



# **KOSOVAPAR 2024** **CONFERENCE**

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**PAR-Catching up  
or forging ahead?**

**25-27 September 2024**  
**University of Prishtina, Faculty of Law**  
**Republic of Kosova**

# KOSOVAPAR2024 CONFERENCE

- Following the inaugural conference held in Prishtina on 22-24 November 2023, the Ministry of Internal Affairs of the Republic of Kosovo will organize #KosovaPAR2024 from 25-27 September 2024 in Prishtina.
- The evolution of KosovaPAR into an annual conference underscores our commitment to convene political leadership, academics, and practitioners from Kosovo, the region, Europe, and beyond to deliberate on critical issues and share insights and best practices pertaining to public administration reforms. This annual gathering seeks to elevate awareness regarding the pivotal role of Public Administration Reform (PAR), not only as a prerequisite for EU integration but also in enhancing citizens' lives and state effectiveness.
- The primary objective of this recurring event is to discuss manners of fostering a culture of innovation within public service and administration, as well as to instilling a mindset of continual adaptation to evolving citizen expectations concerning the quality of public services. As a proactive step towards transformative progress, this conference aspires to assess past accomplishments, envision innovative strategies to address current challenges in 2024, and chart the future trajectory of public administration in Kosovo and beyond. Central to this endeavour is the question of whether Kosovo and other cases are merely striving to align with international standards or actively pioneering innovative approaches towards excellence, which will guide discussions of past reforms, their impact assessment, and the formulation of future reform agendas.
- While the Republic of Kosovo seeks insights and best practices from global counterparts, the conference will also serve as a platform for showcasing solutions implemented by Kosovo to advance key reforms in public administration, emphasizing the significance of ownership and political legitimacy in navigating necessary albeit arduous reforms.
- Thus, positioned as a pivotal forum for exploring and advancing the trajectory of public administration reform in the country, and themed "Catching Up or Forging Ahead," the KosovaPAR2024 conference holds the promise of valuable insights and inspiring perspectives for practical solutions of public sphere issues.
- Academics and practitioners from across the globe will discuss core issues to public administration and its practice (non-exhaustive list):
  - Culture in Public Administration (administrative culture, artistic perspectives)
  - Optimizing Human Resources in the Public Sector
  - Harnessing Digitalisation and Artificial Intelligence for the Common Good
  - Enacting Legislative Reforms for Effective Governance
  - Fostering Inter/Intra Institutional Cooperation and Public-Private Partnerships to Drive Innovation
  - Evaluating the Role of Donors and International Organisations in Facilitating Reforms.



# KOSOVAPAR 2024 CONFERENCE

## Opening Ceremony

- Mr. Albin Kurti, Prime Minister of the Republic of Kosova
- Mr. Xhelal Sveçla, Minister of Internal Affairs, Republic of Kosova
- Mr. Bardhyl Dobra, Deputy Minister of Internal Affairs, Republic of Kosova
- Prof. dr. Edoardo Ongaro, Conference rapporteur, The Open University, United Kingdom

### **Keynote speech- Democracy and Public Administration**

Prof. dr. Andrew Massey, Keynote speaker, King's College London, United Kingdom



## Plenary session 2 - Launching of Kosova National School of Public Administration

Moderator: Betania Lemos, President of National School of Public Administration (ENAP), Brazil

### Panelists:

- Wolfgang Drechsler, TalTech, University College London, and Harvard University
- Eko Prasajo, Executive Secretary of Steering Committee for National Bureaucratic Reform at the office of the Vice-President of Republic of Indonesia
- Arben Hajrullahu, Professor, University of Prishtina, Republic of Kosova
- Andrew Massey, King's College London, United Kingdom
- Anneli Temmes, Former Director General of HAUS Finnish Institute of Public Management, Finland
- Michiel de Vries, Radboud University, the Netherlands

Some could ask what would be the qualitative change between the existing Institute of Kosova for Public Administration and the School that the government envisages to establish, or some could even put into question if it is really worth for Kosova to get a National School of Public Administration? Many of the panels proposed during the conference are providing pieces of answers to these questions, and perhaps all could be summarized by underlining that no good governance can occur without a well-prepared administration for reactivity and effectiveness. This sentence contains much food for thoughts which science of public administration has broken down in lessons learnt, good practises and institutional building adapted to the context of the concerned country.

This panel will bring together key stakeholders from abroad who will provide the elements that motivate State and political decision to build such national schools. Besides, since some of them are appointed by the government as members of the consultative board of the Kosova's future National School of Public Administration, they will present what set-up, content and objectives they propose to the government for this future institution.



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## Plenary session 3 – Why is it Worth Reforming Public Administration?

