

NIPA Zambia at the 1st AIPSI International Conference, Mauritius

Mutinta Nabuyanda and Eleonah Kapapa of the National Institute of Public Administration (NIPA), Zambia, are representing NIPA and the African Management Development Institutes Network (AMDIN) at the **1st International Conference on Public Sector Management, Administration, Policy and Public Finance**, taking place from 28–30 October 2026 at the Atal Bihari Vajpayee Institute of Public Service and Innovation (AIPSI), Côte d’Or, Mauritius.

At the conference, they are presenting a paper exploring **how Zambia is translating delivery training into sustained practice within government**, highlighting efforts to strengthen public sector performance and service delivery.

In addition, Eleonah Kapapa, **AMDIN Southern Region Secretariat**, will chair the session on **Public Sector Finance** on 29 October 2026.

Their participation reflects NIPA and AMDIN’s commitment to knowledge sharing, regional collaboration, and advancing innovation and excellence in public sector management and service delivery across Africa.

This note is for the African Management Development Institutes’ Network (AMDIN) to record and follow their work at the conference.

Our roles at a glance

Who	Role at the conference	Session	Day and time (Mauritius, GMT+4)
Mutinta Nabuyanda	Co-author and presenter (corresponding author)	Track: Public Sector Management and Administration	29th October 2026 PARALLEL SESSION IV TRACK 1: 11:15–13:15 (GMT+4) Venue: Academic Block; Ground Floor, Lecture Theatre 1
Eleonah Kapapa	Co-author and presenter	Track: Public Sector Management and Administration	29th October 2026 PARALLEL SESSION IV TRACK 1: 11:15–13:15 (GMT+4) Venue: Academic Block; Ground Floor, Lecture Theatre 1
Eleonah Kapapa	Session Chair	Public Sector Finance	29th October 2026 PARALLEL SESSION III

Who	Role at the conference	Session	Day and time (Mauritius, GMT+4)
			TRACK 2: 9:00–11:00 (GMT+4) Venue: Academic Block; First Floor, Lecture Theatre 2

The paper: From Policy to Practice

Institutionalising Deliverology through the Zambia Public Service Change Management Framework and the Ministerial Delivery Units Tool Kit, by Mutinta Nabuyanda, Mashombotwa Mukwena, Elina Ngoma and Eleonah Kapapa (NIPA).

Zambia has strong national plans, but turning them into results has been the harder part. The paper looks at how the Government, through the Presidential Delivery Unit at Cabinet Office, is closing that gap. It links two things: the Zambia Public Service Change Management Framework, and NIPA's delivery training tool kit for officers in Ministerial Delivery Units.

The main message is that training lasts when each tool officers learn is linked to government's own plan for change, has a named owner and is used on a regular schedule. The paper is open that the tool kit is new and not yet evaluated, and it proposes following trained officers at 6 and 12 months to test what lasts.

The framework and tool kit were co-created by NIPA, Cabinet Office and Delivery Associates.

Chairing the Public Sector Finance session

Eleonah Kapapa chairs the session on how governments raise and manage public money. Its theme is that public finance depends on taxpayers who trust the system, officers who understand it, and institutions that apply the rules fairly and openly.

The session brings together five papers from India, Uganda and Mauritius:

1. Faceless tax assessment in India: evolution, design and way forward (Lal Bahadur Shastri National Academy of Administration, India)
2. Revenue knowledge awareness and revenue mobilisation in Pallisa District: the revenue officers' perspectives (Kyambogo University, Uganda)
3. Climate risk and fiscal space: an empirical investigation (Indian Institute of Technology, Madras)
4. Institutional transparency through social media in green finance (Université des Mascareignes, Mauritius)

5. Procedural fairness and taxpayer rights in the move from the Assessment Review Committee to the Revenue Tribunal (University of Mauritius)

As Chair, she keeps the session to time (15 minutes per presentation plus 5 for questions), guides a constructive discussion, relays questions from online participants, and draws the papers together at the close.

Profiles

Mutinta Nabuyanda, Academic Librarian, NIPA

Mutinta has over 20 years' experience in library and information services, knowledge management and public sector capacity development. She holds a BA and MA in Library and Information Science and co-coordinates a GIZ-funded project supporting NIPA's public service mandate. She has been closely involved in public service reforms, including Zambia's Public Service Change Management Framework. Her interests include change management, digital transformation, mindset transformation, transformational leadership and reflective "Culture Walk" approaches. She takes part in regional and international work through AfLIA and IFLA.

Eleonah Kapapa, Head of Department, Health Services Management, NIPA

Eleonah is a sociologist and public health researcher. She leads the Department of Health Services Management at NIPA and manages the Bachelor of Occupational Health and Safety programme. She holds a Master's in Public Health and a Postgraduate Diploma in Teaching Methodology. She co-coordinates GIZ-funded projects supporting the public service mandate and has been closely involved in public service reforms, including the Zambia Public Service Delivery Toolkit and the Change Management Framework. She is also AMDIN Secretariate for the Southern Region. Her research covers health economics, gender-based violence prevention and nutrition programming.

Following our work and contact

We will share updates, photos and key points from the presentation and the session during the conference. Please hashtag the National Institute of Public Administration NIPA Facebook page.

- Mutinta Nabuyanda: m.nabuyanda@nipa.ac.zm
- Eleonah Kapapa: eleona.kapapa@nipa.ac.zm
- National Institute of Public Administration, Plot 4810, Dushanbe Road, P.O. Box 31990, Lusaka, Zambia