



CURRICULUM VITAE

1. BIOGRAPHICAL SKETCH

1.1 GENERAL INFORMATION				
Surname:	Mangai			
First names:	Mary S.			
Title:	Dr	Gender:	Female	
Email address:	mary.mangai@up.ac.za ; marymangai5@gmail.com			
Institution most recently affiliated with:	University of Pretoria, South Africa			
Position:	Senior lecturer and SPMA research representative at the EMS Faculty research committee			
Postal address:	School of Public Management and Administration (SPMA) Economic and Management Sciences Building 3-108 Lynnwood road, Private Bag X20, University of Pretoria, South Africa.			
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1.2 ACADEMIC QUALIFICATIONS OBTAINED (List all)				
Degree/ Diploma	Field of study	HE institution	Year obtained	Distinctions
Doctorate degree	Management Sciences (Public Administration)	Radboud University, Nijmegen, Netherlands	2017	
Diploma	Netherland Institute of Government	Dutch Research School for Public	2014	



		Administration and Political Science		
Master of Science	Economic Development and Policy Analysis	University of Nottingham, United Kingdom	2012	
Master of Science	Economics	University of Jos, Nigeria.	2010	
Bachelor of Science	Economics	University of Jos, Nigeria.	2006	Upper second-class honours

1.3 RESEARCH/RELEVANT WORK EXPERIENCE TO DATE (if applicable)

Name of institution	Capacity and/or type of work	Period
University of Pretoria, South Africa	<p>Senior Lecturer and research representative, School of Public Management and Administration (SPMA).</p> <ul style="list-style-type: none"> i) Conducting research and publishing articles on (a) collaborative governance (b) co-production and co-creation of service delivery (c) citizen participation, resourcefulness and innovation in service delivery (d) public health (e) social protection (f) public policy analysis and problem-solving. ii) Teaching 1st Year Students - Public Administration (Constitutional Framework) PAD 122. iii) Teaching Master's Students (MPA) - Public Policy Analysis and Problem Solving (MPA OXA 800). iv) Teaching PhD candidates specialised courses in Public Administration, i.e - Co-production and Co-creation in policymaking and service delivery/collaborative governance. v) Using both quantitative and qualitative statistical packages such as STATA, SPSS, EViews and ATLAS.ti to conduct data analysis and to support SPMA students in their data analysis vi) Supervising undergraduate and postgraduate research projects (PhD, Masters, Honours, and Undergraduate Students). vii) Represents the SPMA at the Economic and Management Sciences (EMS) Faculty Research Committee 	2024 –



	viii) Assistant Course Coordinator Masters of Administration (MAdmin) at the SPMA	
University of Pretoria, South Africa	<p>Lecturer and research representative, School of Public Management and Administration (SPMA).</p> <ul style="list-style-type: none"> i) Conducting research and publishing articles on (a) collaborative governance (b) co-production and co-creation of service delivery (c) citizen participation, resourcefulness and innovation in service delivery (d) social protection (e) public health, and (f) public policy analysis and problem-solving. ii) Teaching 3rd Year Students Public Sector Ethics (PAD 312). iii) Teaching Masters Students Public Policy Analysis and Problem Solving (MPA OXA 800). iv) Teaching PhD candidates specialised courses in Public Administration, i.e - Co-production and co-creation of service delivery, and public sector organisations. v) Using both quantitative and qualitative statistical packages such as STATA, SPSS, EViews and ATLAS.ti to conduct data analysis and to support SPMA students in their data analysis vi) Supervising undergraduate and postgraduate research projects (PhD, Masters, Honours, and Undergraduate Students). vii) Represents the SPMA at the Economic and Management Sciences (EMS) Faculty Research Committee viii) Assistant Course Coordinator Master of Administration (MAdmin) at the SPMA 	2022 - 2023
University of Pretoria, South Africa	<p>Post-doctoral fellow, School of Public Management and Administration (SPMA).</p> <ul style="list-style-type: none"> i) Conducted research and published articles on (a) co-production and co-creation of service delivery (b) citizen engagement, resourcefulness and innovation in service delivery. ii) Taught Honours Students Research Methodology (NME 702). iii) Taught 2nd Year Undergraduate Research Methodology (PAD 222). 	2018-2021