Moderator: Wolfgang Drechsler, TalTech, University College London, and Harvard University

Panelists:

- Bardhyl Dobra, Deputy Minister of Internal Affairs, Republic of Kosova
- Luis Solari, former Prime Minister and former Minister of Health, Republic of Peru
- Caspar van den Berg, Member of the Dutch Senate, President of the Universities of the Netherlands, Professor of Public Administration at the University of Groningen, the Netherlands
- Eko Prasajo, former Deputy Minister for Administrative Reform and Bureaucratic Reform, and Executive Secretary of Steering Committee for National Bureaucratic Reformat the office of the Vice President of the Republic of Indonesia

Given the evolution of societies, technological progress allowing quick individual access to public services, or the available resources outside public administration, one could believe in the uselessness of the latter, while others, for ideological reasons, could find reasons to further reduce its scope and capacities. Yet, every responsible statesman and stateswoman has experienced that the best public policy cannot be implemented without a functioning administration system. Without the latter's mechanisms, the course of action of the policy cannot be properly launched, followed-up and eventually corrected during the process. Decision making can sometimes be a less complicated process, but public policy implementation by civil servants can result in unexpected results for decision-makers. Therefore, reforming public administration aims less at adapting to the nature of public policies than at making their implementation process possible.

This panel of high former and actual decision-makers will attempt to confront the theory with practice of public policy making and implementing. And ultimately, they should draw the lessons learnt on what a proper public administration reform should focus on primarily.



## Panel 1 - Navigating the Digital Future: Embracing Digitalization and Cybersecurity for Modern Public Administration

Moderator: Rea Krasniqi, Ministry of Internal Affairs, Kosova

### Panelists:

- Fatmir Belallari, External Advisor for Digitalization, Ministry of Internal Affairs, Kosova
- Dardan Prebreza, Pretera, Kosova
- Abe Fetahu, Co-Founder of Jet Platforms and Get Back AI & Head of Operations @ Applause, United States
- Burim Bivolaku, Business Information Security Officer at ICE, Chair of FS-ISAC UK Board of Directors, United Kingdom

In today's rapidly changing digital landscape, an increasing number of solutions are emerging that simplify and enhance productivity and efficiency at work. Digitalization transforms modern public administration by enhancing efficiency and productivity, improving service delivery, and increasing transparency and accountability. E-Government services allow citizens and businesses to access government services online 24/7, reducing the time and cost needed for these services. The digitalization of services and processes that are sources of irregularities and corruption increases the transparency and accountability of public administration, enhances citizens' trust in institutions, and improves the overall quality of life for citizens. The use of open data makes government activities more accessible to the public, enables real-time monitoring of government operations to help identify inefficiencies, increases transparency, and ensures that public officials are held accountable.

Trust in the security and accessibility of digital services for citizens is vital for modern public administration. In an environment where more and more actors are interested in disrupting the functioning and delivery of digital services for various motives, cybersecurity is of paramount importance.

Elevating cybersecurity to the highest possible levels to protect services, personal data, and classified information from breaches and unauthorized access is a challenge in this era when AI is a weapon in the arsenal of malicious actors but also has revolutionized the means of protection.

This session delves into the digital future of public administration. How should digital transformation be accelerated to benefit from technology? What technological trends will impact public administration? What impact does AI have on the future of public administration? Will most jobs be replaced by AI? How can we protect services and information's from increasingly sophisticated cyberattacks?



## Panel 2 - Capacity Building for Evidence Based Policy Making

Moderator: Egle Vaidelyte, Kaunas Technology University, Lithuania

Panelists:

- Eglė Butkevičienė, Kaunas University of Technology, Lithuania
- Michiel de Vries, Radboud University, the Netherlands
- Jūra Ivonaitytė, Chief Advisor at the Office of the Government of the Republic of Lithuania, Lithuania

This panel aims to discuss the potential role of the universities in building competencies of future public sector professionals and strengthening capacities of public governance institutions to act in environment, which is characterized by rapid and unpredictable changes that affect the capacities of public organizations to deliver accessible and high quality public services. In contemporary societies universities are playing a triple role; besides education and research they are actively implementing a third mission which emphasizes cooperation with society and acceleration of social change by strengthening capacities of society in general and public governance in particular, to build resilience, to operate efficiently, adapt to changing environment and provide public services that meet the needs and expectations of citizens. This panel will share the various perspectives and practices on how universities are building capacities for public sector resilience and evidence based policy.



## Panel 3 - Integrating European Higher Education Standards in Kosova: Opportunities and Challenges

Moderator: Elona Gjata, Head of Albanian Institute of Cultural Studies, Kosova

Panelists:

- Zhaneta Gjyshja, University of Michigan, United States
- Hysni Ndreu, Deutsches Rotes Kreuz, Hamburg Germany
- Pajazit Hajzeri, UBT, Kosova

This panel discussion aims to provide a comprehensive platform for dialogue and collaboration, ultimately contributing to the advancement of higher education in Kosova in line with European standards. The panel discussion will explore the prospects, challenges, and strategies for integrating European higher education standards in Kosova. As Kosova aspires to align its higher education system with the European Higher Education Area, this discussion will bring together experts, policymakers, educators, and students to delve into the multifaceted aspects of this transition.

