

Making services work for poor people: the science and politics of delivery



28th February to 1st March, 2014

The World Bank, Washington DC

The 2004 World Development Report (WDR), Making Services Work for Poor People, is recognised as ground-breaking in its appraisal of accountability relationships and performance for service delivery. Ten years on, what have we learnt about the science and politics of service delivery – and what are the emerging issues that will shape future priorities?




Much of the WDR's core analysis on the centrality of accountability relationships for service delivery continues to be borne out by research and practice, although emerging themes in the international development landscape highlight some tensions. In collaboration with the original WDR team, this event will provide an opportunity to discuss new developments in service delivery, reflect on data, trends and experience in different sectors, and revisit the original publication's core ideas and analysis.

The main themes of the conference will be:

- The politics of delivery
- Information and incentives
- Behavioural economics and social norms
- Service delivery in fragile states
- Financing service delivery

These themes will be explored in a range of parallel sessions, structured as follows:

Guide to the parallel sessions

	Debate session	Contentious issues on which people disagree will be debated by each side making the strongest possible case for their position
	Perspectives session	Cutting-edge issues on which each presenter will provide a different perspective
	Experiences session	Lessons from applying the WDR2004 framework in practice

Conference agenda

Friday 28th February 2014

9.00am – 10.30am: Session 1 - Plenary

Welcoming remarks	Makhtar Diop, Vice President for the Africa Region World Bank
Opening plenary: Ten years of making services work for poor people: what WDR2004 got right - and wrong	Shanta Devarajan, World Bank (Speaker) Ruth Levine, Hewlett Foundation (Respondent) Kevin Watkins, Overseas Development Institute (ODI) (Respondent) Tim Harford, author of “Adapt – why success always starts with failure” (Chair)

10.30am – 11.00am: Coffee

11.00am – 12.30pm: Session 2 – Parallel sessions on:

Does foreign aid weaken domestic accountability for service delivery? ↗	David Booth, ODI; Charles Kenny, Center for Global Development (CGD); Steve Knack, World Bank; Lant Pritchett, Harvard University; Ritva Reinikka, World Bank (Chair)
Does politics trump everything else in service delivery? ↻	Yamini Aiyar, Centre for Policy Research India (via VC); Daniel Harris, ODI; Naomi Hossain, Institute of Development Studies; Stuti Khemani, World Bank; Shekhar Shah, National Council of Applied Economic Research; Leni Wild, ODI (Chair)
How do politicians and providers respond to information? ↻	Rukmini Banerji, Pratham (via VC); Shanta Devarajan, World Bank; Justin Sandefur, Center for Global Development; Emiliana Vegas, Inter-American Development Bank; Marta Foresti, ODI (Chair)

12.30pm – 1.30pm: Lunch

1:30pm – 3:00 pm: Session 3 – Parallel sessions on:

Delivering services under stress – experiences from a range of post conflict contexts ↗	Pauline Rose, UNESCO; Egbert Sondorp, Royal Tropical Institute; Rebecca Winthrop, Brookings Institution; Deon Filmer, World Bank (Chair)
If “all politics is local”, is decentralisation the solution? ↗	Jean-Paul Faguet, London School of Economics; Vijayendra Rao, World Bank; Paul Smoke, New York University; Leni Wild/Bryn Welham, ODI; Junaid Ahmad, World Bank (Chair)

Non-state providers and service delivery outcomes ☹

Jishnu Das, World Bank; Michael Kremer, Harvard University; Justin Sandefur, CGD; David Booth, ODI (Chair)

3.00pm – 3.30pm: Coffee

3.30pm – 5.00pm: Session 4 – Parallel sessions on:

Improving service delivery: changing incentives or social norms? ↗

Pascaline Dupas, Stanford University; Varun Gauri, World Bank; Jeff Hammer, Princeton University; Karthik Muralidharan, University of California, San Diego; Steve Commins, University of California, Los Angeles (Chair)

Views from the field: the 2004 WDR in South Asia, Latin America, Africa and MENA ↗

Hana Brix (MENA); Subrata Dhar (Bangladesh); Sarah Keener (Latin America); Qaiser Khan (Ethiopia); Ariel Fiszbein, World Bank (Chair)

How does information empower poor people? ☹

Gayle Martin, World Bank; Rakesh Rajani, Twaweza; Jakob Svensson, Stockholm University; Andrew Norton, ODI (Chair)

5.00 – 6.00 pm: Session 5 – Plenary

Keynote address

Tim Harford, author of “Adapt – why success always starts with failure”

6 – 7.00 pm: Poster presentations

Cocktails, with poster presentations on lessons from impact evaluation

7.30 pm: Dinner

Saturday 1st March 2014

8.15am – 9.00am: Breakfast

9.00am – 10.30am: Session 6 - Plenary

Innovative approaches to scaling up service delivery

Stefan Dercon, United Kingdom Department for International Development
Homi Kharas, Brookings Institution
Michael Kremer, Harvard University
Nora Lustig, Tulane University
Paul Collier, Oxford University (Chair)

10.30am – 10.45am: Coffee

10.45am – 12.15pm: Session 7 – Parallel sessions on:

Fragile states: is there a tradeoff between delivering services and building institutions? [↗](#)

Derick Brinkerhoff, RTI International; Paul Collier, Oxford University; Jacob Shapiro, Princeton University; Rachel Slater, ODI/Secure Livelihoods Research Consortium; Alan Whaites, OECD (Chair)

How can public financial management and tax reforms strengthen service delivery? [↗](#)

Ehtisham Ahmad, London School of Economics; Matt Andrews, Harvard University; Zitto Kabwe, Tanzania Member of Parliament; Philipp Krause, ODI; Edward Hedger, ODI (Chair)

12.15pm – 1.15pm: Session 8 – Plenary

Priorities and challenges for the next decade of service delivery

Marta Foresti, ODI
Mwangi Kimyeni, Brookings Institution
Lant Pritchett, Harvard University
Rakesh Rajani, Twaweza
Ritva Reinikka, World Bank
Alison Evans, Independent (Chair)

1.15pm: Lunch