

The Use of Case Studies in Public Sector Education, Training and Development:

The Experience of Kenya School of Government

Ms. Vera Obonyo



Outline



- Introduction to Kenya School of Government
- Journey towards development of Case Studies
- Structure of Case Studies
- Teaching Guidelines
- Lessons Learnt
- Recommendations



Kenya School of Government



KENYA SCHOOL OF GOVERNMENT

RECEPTION	100
ADMINISTRATIVE SERVICES	100
MUSEUM	100
LIBRARY	100
FACULTY OFFICE	100
TRAINING CENTRE	100
RECEPTION	100
CONFERENCE ROOMS	100
LEARNING ROOMS	100
WEST	100
WESTERN	100
SANDWICH	100
CENTRAL	100
EASTERN	100
HALLS	100
NORTH EASTERN	100
RECEPTION	100
RECEPTION	100

Kenya School of Government



- The Kenya School of Government (KSG) was established by the KSG Act (No. 9 of 2012) as a State Corporation
- Brought together three separate institutions under one Act

Mandate

- a. Training
- b. Consultancy
- c. Research and advisory services

Kenya School of Government (contd)



Campuses

- Baringo
- Embu
- Lower Kabete
- Matuga
- Mombasa
- Isiolo
- Vihiga

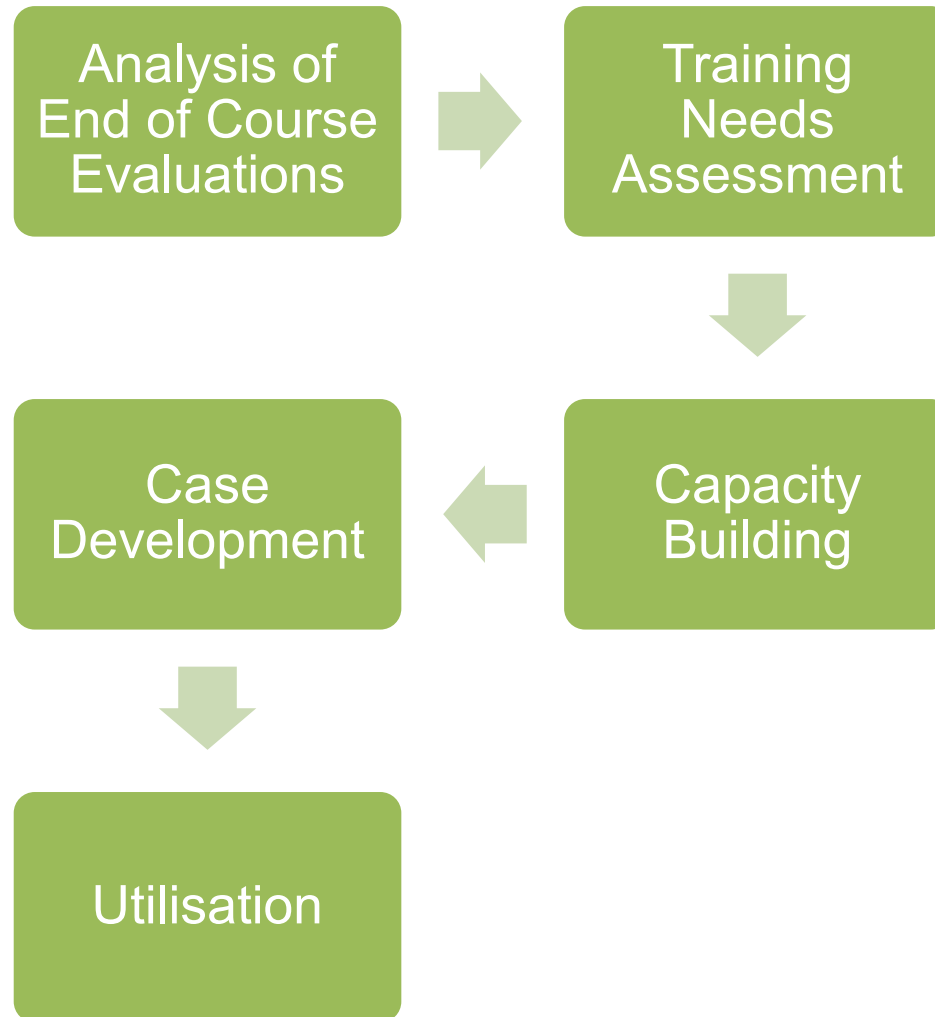
Institutes

- eLearning & Development
- Security Management
- Gender & Social Development

Centres

- Leadership & Public Policy
- Public Finance Management
- Devolution Studies
- Environmental Governance & Climate Change

Journey Towards Development of Case Studies



Partnerships and Collaborations



Africa Management
Development
Institutes Network
(AMDIN)

Commonwealth
Association of Public
Administration and
Management
(CAPAM)

