

The creation of the SCO and the activities of this organization are, without any exaggeration, of great importance for the Republic of Kazakhstan, which is due to the following important factors. Firstly, the legal nature of the SCO, which in its activities is firmly committed to the universally recognized principles of international law. Secondly, the nature of the goals that the SCO pursues, namely: maintaining both global and regional security through joint actions based on equal partnership and establishing close economic, social and cultural cooperation between its member States in order to promote comprehensive and balanced economic growth and steadily improve the living conditions of the peoples of the member States.

The upcoming SCO summit in New Delhi in June-July 2023 will mark the transfer of the SCO chairmanship to Kazakhstan. Kazakhstan's chairmanship will last until July 2024 and end with a summit in Astana, where the heads of the SCO member states will adopt a package of documents. These documents will be developed under the Kazakh leadership during expert and ministerial meetings during the coming year.

**Keywords:** SCO, Kazakhstan, Multilateral cooperation, Regional security, Cultural cooperation

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### **The impact of the Gulf War 1991 on Iraq**

This research discusses the consequences of the Gulf War that impacted Iraq. The research evaluates the political situation inside Iraq after the Gulf War. In addition, to determine the economic obstacles that impacted the Iraqi regime and the Iraqi people because of U.N sanctions. On August 2, 1990, the Iraqi troops occupied Kuwait's lands smoothly and without resistance from the Kuwaiti army. The security council demanded that Iraq withdraw the troops. Then on August 6, 1990, the security council declared initiated sanctions on Iraq. The sanctions focused on the economic side, such as freezing Iraqi and Kuwaiti properties abroad and an embargo of exchanging goods with Iraq and Kuwait. The diplomatic efforts to avoid the war failed. On January 17, 1991, the U.S. struck Baghdad and other Iraqi cities with intelligent missiles, Cruise missiles, and stealth bombers. The troops of (33) states participated in military operations called (Desert Storm) to force the Iraqi army to withdraw from Kuwait. The Gulf War in 1991 impacted the political and economic situations in Iraq negatively. The Gulf War was the beginning point to the end of the rule of the Baath Party regime in Iraq.

**Keywords:** Gulf War, Invasion Kuwait, Desert storm, U.N sanctions, Impact of war

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### **Total quality management implementation in resource-rich Ghana's public sector; an end to inefficiencies in delivery of basic public services**

Ghana is ranked among the top ten African countries with mineral resources deposit. It is always proper to conclude that a country with all these resources need not to suffer in providing for basic public services that the citizens need. Many are literatures that support the fact that it is not ideally true for all resource- rich countries to make life meaningful for its citizens. "Resources curse" theory has been the theory use in describing this phenomenon in less developed countries. Empirical literatures show how well Ghana has been implementing strategies to enable "her" utilise the resources in other to provide for adequate social service for the citizen, however all these efforts have not yielded the required outcome. The aim of the investigation is to find out how total quality management implementation in Ghana's public sector can help bring efficiencies in the delivery of basic public service to the citizens and the case study area will be Agona west municipality in Ghana. Probability sampling technique will be used to select forty people for the study from both the urban and rural areas within the municipality. Questionnaire will be used to get the needed information from the respondents.

**Keywords:** Total quality management, Resource-rich, Public sector, Public service, Inefficiencies

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### **Examining the challenges of the free senior high school policy in the delivery of quality education in Ghana**

Free Education in Ghana has a long history stretching from 1957. Chapter Six (6) "Article 38:2 of the 1992 Constitution of Ghana," which connotes "the states shall with the resources available provide an equal and balanced access to Secondary and other Pre-University Education". Past and present governments have made significant progress in this regard. The Free Senior High School Policy (FSHSP) was introduced by the current ruling New Patriotic Party (NPP) government in 2017-2018 academic year with policy intended purpose of full accessibility by all children who have attained the level of attending Senior High School and have successfully passed their Basic Certificate Examination (BECE). Nonetheless, the euphoria about this policy has now been greeted by misfortunes, this has compelled many policy analysts to criticize the policy. The aim of the investigation is to critically evaluate the free senior high school policy and examine the challenges faced by the policy. Qualitative research approach will be used, case study as research design will be employed, the target population will be all senior high schools in Agona West Municipality, Purposive sampling technique will be used to select thirty respondents for the study and interview guide will be designed to help get the needed information from the respondents.