What role should the Kosova government and policymakers play in this integration process? How can educational institutions and academia contribute to aligning with European standards? What is the role of the private sector and industry in supporting higher education reforms? How can students and the community be engaged and involved in this transformation?





## Panel 4 - Transforming Public Governance for Climate Resilience

Moderator: Adel Ben Youssef, University of Côte d'Azur, France

Panelists:

- Dukagjin Bakija, Climate change and Energy Advisor GIZ, Kosova
- Adelina Zeqiri, University Côte d'Azur, France
- Petrit Gashi, University of Prishtina, Kosova

Climate change is the greatest threat facing humanity today. Global warming in its extreme version (RCP 8.5 scenario) could reach +4 to +5°C by the end of this century. This will challenge human livelihoods and alter the geography of the planet. In more reasonable scenarios (RCP 4.5 scenario), the temperature will rise by 2.7°C if all countries implement the policies and programmes to which they have committed. The Paris Agreement commits countries to a more ambitious perspective, encouraging them to keep warming below 2°C and preferably below 1.5°C by the end of this century. This ambitious target underlines the importance of a concerted global effort to transition to a sustainable, low-carbon future and highlights the collective responsibility to mitigate and adapt to climate change. Like many other countries, Kosova is already feeling the effects of climate change. The country is especially vulnerable to extreme weather, such as drought and flooding. It also has limited water resources. This can affect food security in the middle-income country. In the face of climate crises, public governance is more important than ever to help people cope with climate change. This proposal suggests a panel session to explore new ways to make public governance systems work better to address climate change.

The panel will seek to discuss how to implement the right institutions, how to increase accountability and how to better manage the natural resources. The panel will include experts from different backgrounds. The session will include presentations, discussions, questions and answers, and case studies on how to build public governance for climate resilience. The panel will look at how public governance affects climate resilience. It will focus on key themes such as:

- Examining how policy frameworks can help people adapt to and reduce climate change. It will look at successful policy interventions and ways to make climate action more effective.
- Looking at how government agencies can integrate climate considerations into their decision-making. It will explore ways to improve coordination, transparency, and accountability in climate governance.
- Analysing how partnerships between different groups, including PPP, can help us deal with climate change. We will also look at how to improve public governance so that it can deal with climate change better.
- Addressing the impact of climate change on vulnerable people and advocating for inclusive governance that prioritises equity, justice and social cohesion. Exploring ways to ensure that climate policies and interventions benefit marginalised communities.



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## Panel 5 - Enhancing Public Administration Through Strategic Foresight and AI: Lessons from Global Models

Moderator: Atte Jääskeläinen, President, Sitra, Finland

Panelists:

- Art Alishani, PhD, AI
- Nerses Yeritsyan - Director of the Information Systems Agency of Armenia
- Dhani Spiller- Head of Digital Capacity Building, UNDP, Denmark

The panel will explore the role of strategic foresight in transforming public administration, drawing insights from exemplary models worldwide. Through examining the experiences from of Finland, Estonia, and Singapore, the discussion will delve into the ways foresight enhances decision-making processes, policy formulation, resource allocation, organizational learning, and stakeholder engagement within government institutions. The panel will also address the advent of AI in governance systems and what does it mean in practice. Moreover, it will highlight the key lessons learned and the critical factors necessary for successful foresight institutionalization.



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# Panel 6 – The Makers and the Keepers of Public Administration Culture of Kosova

Moderator: Blerta Avdili, Advisor to the Prime Minister of Kosova

Panelists:

- Marta Gazideda, UNDP Kosova
- Vlora Limani Hajnuni, advisor to the Minister of Justice, Kosova
- Nol Musa, Human rights activist, Kosova
- Mrika Limani Myrtaj, Professor at the Institute of History Ali Hadri, Kosova

### What is an Administrative Culture?

Administrative culture refers to the specific norms, values, behaviors, and practices that define public administration within a given society. When examining the evolution of administrative cultures in globalized, interconnected economic systems, a question arises: Should our administrative systems be aligned with the needs of our citizens and work to fulfill the needs and evolution of our society, or must administrative culture force the adaptation of its citizens to the needs of the economically globalized world? For Kosova, the challenge lies in discerning which elements of its administrative culture to retain, adopt, or reject. Often described somewhere between East and West, and in reality, oppressed by each and dominated by each, with multiple wars and displacements, what can Kosova's administration take from both while liberating itself from each?

### Evolution and Transformation of Public Administration Culture in Kosova

In order to understand its present, it is important to analyze the evolution of the Administrative culture of Kosova from the past. Anthropologists, tri-systematically experienced public servants, and historians will participate in this panel, giving us insight into the past and what the future should entail. Through their insights and knowledge, we can trace the development of administrative norms and practices, identify the cultural manifestations embedded in Kosova's public administration over the years, and contemplate the steps moving forward to shape a progressive and sustainable administrative culture that can better serve all.