African Union

Government
Organizations

Public Service
Training Institutes
Development (PSTD)
Network

World Bank

European Union

Types of Cases



Dominant Cases are Empirical, but we have these three:

Empirical Cases

- Long
- Short

Best Practice Cases

- Short
- Mini

Online Cases

- Mini cases (case scenarios)

Need for Case Studies



- a. Identify and describe practical problems
- b. Document practical initiatives undertaken to solve real-life problems
- c. Discuss challenges and opportunities presented
- d. Publish and publicize lesson learnt, best practice and experience
- e. Encourage an environment for safe, open discussion

Online: In absence of face-to-face

- f. Deeper Engagement with content
- g. Enrich Peer learning

Case Study: Process



Research:
Objectives, Purpose, Scope, Analysis

Write Case Study

Validate before release

Develop Teaching Guide

Upload to knowledge hub

Structures of Cases



Case Study:

- a. Case Synopsis
- b. Case Methodology
- c. Case Introduction
- d. Case Context (with sub-topics)
- e. Lessons Learnt
- f. Sustainability Measures
- g. Conclusion and recommendations
- h. Discussion Points



Discussion Guide:

- a. Background
- b. Case Objectives
- c. Target Audience
- d. Case Leading Strategies
- e. Assumptions
- f. Discussion Questions

Traditional Method: Empirical Cases



Example

State of Public Service in Africa (SOPSA)

- Sponsored by AU four countries in Africa, including Kenya
- Purpose: to provide baseline information to assess the prevailing situation and recommend measures to improve delivery of services to the public
- Title: Country Survey Report on Water, Health and Education Services in Kenya

Case Studies Developed from SOPSA



Water Sector

- i. The Thirst Quenching Rain Water Harvesting Initiative in Makueni County, Kenya
- ii. Water in the Semi-Desert: The Dadachabasa Community Water Project in Isiolo County, Kenya
- iii. Tapping on Cheap Energy: The Solar Powered Borehole Water Supply in Siaya County, Kenya.

Health

- i. “Pick and Move Ambulance” Referral Services in Garissa County, Kenya
- ii. “Leading from Within” The Renal Unit in Muranga Referral Hospital, Kenya

Education

- i. Education, Hygiene and Play Interface Model in Kiangai Early Childhood Development Center in Kirinyaga County, Kenya
- ii. Building a Lasting Foundation through ECDE in Trans Nzoia County, Kenya

Best Practice



UNDP and Ministry of Forestry and Environment Cases on Climate Change

- Case Studies from the research focused on Best Practice in Service Delivery
- Output: Six Case Studies from two (2) County Governments

Lessons Learnt

1

High Cost of development

2

Qualified Human Resource

3

Enure Actual Utilisation

4

Validation before use

5

Determine Intellectual Property

6

Implementation after Training

Recommendations



1. Develop institutional policy and guidelines

2

Enhance utilization of case studies

3

Build into training timetables for visibility

4

Adopt continuous capacity building for faculty

5

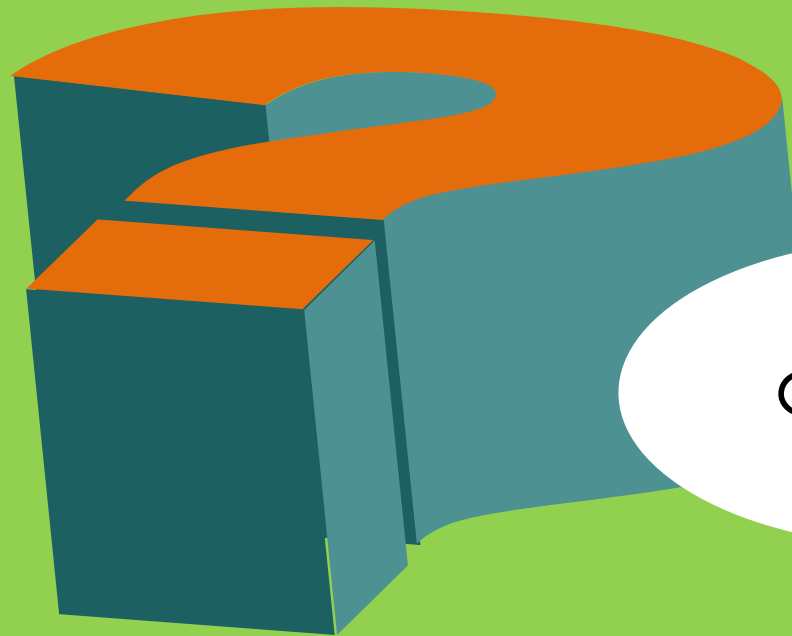
Disseminate and hold forums for case studies

6

Local contextualization – for and by Africa

7

Availability/dissemination with other institutions



Questions?