	<ul style="list-style-type: none"> iv) Taught 2nd Year Option Students Research Methodology (PAD 222). v) Taught 2nd Year Undergraduate Students Public People Management (PUT 220). vi) Taught 2nd Year Undergraduate Students Public Resource Management (PUF 220). vii) Taught Honours Students Qualitative Data Analysis using ATLAS.ti (NME 702). viii) Co-taught Public Policy Analysis and Problem-solving in the Society Module for Master of Public Administration (MPA OXA 800) students. ix) Taught SPMA PhD candidates specialised courses in PA, i.e - Co-production and Governance, Public Policy Analysis; and Methodological Research Skills, (i.e - Data analysis, interviewing skills and making the most of their PhD experience). x) Used both quantitative and qualitative statistical packages such as SPSS and ATLAS.ti to support SPMA students in their data analysis. xi) Supervised undergraduate and postgraduate research projects (PhD, Honours, and Undergraduate students). 	
Radboud University Nijmegen, Netherlands	<p>Doctoral Candidate, Public Administration Department</p> <ul style="list-style-type: none"> i) Conducted quantitative analysis involving large multivariate data. ii) Conducted comparative qualitative data analysis. iii) Collected data for 3 months in rural and urban Ghana and Nigeria. iv) Authored 2 articles in international peer-reviewed/refereed journal. v) Co-authored 4 articles in international peer-reviewed/refereed journal. 	2013-2017
	Consultancy duties	
B&S Europe/GIZ	<p>Consultancy</p> <p>Contracted by B&S Europe on behalf of GIZ to conduct Impact research aimed at taking stock of Africa's pursuit of good governance: An impact study of the African Peer Review Mechanism (APRM) in South Africa from 2003-2023. The objectives are:</p>	Aug -Sept 2023



	<ul style="list-style-type: none">(i) Develop a succinct impact assessment of the APRM on four dimensions of governance in selected member states and ensuring regional representation.(ii) Propose key focus areas of the impact assessment that can be discussed and agreed upon with the continental APRM secretariat.	
South African Presidency Policy and Research Service Unit/GIZ	<p>Consultancy</p> <p>Contracted by the Policy and Research Service Unit of the South African Presidency to conduct research on “Measuring Productivity in the South African public service” with the following objectives:</p> <ul style="list-style-type: none">(i) Provide literature review on the conceptualization, implementation, and management of productivity in the South African public service.(ii) Identify and define the drivers and constraints on productivity in the public service.(iii) Provide international benchmarking to determine countries with highly productive public services.(iv) Sample analysis of legislation and policy frameworks applicable to the public service, which provides the mandate, measures, and standards for productivity management. This will include the Constitution, economic and finance related legislation and policies, public service-wide legislation and policies, service-specific legislation and policies, and institution-specific legislation and policies.(v) Sample analysis of core service delivery indicators and data currently used to measure productivity in the South African public service.(vi) Sample analysis of government expenditure on public goods and services and its relation to efficient service delivery.	Feb 2023 - Mar 2024
Department for Trade and Industry and Competition (DTIC)	<p>Consultancy</p> <p>Contracted by the DTIC “to develop entities’ oversight framework and proposals for the optimisation of the dtic entities” with the following objective</p> <ul style="list-style-type: none">(i) Review the governance policy and develop best practice entities’ oversight framework. The framework must assist the Department to better support the Executive Authority in its oversight responsibilities over the entities. This should be done in a way that does not necessarily burden the entities with reporting.(ii) Assess the mandates of the 18 entities and enabling legislation and make recommendations in terms of how	Dec 2022- Jun 2023