### Developing a Sustainable and Integrated Institutional Culture

Are Administrative Cultural Practices a Mirror of Society or Agents of Change? Do administrative practices merely reflect societal culture, or do they actively shape it? Some theorists often argue for a one-way representation, while others advocate for bi-directionality, suggesting that society influences public administration. Others emphasize the role of leadership in shaping administrative culture. They propose that harmful norms can be avoided by deliberately incorporating ethical practices that promote inclusiveness not of just professionals from different backgrounds but professionals as human beings with backgrounds shaped by trauma and instability.

#### Integration:

Kosova faces a critical choice: should it emulate Western administrative models to gain EU acceptance, or explore diverse global practices for a potentially quicker path to the European Union? How can it preserve its unique cultural heritage while adopting principles of transparency, accountability, and resilience that suit the standards that are set up by the EU for Kosova? The challenge is to create a hybrid administrative culture that is resilient, innovative, and distinctly Kosovar, honoring its past while embracing its European Union future.

what can we learn from the past as to uplift Kosovas fragile and fatigued administrative culture elevating it away from survival mode? How can urgent reforms be balanced with the ultimate goal of societal transformation, where each citizen has fair and just access to public services? And how do we ensure that generational systematic oppression doesn't control the future? An administrative culture that is human-centered and does not take for granted the collective sorrows of its keepers has the power to encourage stability, innovation, and healing for all.



## Panel 7 - Adapting to Change: Reaching Full Potential in Civil Service

Moderator: Martin Cunningham, Competency Based Coaching Ltd. United Kingdom Kosovar

Panelists:

- Uranik Begu, Director of Plug and Play Tech Center, Executive Board member at ICK, Kosova
- Ekrem Hajdari, Advocate for public-private partnerships and inter/intra-institutional cooperation, Kosova

The first 20 minutes of this session will feature Martin Cunningham, an expert in adaptability and mindset coaching, who will present on "The Three Core Ingredients to Reaching Full Potential in Civil Service in a Rapidly Changing World." This insightful talk will delve into the essential qualities and strategies that civil servants must develop to thrive amid the accelerating pace of change. Following the presentation, Martin Cunningham will moderate a panel discussion featuring three distinguished Kosovar thought leaders. This dynamic panel will explore the critical role of adaptability in the public sector and discuss how it serves as a fundamental requirement for reaching full potential. Through a lively exchange of ideas, the panel will address the challenges and opportunities presented by the rapid changes in public administration and highlight best practices and innovative strategies for fostering a culture of continual improvement.

For the Expert in Digital Transformation and Innovation: How can digital transformation and artificial intelligence be leveraged to enhance adaptability in public administration? - What are some successful examples of digital initiatives that have improved public service delivery? For the Specialist in Legislative Reforms and Effective Governance: What legislative reforms are essential to create a more adaptable and resilient public administration? - How can policy frameworks be designed to support continuous improvement and innovation? For the Advocate for Public-Private Partnerships and Inter/Intra-Institutional Cooperation: How can inter/intra-institutional cooperation and public-private partnerships foster a culture of adaptability and innovation in the public sector? - What role do these partnerships play in overcoming the challenges of rapid change?



## Panel 8 – Culture, Ethics and Corruption in Public Sector

Moderator: Lamia Moubayed - President of Institute of Finance Basil Fuleihan, Vice-chair, United Nations Committee of Experts on Public Administration, Lebanon

### Panelists:

- Betania Lemos, President of Enap, Brazil
- Yll Buleshkaj, Director of the Agency for Prevention of Corruption, Republic of Kosova
- Younes Abouyoub, UN ESCWA, Kingdom of Morocco
- Sethunya Rathedi-Motswetla Deputy Centre Manage, Botswana

The perception of the corruption in the public sector has evolved since the first decade of the state-building of Kosova. When we tie culture with corruption it seems relevant to look at the past and understand what is the basement of policy and decision-making that has founded the service-delivery institutions. Today, even though we cannot talk anymore of State capture for Kosova, it is nevertheless judicious to admit that corruption remains a challenge and a part of the problems that slow down the reform of the public administration. In order to measure the degree of reality with the perception, but also to understand if any cultural behaviour is to be blamed and changed in order to address properly the corruption, the panellists will bring their insights on the experiences of their own countries and from Kosova. Academic research provides much about corruption and how to tackle it, and so we are proud to have gathered such qualitative panel to look thoroughly into the issue.



