INNOVATIVE MANAGEMENT AWARD

CATEGORIES AND CRITERIA FOR EVALUATION OF SUBMISSIONS

For the IMA of 2024, the Award will be given in the following Categories:

Category One: *Enhancing effectiveness of public sector institutions to achieve SDGs.*

Category Two: *Promoting digital transformation in public sector institutions for effective service delivery.*

Category Three: *Promoting quality and equity in public service delivery.*

Elaboration on the Categories and criteria.

In a general way the following will be the criteria to guide the assessment of the initiatives contending for the Award:

- Novelty
- Relevance
- Significance/positive impact
- Adaptability and Replicability
- Sustainability

Category one: *Enhancing Effectiveness of Public sector Institutions to achieve SDGs: The following 5 criteria will guide the assessment of Award contending initiatives in category one:*

Criteria 1: **Novelty:** introduction of an innovative idea, policy, practice, or structure that is new/unique in the governance/management/administration of the institution.

Criteria 2: **Relevance:** The new idea, policy, practice, or structure is relevant in that it leads to effectiveness, accountability, inclusiveness, and equity in the delivery of services or development in general (see the 11 principles of effective governance elaborated by CEPA).

Criteria 3: **Significance/Impact**: It makes a significant and impactful contribution to the achievement of specified SDG or SDGs targets.

Criteria 4: **Adaptability/Replicability:** It has been adapted and replicated or demonstrates potential to be replicated to other public sector institutions in the same country, region, or other countries/regions. 5

Criteria 5: **Sustainability**: It demonstrates significance socially, economically and environmentally as well as capability to keep evolving with developments and has provisions for availability of the requisite resources for its continuity.

Category Two: *Promoting Digital transformation in public sector institutions for effective service delivery.*

Criteria 1: **Novelty:** Introduction of an innovative idea, policy, practice, or structure that is new/unique which is digitally implemented to improve the delivery of services.

Criteria 2: **Relevance:** The new idea, policy, practice, or structure is relevant in that it leads to effectiveness, accountability, inclusiveness, and equity in the delivery of services or development in general.

Criteria 3: **Significance/Impact:** It makes a significant and impactful contribution to the achievement of specified SDG or SDGs targets.

Criteria 4: **Adaptability/Replicability:** It has been adapted and replicated or demonstrates potential to be replicated to other public sector institutions in the same country, region, or other countries/regions.

Criteria 5: **Sustainability:** It demonstrates significance socially, economically, and environmentally as well as capability to keep evolving with developments and has provisions for availability of the requisite resources for its continuity.

Category three: *Promoting quality and equity in public service delivery.*

The following criteria will guide the assessment of Award contending initiatives in category three:

Criteria 1: **Novelty:** Introduction of an innovative idea, policy, process, practice, or structure that is new/unique leading to a significant improvement of the quality of a public service.

Criteria 2: **Relevance:** The new idea, policy, process, practice, or structure which is implemented to improve the quality of the service is relevant, in that it leads to inclusiveness, and equity in the delivery of services or development in general.

Criteria 3: **Significance/Impact:** It makes an impactful contribution to the achievement of a specific SDG or SDG targets in an equitable manner.

Criteria 4: **Adaptability/Replicability:** It has been adapted and replicated or demonstrates potential to be adapted and replicated to other public sector institutions in the same country, region, or other countries.

Criteria 5: **Sustainability:** It demonstrates significant and impact socially, economically, and environmentally as well as capability to keep evolving with developments and has provisions for availability of the requisite resources for its continuity.

For assistance, please contact us by phone at +254 712 366 787 or +254 773 552 076 or +254 20 262 9650

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