**Keywords:** Quality education, Free senior high school policy, Free education, Challenges, Examining

**Grace Owusu**

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**Fighting corruption in West Africa: a comparative assessment of learners and laggards**

There is almost universal agreement among political, administrative, and private sector leaders around the world that widespread corruption has become a structural rather than functional reality, and that the fight against it and its perpetrators facilitate the fight for human rights and sustainable development. This means that the fight for honest and accountable governance is a key element of the fight for democracy as well as building ethics and integrity among public servants and elected officials. Since the establishment of the West African Economic and Monetary Union (French Acronym UEMOA) in 1994, West Africa has been in the international spotlight due to its commitment to change by contributing to peace efforts and making fighting corruption a major priority. However, in the last ten years, it has become the epicenter of both public and private sector corruption scandals due to its lower performance on the Corruption perception index. Therefore, this paper analyses the extent at which purposively selected West African countries (Ghana, Nigeria, Togo, Cote d'Ivoire, and Burkina Faso) has been able to make some progress in the fight of corruption by comparing their performances and anti-corruption policies employed in recent years. The study used mixed methods (both quantitative and qualitative) as a comparative research design and strategy because it compares a few countries in data collection based on the Transparency International Corruption Perceptions Index and the Global integrity index to analyse the similarities and differences in the content by classifying the information contained in the case study to draw conclusions based on time series analysis. This data will be graphed to show the trend as presented in this report. Based on the findings, the paper identifies both similarities and unique challenges in each country's efforts to combat corruption and provides advise how African leaders to put aside their personal interests to reduce corruption, which could help the continent become more powerful in terms of better economy since they are increasingly important source of other energy resources which is a potential benefit to stabilise both internal and external development challenges.

**Keywords:** Corruption, Anti-corruption, Public administration, West Africa



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### **Hungarian administrative responses to the migration situation in Ukraine**

Following the outbreak of the armed conflict in Ukraine, the Government of Hungary established the National Security Task Force to coordinate the possible tasks involved. Subsequently, on 24 February 2022, the Ministry of Interior set up the Operational Staff at the National Emergency Management Centre. Among others, the National Police Headquarters, the National Directorate General for Disaster Management and the National Directorate-General for Aliens Policing were on duty at the OS. One of the first provisions concerned the recognition of Ukrainian citizens as asylum seekers. „Hungary grants temporary protection as an asylum seeker to foreigners who belong to the group of mass refugees on the territory of Hungary.” In addition to the work of the law enforcement agencies, the sacrificial work of humanitarian organisations has had a major impact. The National Humanitarian Council has set itself the goal of helping refugees from Ukraine. The large influx of foreigners has also made it necessary to set up local protection committees. The mayor is involved in local defence, civil protection and disaster response issues. The past period has shown that law enforcement agencies, in cooperation with humanitarian organisations, are able to deal successfully with emerging migration problems.

**Keywords:** National Security Task Force, National Emergency Management Centre, National Directorate-General for Aliens Policing, Humanitarian Council, Protection committees

**Melinda Pintér**

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**Discourses in the digital space in order to improve public administration using artificial intelligence**

In the digital space, we encounter discourses on a daily basis or take part in them ourselves, whether they are private discussions, political debates on a dedicated platform, or conversations with an online store's chatbot about the best product options for us. The latter area, chatbots, and the closely related application of artificial intelligence (AI), is what can help to make public administration even more efficient and user-friendly. The presentation will briefly review how public administrations can be better as a consequence of the use of AI and, more narrowly, of the discourse between AI-based chatbots and clients. To do this, it first presents the interpretation framework of digital public administration and the digital techniques used in the modernization of public administration, and then describes the possible scope of use of AI in public administration. It specifically addresses the special segment of this field, chatbots, and what good practices can be seen at the foreign and domestic level on how the discourses between chatbots and clients can improve public administration. Finally, it tries to answer the question of how the discourse with chatbots could be of further service to the public administration in the future.