## Panel 9 – Reform and Innovation in the Public Sector

Moderator: Lule Isufi, Director of Kosova Institute for Public Administration

Panelists:

- Qëndrim Bytyqi, Head of Department for the Management of Public Officials, Kosova
- Céline Husson-Rochcongar, Director at Research directorate of Institut National du Service Public (INSP), France
- Edoardo Ongaro, Professor of Public Management at The Open University, United Kingdom
- Thomas Hélie, INSP, France

The expert panel will explore the latest trends and strategies in public sector reform and innovation. This session will highlight key areas such as digital transformation, human resource management, and process improvement, processes conducted by public institutions. In addition, it will examine the potential for better results when reforms and innovation processes are conducted in environments of enhanced interinstitutional and intra-institutional cooperation. Learn from successful case studies and gain insights into overcoming challenges like resistance to change and resource constraints. Engage in discussions on fostering collaboration, enhancing transparency, and driving sustainable reforms to create a more efficient and responsive public sector. Perfect for policymakers, public administrators, researchers and anyone interested in government innovation.



## Panel 10 – Designing Public Services

Moderator: Vlera Kastrati, education policy expert, Kosova

Panelists:

- Lulëzon Jagxhiu, Advisor on ICT to the Prime Minister, Kosova
- Merilin Truuväärt, head of the Public Administration and Public Service Department, Ministry of Finance, Estonia
- Randhir Auluck, Westminster University, United Kingdom

Public service delivery is without any doubt a primary goal of public administrations across the globe. Citizens and business are entitled and rightly expect services of good quality and delivered to all without discrimination.

It cannot be contested that not only public services have evolved in terms of diversity and quantity offered, but the quality has also evolved with the time; but, so have also the demands and expectations from citizens and businesses. New technologies, especially digital solutions and now AI, have brought up innovative solutions improving the quality of services as well as the delivery mechanisms.

It is not a surprise that in recent years, decision makers and civil servants put significant efforts to the manner they design public services or redesign existing services. Their focus is to design services that place citizens, users and their needs at the center of the work; to design services that are based on data and evidence and are built as a system and not as partial items.

In the innovation process, one can also observe to some extent a standardization of methods and tools. Institutions around the world have created toolboxes for designing public services, both digital services and services delivered in-person. International organizations share these toolboxes amongst many public administrations.

Sharing experiences and discussing potential use of methodology and tools in such a process is vital. The panelists will discuss, inter alia, the efforts made by institutions in designing better and more appropriate public services.



## Panel 11 - Culture in Public Administration

Moderator: James Nkata, Uganda Management Institute, Uganda

Panelists:

- Gerald Kagambirwe Karyeija Uganda Management Institute, Uganda
- Rose Kwatampora Uganda Management Institute, Uganda
- Michiel de Vries, Radboud University, the Netherlands

1. What are the contemporary challenges and trends in administrative culture in Public Administration? Four major administrative traditions exist:

1. Anglo-American: Characterized by a focus on individual rights, common law, and decentralized governance.
  2. Napoleonic: Influenced by French administrative practices, emphasizing centralization and legal codes.
  3. Germanic: Emphasizes efficiency, hierarchical structures, and legal-rational authority.
  4. Scandinavian: Known for its participatory approach, social welfare orientation, and consensus-building.
- Challenges and trends
1. Globalization
  2. Cultural shifts
  3. Corruption
  4. Ethical Dilemmas
  5. Interpersonal relationships
  6. Balancing Public Interest and Personal Attitudes





## Panel 12 – Gender Mainstreaming into Digitalization of Public Services

Moderator: Albana Rexha, Senior Policy Analyst, Democracy Plus, Kosova

Panelists:

- Ermira Lubani, Regional Project Manager, UN Women, Turkey
- Marija Risteka, Executive Director at Centre for Research and Policy Making, North Macedonia
- Ms. Nicole Farnsworth, Program Director & Lead Researcher, Kosovo Women's Network, Kosova
- Kushtrim Canolli, Coordinator for the Administrative Burden Process, Strategic Planning Office, Office of the Prime Minister, Kosova
- Edona Peci, Good Governance Advisor, GIZ Kosovo

The discussion will focus on integrating gender considerations into the design and implementation of digital platforms and services, ensuring they meet the diverse needs of both women and men. The panel will highlight successful case studies and best practices where digital innovations have enhanced access to public services for marginalized groups and address the current state of play in Kosova from both institutional and donor perspectives. This panel is part of the annual Conference KosovaPAR 2024, hosted by the Government of the Republic of Kosova, under the lead of the Ministry of Internal Affairs, and will be held from September 25-27, 2024, in Prishtina.



## Panel 13 – Reformer nos administrations publiques afin d’assurer leur attractivité pour les jeunes générations

Moderator: Jean-Michel Eymeri-Douzans, Vice-Rector for international relations of Sciences Po Toulouse, France

Panelists :

- Bardhyl Dobra, Vice-ministre de l'Intérieur, Kosova
- Dragomir Yordanov, ancien directeur de l'Institut national de la justice et ancien ministre de la Justice, Directeur général de European School of Enforcement
- Fabrice Larat, INSP, France

Recruter les meilleurs : quels hauts fonctionnaires pour la fonction publique de demain? Combiner « méritocratie républicaine » et ouverture aux diversités. Attirer les jeunes talents dans un marché du travail toujours plus concurrentiel (démographie déclinante, fuite des cerveaux). Former des managers généralistes de haut niveau. Mettre l’accent sur les savoir-faire et le savoir-être (soft skills). La mobilité : dispositif de transparence, gestion prévisionnelle des effectifs. La gestion des cadres à « haut potentiel ».