	<p>the entities can be optimised both strategically and operationally for maximum impact and accelerated service delivery.</p> <ul style="list-style-type: none"> (iii) An assessment of the preferred options by way of a systematic analysis of the costs, benefits, risks, and impact on the broader economy. (iv) Assess whether there have been technical, technological, political, organisational, or other changes that have an impact or a bearing on the founding statutes of some of the entities or agencies. (v) Identification of the entities that need be optimised, functions that should be added to entities based on best practice, functions that can be removed and functions that can be streamlined. (vi) Indicate the rationale behind each proposal as well as include implementation plans. 	
European Union	<p>Consultancy</p> <p>Contracted by the European Union to provide technical expertise and implementation support services for the review and improvement the curriculum of selected courses in Human Resource Management (HRM) for National School of Government (NSG) of South Africa with the following objectives:</p> <ul style="list-style-type: none"> (i) Review the suite of three Human Resource Management (HRM) courses to meet the qualitative standard required by the SABPP for the extension of their accreditation for a period of three years. (ii) Substantively improve each course and the related set of learning materials and effect relevant changes, including providing additional reading elements if outdated or needing updates where appropriate. (iii) Identify and include appropriate videos, pictures etc. to enhance the learning experience. (iv) Identify and review the different instructional design elements so that the courses can be rolled out through a variety of modalities: face to face, virtual, eLearning or blended permutations. (v) Ensure that the learning materials conform to the principles of Universal Design and Access so as to ensure that learners with special needs are accommodated. 	May-June 2022
Africa Union	<p>Consultancy</p> <p>Produced a Technical Research Report on the 2nd Generation Country Review of the South Africa - Africa Peer Review</p>	Aug-Oct. 2021



	<p>Mechanism (APRM) in the thematic area of Socio-Economic Development (SED) to the APRM National Governing Council (NGC).</p> <p>The objectives include:</p> <p>Objective 1: Promote and accelerated broad-based sustainable socio-economic development.</p> <p>Objective 2: Encourage broad-based participation in development.</p> <p>Objective 3: Poverty, unemployment, and inequality</p> <p>Objective 4: Progress towards gender equality, in particular equal access to education for girls at all levels.</p>	
International Labour Organisation (ILO)	<p>Consultancy</p> <ul style="list-style-type: none">i) Identify and consider all possible approaches to the reform of municipal services to enable them to achieve the goals set out in point (b) below,ii) Evaluate the factors in the reforms that contribute positively to the efficiency and quality of services, the security, quality, and terms of employment of workers, compliance with ILO standards, eradication of corruption, the promotion of high standards of professional ethics and gender equality, and contribute to sustainable development,iii) Evaluate human and other resource needs of municipal services consistent with developing sufficient service delivery, regulatory and training capacity to enable them to achieve United Nations and ILO goals for them, andiv) Coordinate policies and programmes for the development of municipal services in a manner which maximizes coherence between all levels of government and encourages better service provision and decent work”.	July-Sept. 2021
International Labour Organisation (ILO)	<p>Consultancy</p> <ul style="list-style-type: none">i) Create an inception report, which includes the methodology and tools, work plan, and report outline of the review to be agreed with the ILO.ii) Review the organization and functioning of national statistical systems and analyse the level to which social protection statistics are taken into account.	Sept-Nov 2021



	<ul style="list-style-type: none"> iii) Analyze the possibility of strengthening the inclusion of social protection within the national statistical systems, especially the Social Security Inquiry (SSI), and other data collection mechanisms. iv) Propose actions, institutional arrangements, and recommendations for the integration of systematic data collection and reporting on social protection within national statistical systems. v) Identify and analyse possible areas of linkages/coordination with SHaSA (Strategy for the Harmonization of Statistics in Africa), in particular the Specialized Technical Group – Demography, Migration, Health, Human Development, Social Protection & Gender (STG-So) vi) Identify capacity building needs for data collection and integration of reporting on social protection within national statistical systems. vii) Propose key elements of a capacity building strategy to fill in the identified capacity gaps and needs to improve reporting of social protection statistics within the national statistics systems. 	
APRM National Governing Council, South Africa	<p>TRI volunteer representation</p> <ul style="list-style-type: none"> i) Member representing Technical Research Institutions (TRIs) on the Africa Peer Review Mechanism (APRM) on the South African National Governing Council (NGC). ii) As a TRIs representative, produced a pro bono Baseline Report on thematic area of Socio-Economic Development for the South African APRM 2nd Generation Country Review. iii) As a TRIs representative, produced a pro bono Baseline Report on the thematic area of the Economic Governance and Management for the South African APRM 2nd Generation Country Review. 	2020 to date
Human Sciences Research Council (HSRC), South Africa.	<p>Steering committee member- Annual African Students/Emerging Scholar's Training Academy.</p> <ul style="list-style-type: none"> i) Teach specialised courses in Qualitative Data Analysis using ATLAS.ti and Systematic Literature using Prisma Flow Chart at the HSRC Annual 	2021 to date



