

Quality Leadership for Efficient and Effective Management of Public Service in Africa

This book is based on the African Association for Public Administration and Management (AAPAM) 35th Roundtable Conference held in Kigali Rwanda in November 2013 on the theme “Quality Leadership for Efficient and Effective Management of Public Service in Africa”. The book is a compilation of selected papers presented in the conference.

The different authors in this book share their experiences and findings on the realities of quality leadership in Africa. The book contextualizes leadership matters in Africa through varied lens of both practitioners and academics. It therefore documents the various challenges and milestones made in the continent as far as leadership is concerned. It further observes that quality leadership is the nerve center for efficient and effective public service delivery. Service delivery is a holistic initiative involving different facets of an organization. The book provides evidence that quality leadership is indispensable in any organization or country pursuing development.

The book testifies that quality leaders are not just born but also made. It confirms that experience and non-visible elements like emotional intelligence are necessary attributes of a great leader. This book will be an asset for individuals, governments and organizations focused on improving their leadership skills as it offers diverse theoretical and practical knowledge in one collection. A leader is one who knows the way, goes the way, and shows the way; this book is about the way.