Leur offrir de beaux parcours de carrière : Mettre l’accent sur la mobilité : offrir des carrières diversifiées et mobiles en évitant les « silos » administratifs. La Gestion prévisionnelle des emplois et des compétences (GPEEC) combinée au droit à la formation tout au long de la vie. L’identification des cadres « à haut potentiel » et la création de parcours dédiés. La QVT (qualité de vie au travail) pour tous, au service de la performance individuelle et organisationnelle.

Recruiting the best: which senior civil servants for tomorrow's civil service? Combining "republican meritocracy" and openness to diversity. Attract young talent in an increasingly competitive job market (declining demographics, brain drain). Train high-level generalist managers. Emphasize know-how and soft skills. Mobility: transparency mechanisms, forward-looking workforce management. Management of high-potential executives.

Offer them attractive career paths: Emphasize mobility: offer diversified, mobile careers and avoid administrative "silos". Forward-looking management of jobs and skills (GPEEC) combined with the right to lifelong training. Identification of "high-potential" managers and creation of dedicated career paths. QWL (Quality of Life at Work) for all, serving individual and organizational performance.



## Panel 14 - Innovative Human Resource Management in a Context of Organisational Change

Moderator: Jean-Pierre Neveu, Professor Université de Pau & des Pays de l'Adour France

Panelists:

- Kolë Gjelošhaj, Université Libre de Bruxelles, Belgium
- Stéphane Coillard, Université de Pau & des Pays de l'Adour, France
- Emmanuel Abord de Châtillon, Université Grenoble-Alpes, France
- Camille Ricaud, Université de Pau & des Pays de l'Adour, France

As industrial organizations, public institutions are directly impacted by contextual calls for change and adaptation. Rooted in economic, cultural and social transformations, evolutions translate into a necessity for adaptation through innovative approaches with regard to the management of human resources. Organizational performance thus become conditioned by the development of soft skills at both individual and group levels, that include adaptive inclusion of information systems, increased preparedness for reliability and societal awareness, as well as improved communication tools for building a culture of prevention.



## Panel 15 – Harnessing Digital Tools for Modern Public Administration

Moderator: Nikolaos Panagiotou, Professor, Aristotle University of Thessaloniki, Greece

Panelists:

- Ioannis Gitas, Professor Aristotle University of Thessaloniki, Greece
- Ilias Nikezis, Aristotle University of Thessaloniki, Greece
- Alexandra Drossou, Greek Presidency of Government

Enhancing Public Engagement through Digital Communication Speaker: Nikos Panagiotou, Professor Aristotle University of Thessaloniki Description: This session will focus on leveraging digital communication channels to foster transparency, accountability, and citizen engagement in public administration. Effective digital communication strategies, community outreach initiatives, and tools for soliciting feedback and participation from the public will be presented.

-Utilizing Geospatial Data for Effective Public Administration Speaker: Ioannis Gitas Expert in geospatial data analysis or public administration Description: This session will explore the role of geospatial data in enhancing decision-making processes within public administration. Case studies and best practices for leveraging geospatial data to optimize resource allocation, infrastructure planning, and service delivery will be presented.

-Digitalization and Human Resources Management in Public Sector Speaker: Alexandra Drossou Description: This session will examine the impact of digitalization on human resources management within the public sector. The speaker will address challenges and opportunities associated with integrating digital technologies into HR processes, such as recruitment, training, performance management, and employee engagement. They will also discuss strategies for building digital skills and fostering a culture of innovation within public sector organizations. --

Institutional Capacity Building to Address Disinformation Speaker: Dr. Ilias Nikezis this session will present a case study of a pivotal project that we have implemented and supported from EU in order to develop institutional Capacity Building to Address Disinformation in Government level.



## Panel 16 – Equal Opportunity and Accessibility in Public Administration

Moderator: Blerton Vehapi, Ministry of Internal Affairs, Kosova

Panelists:

- Humberto Insolera, European Disability Forum, Italy
- Enis Spahiu, Head of the Legal Department, Ministry of Finance, Republic of Kosova
- Halil Kurmehaj, Deputy Prime Minister's Office, Kosova
- Ilir Hamza, Ministry of Justice, Kosova

A modern public administration reform cannot be completed without the guarantee of equal access of every citizen to all public services and public administration positions. Even more, and as recalled in a joint statement of the organizations European Disability Forum and Design for All Europe at the occasion of the Global Accessibility Awareness Day (16 May 2024): “accessibility is a human right and a precondition for persons with disabilities to live independently and to fully participate in society ». This overall goal requires strong political willingness and sense of innovative practices in order to ensure the means for physical and digital accessibility.