	<p>Academy for Students and Early Career Researchers in South Africa and Africa.</p> <ul style="list-style-type: none"> ii) Provide capacity building in research management at higher education and research institutions throughout South Africa. iii) Contribute to improving equitable access to marginalized groups such as women and the disabled persons; and iv) Contributing to life-long learning. 	
Centre for Collective Learning and Action (CCoLA), Leiden, Netherlands	<p>Senior Consultant/Board Member</p> <ul style="list-style-type: none"> i) Coaching Dutch students studying Minor Global Health at the Amsterdam University of Applied Sciences (AUAS) during their internship and field research in the health sector in Africa. ii) Outsourced to supervise AUAS students' research projects focused on public health issues in Africa. iii) Providing consultancy services to CCoLA on public health issues, service delivery, citizen inclusivity, community engagement and poverty issues in Africa. iv) Conducting research on collective learning and action in African communities. v) Co-promoting the values and goals of CCoLA. 	2016 to date
University of Nottingham, UK	<p>ICT Tutor</p> <p>Provision of IT supports to the University of Nottingham students.</p>	2011-2012
University of Jos, Nigeria	<p>Volunteer ICT Intern</p> <ul style="list-style-type: none"> (i) Maintenance and support of the university internet laboratory. (ii) Use of general purpose and statistical application packages (SPSS) to support students and staff members. (iii) Graphic designs 	2004-2006
University of Jos, Nigeria.	<p>Research Assistant</p> <ul style="list-style-type: none"> (i) Conducted field research on the Needs Assessment of Millennium Development Goals (MDGs)/National Economic Empowerment and Development Strategy (NEEDS) in Nasarawa and Benue States. 	2002



	(ii) Produced a country-report on MDGs/NEEDS.	
Since 2011	Mary Mangai frequently fulfils many other short-term assignments, including organising conferences, webinars, chairing sections at conferences, consulting for Departments of Government and offering advice on proposal writing; mentoring and coaching.	Till date

2. RESEARCH OUTPUT

2.1 Publications in peer-reviewed/refereed journals

- Gerda van Dijk and **Mangai, M.S.** (2024). Governance hybridity and Intersectional discrimination: An examination of women's experiences in South Africa: *Australian Journal of Public Administration* (**Accepted for publication**) **Web of Science**
- Dadze-arthus, A.; and **Mangai, M.S.** (2024). PAD and the Quest for Epistemic Justice. *Public Administration and Development (PAD)* (**Accepted for publication**) **SCOPUS**
- Michael Olumekor, **Mangai, M.S.**; Onkgopotse Madumo (2024) Influences on e-government evolution: a study of economic, political and infrastructural dynamics in Africa. *Public Administration* ((**Accepted for publication**) **Web of Science**
- Mangai, M.S.**; Mthethwa, R.; Olumekor, M.; and Asmorowati S. (2024). "Trust and co-production in international crime prevention: a comparative study of South Africa and Germany. (**Submitted to Administrative Sciences**) **Web of Science**
- Mangai, M.S.**, Masiya, T. and Masemola, G. (2024), "Engaging communities as partners: policing strategies in Johannesburg", *Safer Communities*, 23(1):86-102
<https://doi.org/10.1108/SC-04-2023-0012> **SCOPUS**
- Mushayanyama, T., Chitiga-Mabugu, M., Mazenda, A., & **Mangai, M. S.** (2024). South Africa is failing people who aren't poor, but aren't middle class either. *The Conversation* (<https://theconversation.com/south-africa-is-failing-people-who-arent-poor-but-arent-middle-class-either-217391>)
- Mangai, M.S.**; Pillay, A.C.; Masiya, T.; and Lubinga, S. (2023): Regular producers and citizens in Johannesburg have a tangential view on crime prevention co-production: *Administrative Sciences* (13)6:138-157 **Web of Science**
- Mushayanyama, T., Chitiga-Mabugu, M., Mazenda, A., & **Mangai, M. S.** (2023). Upward mobility implications on the aspirant middle class in emerging economies. *Journal of Public Affairs*, 23(4):1-10. <https://doi.org/10.1002/pa.2865> **Web of Science**