**Keywords:** Chatbot, Artificial Intelligence, Discourse, Digital space, Public administration

## Nikolett Pintér

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### **Benefits of adapting the healthy organisation model to public administration**

The Healthy Organisation Model is a complex model that covers important aspects of whole organisation. The Model takes into account that in a particular dimension the organization can deviate from the ideal state not only in one direction, but in both: negative and positive too. Today the public administration sector do not have a complex methodology for describing the whole organisation and assessing it. If we know how healthy or ill are the organisations of public administration, we can improve them. Both current and future employees would like to work in an organisation where there is a focus on the needs of employees, citizens (as customers), satisfies its own economic needs too and lives in harmony with its environment. The Model is suitable for exploring which organisational diseases are specific in different types of organisations in the public administration or whether there are organisational diseases that are common to the whole public administration. The adapted model can also be used to measure the existence of various organisational risks that may be barriers to the development of public administration. This may be the case if there is a certain organisational disease, it is unlikely that certain types of changes will be introduced in the organization.

**Keywords:** Healthy organisation model, Adaptation, Public administration, Advantages, Attractive workplace

## **Zsombor Rezsneki**

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## **People on atomic weapon through Constitution**

More than a half century our world has continually been scaring of the most powerful weapon humankind ever made. The world leaders have been trying everything to keep nuclear weapon at bay. Far from citizens, having gone through several conversations, governments have signed almost a dozen of agreements. These documents and conventions do not seem to have a very long life. By the way, they did not find the adequate binding effect and do not guarantee that States will keep their words. During cold war the United States and the Soviet Union introduced some solutions but time after neither party was capable of believing the words given by other party. In this study I try to outline the possibility of a new strategy based on the people. Since last century, the world leaders have wanted to ensure themselves not to be attacked and to defend themselves from every warhead which might have launched against them. But they have never counted with the people, with the shoulders on which their powers has been established.

**Keywords:** Atomic bomb, Constitution, Decision making, Rebellion, Constituent bodies

## **Mosa Shrabony Sheikh**

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### **E-services at local government in Bangladesh: Challenges and opportunities**

This study investigates the challenges and opportunities of e-services adoption in local government agencies in Bangladesh. The research is based on secondary sources of data from published research papers, books, reports and web site related to the e-governance. The study found that e-services adoption in local government agencies is still in its early stages, and there are several challenges hindering its implementation. These challenges include lack of infrastructure, insufficient funding, inadequate human resources, and low digital literacy among the workforce. Despite these challenges, the study highlights various opportunities offered by e-services adoption, including increased citizen engagement, improved service delivery, and cost savings. The study found that respondents identified lack of infrastructure and funding as the most significant challenges to e-services adoption, and inadequate human resources and low digital literacy were also major concerns. The study recommends that the government invest in infrastructure, increase funding, and improve digital literacy among the workforce to address these challenges. It also suggests that e-services adoption must be accompanied by a change in organizational culture and mindset to overcome resistance to change. Overall, the study provides valuable insights which can help policymakers in formulating effective strategies for their implementation.

**Keywords:** E-Governance, E-Service, Local government, Challenges & Opportunities, Bangladesh

## Valeriya Sitnikova

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### **Historical analogies and risks for fundamental human rights in the digital era**

The rapid development of digital technology has fundamentally transformed the way we communicate, work, and interact with each other. However, this transformation has also brought significant risks for fundamental human rights such as privacy, freedom of expression, and due process. To better understand these risks and how they can be addressed, historical analogies can provide valuable insights. into how they may evolve and how they can be addressed.

Drawing from interdisciplinary research and international case studies, this presentation examines the challenges of protecting fundamental human rights in the digital era. It discusses the role of international human rights law, the responsibilities of technology companies, the importance of public awareness and education, and the role of civil society.