So in a comparative approach between the European state of play and Kosova's Government revision this year of the Law and national Strategy for the persons with disabilities, the panel will display the achievements but also the way forward that remains to be accomplished.

Participants: European Disability Forum, Ministry of Finance, DPM's adviser.



## Panel 17- Building Skills for Digitalization of the Public Administration

Moderator: But Dedaj, University of Prishtina, Kosova

Panelists:

- Mjellma Carabregu, University of Prishtina, Kosova
- Adel Ben Youssef, University of Côte d'Azur, France
- Samira Sahiti, University of Prishtina, Kosova

The dynamics of the rapid technological developments and increased pace of innovation have caused paradigm shifts which have been accompanied by consecutive waves of new technologies. The most recent paradigm shift or the 4th industrial revolution - Industry 4.0, is transforming most industries and leading to smart manufacturing, smart homes, smart cities and smart ways of living. Digitalization of the economy and society is generating ever-increasing amounts of data and requirement the implementation of new technologies. Industry 4.0 technologies cause radical transformations to jobs and economic activities and these transformations have been accelerated by the conditions surrounding and the measures put in place prevent the spread of the COVID-19 pandemic. However, business performance does not depend only on the implementation of the new technologies; it also requires specific workforce skills (Chaibi et al., 2015). Workforces need to be trained to ensure that their skills match the requirements of Industry 4.0 technologies. Increased automation and use of artificial intelligence, robots, augmented reality, virtual reality, 3D printing, etc., continue to change both future jobs and the workforce skills required. This is leading to a transition in employment from lower-skilled to more highly-skilled jobs (Sousa and Rocha, 2018; Smith and Talent, 2018).



## Panel 18 - Enacting Legislative Reforms for Effective Governance

Moderator: Monika Kocaqi, UN Women, Albania

Panelists:

- Edi Gusia, Head of agency for Gender Equality at the Office of the Prime Minister, Kosova
- Eralda Çani Methasani, University of Tirana, Albania
- Anita Kalenderi, Secretary General at Ministry of Justice, Kosova

The panelists will explore the enactment of legislative reforms for effective governance, focusing on the gender perspective within Kosova's Public Administration Reform. They will also exchange insights on recent advancements in Gender Mainstreaming within Public Administration through legislative reforms, aimed at ensuring governance effectiveness aligned with EU acquis and international standards. The panelists' extensive academic and practical expertise promises to provide valuable insights and inspiring perspectives on practical solutions to challenges in the public sector.



## Panel 19 – Culture in Public Administration

Moderator: Bashkim Rrahmani, Lecturer in AAB College, Kosova

Panelists:

- Donik Sallova, Lecturer in AAB College, Kosova
- Vrullim Buja, Dean, Faculty of Public Administration, AAB college, Kosova
- Albulena Brestovci, Lecturer in AAB College, Kosova

This panel discussion aims to provide a comprehensive platform for dialogue and collaboration, ultimately contributing to the advancement of higher education in Kosova in line with European standards. The panel discussion will explore the prospects, challenges, and strategies for integrating European higher education standards in Kosova. As Kosova aspires to align its higher education system with the European Higher Education Area, this discussion will bring together experts, policymakers, educators, and students to delve into the multifaceted aspects of this transition.

What role should the Kosova government and policymakers play in this integration process? How can educational institutions and academia contribute to aligning with European standards? What is the role of the private sector and industry in supporting higher education reforms? How can students and the community be engaged and involved in this transformation?





## Panel 20 – Artificial Intelligence empowered Inspectorate Reforms

Moderator: Margus Sarapuu, GIZ Kosovo, Rule of Law, Democracy, and Good Governance Advisor

Panelists:

- Blerta Guzina, digitalisation expert in the enforcement and regulatory reforms, Italy
- Catherine Vogel, head of Data Lab, GIZ, Germany
- Alban Krasniqi, founder of kosovan legal start-up Lexdoks, Kosova