- **Mangai, M.S.** (2022). A Review of Classical Thoughts on Contemporary Public Administration in Developing Countries, *Public Administration* 100(1):173-176. **Web of Science**
- **Mangai, M.S.**; Masiya, T.; and Davids, D.Y. (2022). A Comparative Policy for the COVID-19 Emergency Management of Frontline Health Workers in Selected African Countries: *Policy and Governance Review* (6)1:90-106 **SCOPUS**
- **Mangai, M.S.**; Masiya, T.; Murwamuila, L. L.; Holtzhausen, N. (2022). The importance of a police-community partnership (Co-production): A study of the city of Johannesburg: *International Journal of Innovation, Creativity and Change (IJICC)*, 16(1):924-939 (ISSN 2201-1323) **SCOPUS**
- Mlamla, L. M.; **Mangai, M.S.**; Masiya, T.; Holtzhausen, N.; (2022). Stakeholders' experience of the innovative ways of co-producing neighborhood security in Johannesburg, South Africa: *Technium Social Science Journal (TSSJ)*, 30(1):44-57 <https://doi.org/10.47577/tssj.v31i1.6040> **DOAJ**
- Lubinga, S.; Maramura, T.; Nhede N.; and **Mangai, M.S.** (2022). Agile governance for the 'new normal': Is Africa ready?: *African Journal of Governance & Development (AJGD)* 11(2), 498-515. **IBSS**
- Masiya, T.; Davids, D. Y; and **Mangai, M.S.** (2021). Factors affecting the performance of South African municipal officials: A municipal stakeholders' perspective: *Commonwealth Journal of Local Governance (CJLG)*, 25(97-115). **DOAJ**
- **Mangai, M. S.**, and De Vries. M.S., (2019). Enhancing Co-production through the Lens of Policy Development: A Comparison between two Developing Countries, *Journal of Comparative Policy Analysis: Research and Practice* 21(5):427-444. **SCOPUS**
- Masiya, T., Davids, Y.D., and **Mangai, M.S.** (2019). Assessing Service Delivery: Public Perception of Municipal Service Delivery in South Africa. *Theoretical and Empirical Researches in Urban Management* 14(2):20-40. **SCOPUS**
- **Mangai, M.S.** and de Vries, M.S. (2019). You Just Have to Ask: Co-production in Healthcare in Ghana and Nigeria: *Public Organization Review* 19(2):273-291. **SCOPUS**
- **Mangai, M.S.** and De Vries, M.S. (2018). Co-production as Deep Engagement: Improving and Sustaining Access to Clean Water in Ghana and Nigeria. *International Journal of Public Sector Management* 31(1):81-96. **SCOPUS**
- **Mangai, M.S.** (2016). The Dynamics of Failing Service Delivery in Nigeria and Ghana: *Development in Administration Journal* 1(1):85-116. **DOAJ**



2.3 Publications in peer-reviewed/refereed journals (submitted/work-in-progress)

- Masiya, T.: Davids, D. Y.: and **Mangai, M.S.** "Institutional Innovations in Public Participation for Improved Service Delivery: Assessing Public Participation Units in South African Metropolitan Cities." (**Under review in Journal of Urban Management**). **SCOPUS**
- **Mangai, M.S.**, and Masiya, T. (2024). Inclusive Governance: A Systematic Review of Co-production and Co-creation of Public Services in Africa. (**Work-in-progress**).
- **Mangai, M.S.**, and Mosemaka, B. (2024). "Barriers to digital co-production of higher education as a hybrid governance practice in South Africa. (**Work-in progress**).
- Mangai, M. S. Dadze A., and Bottom, K. (2024): "Integrating Indigenous Knowledge Systems in Environmental Policy: A Pathway to Decolonized Sustainability in Developing Countries (**Work-in progress**).