The presentation aims to foster interdisciplinary and international dialogue on the pressing issue of protecting fundamental human rights in the digital era. It provides a platform for the exchange of ideas and experiences, and promotes collaboration between different stakeholders to address this crucial challenge. The insights gained from this presentation can help inform policy decisions, shape the direction of future research, and advance the protection of fundamental human rights in the digital age.

**Keywords:** Fundamental human rights, Digital era, Right to think

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### **Service delivery in Ethiopia: The practice in the civil service organizations**

A SERVQUAL model is a popular tool for evaluating service quality in both private and public sector organizations. In this study, the SERVQUAL model was utilized to measure service delivery in the civil service organizations of Ethiopia by analyzing the difference between customers' perceived and expected levels of service. Using a descriptive cross-sectional survey design, the study collected data from customers in civil service organizations. The results showed that there was a negative gap between customers' perceptions and expectations in all dimensions of the SERVQUAL model, including tangibility, reliability, responsiveness, assurance, and empathy. The mean score of all items and dimensions of expectation was higher than perception, indicating low service delivery in civil service organizations. Reliability, tangibility, and empathy had the highest mean gap scores, while responsiveness and assurance had the lowest mean scores. Reliability, tangibility, and empathy had lower perceived service quality despite being the most critical dimensions. Finally, the results suggest that customers' expectations were not met, and service delivery in civil service institutions needs improvement in all dimensions.

**Keywords:** Civil Service Organizations, Practice, Service Delivery, SERVQUAL model

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**Insurance supervision in the EU from 1950 with the focus on supervision models**

Based on their research authors argue that public insurance governance history is to be dealt with separately from the general economic history. The main focus of a prior study was on the periods in Hungarian insurance history 1807-2023 based on major legal and economic changes in the Hungarian insurance market, public insurance governance approach and the accompanying insurance supervision models. The aim of this study is to give an international depth to the prior findings after completing a similar research in current Member States of the European Union with the time span of the last 70 years. Throughout the years, in essence, insurance supervision, mirroring industrial private governance, remained more rules-based, rather than risk-based. Nevertheless, regulation as a standalone solution for state oversight is not enough: it is also necessary to monitor compliance with the provisions laid down in legal and regulatory decisions to foster the cautious and competent operation in the financial subsectors; in modern terms, the micro- and macro-prudence.

**Keywords:** Governance, Insurance, Financial Supervision, Legal History, European Union



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### **National journal evaluation systems**

The paper aims to overview the topic of national journal evaluation systems based on a chosen case study. It focuses on how the mega journals, the journals of the Big 5 publishing houses and the regional journals are evaluated and classified differently according to the international citation databases such as the Scopus and Scimago Journal Ranking, and according to the national systems. The paper is based on data-oriented empirical research, using the case of the Finnish evaluation system.

The results point out that the traditionally worldwide acknowledged journals – including the titles of the Big 5 – belong to the top classified titles according to the national evaluation system, while the mega journals which gain a bigger attention internationally are lower classified. Regarding the regional journals, we observe significant differences. The practical implication of the study is that it can provide further example for good practice for the Hungarian journal evaluation system especially with regards to the internationally indexed journals.

**Keywords:** Journal evaluation, Mega journals, Case study, Scientometrics

## **Ömer Doğukan Uslu**

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### **New ways of securitization: Entry/Exit System (EES)**

Entry/Exit System is based on the control and regulation of the travellers that comes into the Schengen Area. From this purpose it can be perceived as the machinations of regulating the third nationals within the EU through enhance security. EES is expected to be operational at the end of May 2023 and it might mean as the new ways of securitization process on the EU level. This large-scale automated registry system will track third nationals such as travellers and immigrants for the purpose of security and prevent the irregular immigration towards the EU. However, this research perceives this digital system yet another mean and tool for the securitization process against the immigration on the EU level. The basic observations had been made on the speeches and within the legal documents while approaching this study with a theoretical view. Overall, understanding the facilitating conditions on how this system might be turned into a cog of machination for the securitization lays as a framework for this study.

**Keywords:** EU, Immigration, Security, Securitization, Control

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