While the discussions surrounding the possibilities and risks of Artificial Intelligence (AI) have been around for several decades, it is only in recent years that these technologies have begun to be considered for integration as a central solution in optimising governmental procedures and services. Given the rapid rate of advancements, AI has emerged as a transformative technology with the potential to revolutionise the traditional methods of service delivery across all sectors. As the global utilisation of Artificial Intelligence (AI) in the public sector continues to rise, there are valid questions regarding the ability of countries with lower digital maturity to harness the benefits of these advancements. Countries in the Balkan region, including Kosova, have faced challenges in establishing robust digital infrastructure and broadening their portfolio of digitised services. This presents a strategic dilemma. Does the engagement with AI have unhelpful side effects by diluting scarce resources needed to lay solid foundations for digital transformation, or does it present an opportunity to integrate emerging technologies at an early stage? Beyond the discussion of prerequisites for initiating AI-powered digitalisation projects, the role of government in fostering an environment conducive to private sector productivity growth is another significant consideration. After all, the creation of an ecosystem that promotes collaboration among government, academia, and the private sector can expedite the adoption of AI. In order to derive practical conclusions, the questions could be explored and debated within the framework of the ongoing Inspectorate Reform in Kosova. This provides an opportunity to identify the potential and challenges associated with the implementation of AI-powered solutions in the initial stages of the reform process. The reform aims to unify and streamline law enforcement procedures across a broad spectrum of policy areas, navigating a diverse institutional landscape, and interacting with a large base of businesses and citizens. Existing use cases include the transformation of a complex regulatory environment together with judicial case law into a more user-friendly internal or external conversational chatbot, thereby alleviating the burden for both public officials and society members. Enhancing data governance and quality to a level that allows for the fine-tuning of AI models can aid in risk management for businesses' self-assessments and enable more targeted enforcement activities for inspectorates. Transcription and translation solutions are useful in many investigative and judicial proceedings eliminating need for large amount of technical work.



## Workshop 1 - How to build institutions from scratch?

**Trainer and facilitator:** Atdhe Hetemi, Executive Director at the Institute for Crimes Committed during the War in Kosova

DATE/TIME: 26 September 2024, 14:30 - 15:30

LOCATION: University of Prishtina, Kosova

The Institute of Crimes Committed during the War in Kosovo (ICCW RKS) is a pivotal organization dedicated to documenting and researching the crimes committed during the Kosovo conflict of 1998-2000. Its mission is to ensure justice for victims and promote historical accountability by providing a comprehensive and accurate record of these crimes.

The session will showcase the process of building of an institution of a crucial importance to citizens victim of a war. It will, inter alia, describe the process, starting from the research and analysis done on the topic and use of other models around the world, through the legislative preparations and challenges to the establishment of the Institute, the recruitment of staff and the actual work on ground. In addition, the presenter will showcase the use of modern technology and archives to achieve the aims and purpose of the Institute.

Institutions and causes matter. Institutions are built to last. Institutions are built to serve the general interest and all citizens. ICCW best illustrates the role institutions should play and gives sense to the work and sacrifice civil servants make and should make for the good of citizens.



## KOSOVAPAR 2024 CONFERENCE

### Workshop 2 -AI simple and practical

**AI TRAINER:** Arta Statovci, AI board lead at LEAD Network, Kosova/UK

#### **AI FACILITATORS:**

- Endrit Morina, AI Trainee at Simplified, Kosova
- Diellon Bytyqi, AI Project Manager at BlackCube, Kosova

**DATE/TIME:** 26 September 2024, 14:30 - 15:30

**LOCATION:** University of Prishtina, Kosova

**OBJECTIVE: Functional:** Facilitate the adoption of no-code AI tools for immediate use among non-tech participants, aligned with the conference theme.

**Motivational:** Improve non-tech participants attitude towards AI.

#### Workshop Structure:

1. Introduction to no-code AI & audience assessment 15 min
2. Hands-on exercise with no-code AI Tools (1-3) 30 min
3. Summary, Q&A, and final audience assessment 15 min

**Audience:** Up to 50 decision-makers; English-speaking; basic digital knowledge

#### Key Results:

**Functional:** 100% of participants create XYZ\* with no-code AI tools.

**Motivational:** X% improvement in participants attitudes towards AI.\*



# Workshop 3-Using PESTEL and SWOT Analysis for Public Administration Reform in Kosova

**Trainer and facilitator:** Martin Cunningham, Competency Based Coaching Ltd. United Kingdom Kosovar

**DATE/TIME:** 26 September 2024, 14:30 - 15:30

**LOCATION:** University of Prishtina, Kosova

**Workshop Objective:** To equip governmental employees with the skills and knowledge to apply PESTEL and SWOT analysis tools in the context of public administration reform. This will support strategic decision-making and help identify areas for improvement within the public sector.

**Workshop Structure:**

1. Introduction and Objectives (10 minutes)
2. Understanding PESTEL Analysis (15 minutes)
3. Applying SWOT Analysis (15 minutes)
4. Integrating PESTEL and SWOT for Strategic Planning (20 minutes)
5. Practical Application and Case Study Discussion (20 minutes)
6. Conclusion and Q&A (10 minutes)

**Benefits of the Workshop**

**Enhanced Strategic Thinking:**

- Participants will gain a deeper understanding of strategic analysis tools, enabling them to approach public administration reform with a structured and informed perspective.

**Improved Decision-Making:**

- By applying PESTEL and SWOT analyses, governmental employees will be better equipped to identify and address key issues within the public sector, leading to more effective reforms.

**Collaborative Learning:**

- The workshop's group activities foster collaboration, encourage the sharing of diverse perspectives, and promote teamwork among government employees.

**Practical Application:**

- Participants will leave with actionable insights and the ability to apply PESTEL and SWOT analyses in their daily work, leading to tangible improvements in public administration.