

# 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

8.00 – 9.00am: Breakfast

### 9.00am – 10.30am: Session 1 – Plenary – Live streamed

<i>Auditorium</i>	Makhtar Diop, Vice President for the Africa Region World Bank
Welcoming remarks	
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:

2.1: F 5P-100 (5th floor)	☞ Alison Evans, Independent; Charles Kenny, Center for Global Development (CGD); Steve Knack, World Bank; Lant Pritchett, Harvard University; Stefan Dercon, United Kingdom Department for International Development (DFID) (Chair)
Does foreign aid weaken domestic accountability for service delivery?	
2.2: F 8P-100 (8th floor)	○ 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)
Does politics trump everything else in service delivery?	
2.3: Auditorium	○ 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)
How do politicians and providers respond to information?	

12.30pm – 1.30pm: Lunch

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

- 3.1: *F 5P-100 (5th floor)* 📌 Richard Batley, University of Birmingham; Egbert Sondorp, Royal Tropical Institute; Rebecca Winthrop, Brookings Institution; Deon Filmer, World Bank (Chair)  
 Delivering services under stress – experiences from a range of post conflict contexts
- 3.2: *F 8P-100 (8th floor)* 📌 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)  
 If “all politics is local”, is decentralisation the solution?
- 3.3: *Auditorium* 🗨️ Jishnu Das, World Bank; Michael Kremer, Harvard University; Justin Sandefur, CGD; Philipp Krause, ODI (Chair)  
 Non-state providers and service delivery outcomes

### 3.00pm – 3.30pm: Coffee

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

- 4.1: *F 5P-100 (5th floor)* 📌 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)  
 Improving service delivery: changing incentives or social norms?
- 4.2: *F 8P-100 (8th floor)* 📌 Hana Brixi, World Bank; Robert Chase, World Bank; Sarah Keener, World Bank; Qaiser Khan, World Bank; Ariel Fiszbein, Inter-American Dialogue (Chair)  
 Views from the field: the 2004 WDR in South Asia, Latin America, Africa and MENA
- 4.3: *Auditorium* 🗨️ Gayle Martin, World Bank; Rakesh Rajani, Twaweza; Jakob Svensson, Stockholm University; Andrew Norton, ODI (Chair)  
 How does information empower poor people?

### 5.00 – 6.00 pm: Session 5 – Plenary – Live streamed – Interactive

*Ask questions using the hashtag #wdr2004*

*Auditorium* Tim Harford, author of “Adapt – why success always starts with failure”  
 Keynote address Emmanuel Jimenez, World Bank (Chair)

### 6 – 7.00 pm: Poster presentations

Cocktails, with poster presentations on lessons from impact evaluation

### 7.30 pm: Dinner – By invitation only

# Saturday 1st March 2014

8.00am – 9.00am: Breakfast


9.00am – 10.30am: Session 6 – Plenary – Live streamed – Interactive

*Ask questions using the hashtag #wdr2004*

*Auditorium* Stefan Dercon, DFID  
Innovative approaches to  
scaling up service delivery 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:

7.1: F 5P-100 (5th floor)  Derick Brinkerhoff, RTI International; Paul Collier, Oxford University; Jacob Shapiro, Princeton University; Rachel Slater, ODI/Secure Livelihoods Research Consortium; Alan Whaites, OECD (Chair)  
Fragile states: is there a  
tradeoff between delivering  
services and building  
institutions?

7.2: F 8P-100 (8th floor)  Ehtisham Ahmad, London School of Economics; Matt Andrews, Harvard University; Zitto Kabwe, Tanzania Member of Parliament; Philipp Krause, ODI; Edward Hedger, ODI (Chair)  
How can public financial  
management and tax reforms  
strengthen service delivery?

12.15pm – 1.15pm: Session 8 – Plenary – Live streamed

*Auditorium* Deon Filmer, World Bank  
Priorities and challenges for  
the next decade of service  
delivery Marta Foresti, ODI  
Mwangi Kimenyi, Brookings Institution  
Lant Pritchett, Harvard University  
Rakesh Rajani, Twaweza  
Alison Evans, Independent (Chair)

1.15pm: Lunch