2.4 Books and/or chapters in books

- Fanie Cloete, Christo de Coning, Dominique Uwizeyimana & **Mangai, M.S. (2024)** Conceptual approaches to public policy, Chapter 3. In Cloete, F; Rabie, B; Mmakola, D; Wissink, H; De Coning, C & Morkel, C (eds). *Improving Public Policy for Sustainable Development Impact in the Digital Era (5th edition)*, JL Van Schaik Publishers, Pretoria. ISBN 978 0 627 04157 0, page 77-118.
- Christo de Coning, Werner Burger, Fanie Cloete,, Dominique Uwizeyimana & **Mangai, M.S. (2024)** Policy Implementation, Chapter 7. In Cloete, F; Rabie, B; Mmakola, D; Wissink, H; De Coning, C & Morkel, C (eds). *Improving Public Policy for Sustainable Development Impact in the Digital Era (5th edition)*, JL Van Schaik Publishers, Pretoria. ISBN 978 0 627 04157 0, page 249-285.
- Christo de Coning, Jan Koster, Enoch Leputu, Fanie Cloete, Werner Burger & **Mangai, M.S. (2024)** Public policy programme and project management, Chapter 8. In Cloete, F; Rabie, B; Mmakola, D; Wissink, H; De Coning, C & Morkel, C (eds). *Improving Public Policy for Sustainable Development Impact in the Digital Era (5th edition)*, JL Van Schaik Publishers, Pretoria. ISBN 978 0 627 04157 0, page 291-324.
- **Mangai, M.S.**, de Vries, M.S. and de Kruijf, J.A.M.(2018). Case-Study – Co-production of Secondary Health Services in Ghana and Nigeria. In T. Brandsen, T. Steen and B. Verschuere (eds), *Co-production and Co-creation: Engaging Citizens in Public Services*, 164-166. New York and London: **Routledge**.
- **Mangai, M.S.** (2018). Institutionalizing Co-production: A Potential Service Delivery Policy Change for Rural Africa. In M. de Vries, G. van Dijk and M. Chitiga-Mabugu (eds), *Public Administration: Reflection, Relevance, and Readiness*, 255-268. Slovak Republic: **NISPAcee**.
- **Mangai, M.S.** (2017). *An Alternative Solution to Service Delivery Problems in Developing Countries*. Enschede: **Ipskamp Printing**.



3. SCHOLARLY AND PROFESSIONAL CONTRIBUTIONS AT CONFERENCES/KEYNOTE ADDRESSES

3.1 Participation in conferences, workshops, webinars, and short courses – specify the type of contribution

- **Participant** – “Collaborative Governance at the Community Level: Ideas, Institution/Policy, and Technology” Program for the Advancement of Research on Conflict and Collaboration (PARCC) Conference on Collaborative Governance. Held on March 5th and 6th March 2024, Syracuse, New York, United States.
- **Participant** – Multistakeholder Session on Revival of the OGP in South Africa - Discussion and Endorsement of Draft Detailed Commitments for the OGP Fifth (5th) National Action Plan 2023-2026” Held on 30th September, 2023, at the School of Public Leadership, Stellenbosch University, Stellenbosch, South Africa.
- **Presenter** – “Co-creating Knowledge for Effective Policing and Public Safety in Cape Town”. Paper presented at the Evidence-Based Policing South Africa Conference organised by the Institute of Security Studies and Partners. Held on 6-8 December 2023 at Protea Hotel, Cape Town.
- **Keynote speech** - *Advancing Governance: Building World Class Bureaucracies for Indonesia’s Excellence*. Presented at the Indonesia Association of Public Administration (IAPA) conference. Held on the 26-27 October 2023, Padang, Indonesia.
- **Presenter** - *Co-producing community policing: An international perspective*. Paper presented at the IIAS Study-Group on Co-production Conference. Theme: “Co-production of Public Services”. Held on the 11-12 May, 2023, Nijmegen, Netherlands.
- **Presenter** - *The inevitability of a community-policing partnerships aka co-production: A study of the city of Johannesburg*: Paper presented at the Association of Southern African Schools and Departments of Public Administration and Management (ASSADPAM) Annual Conference in conjunction with the University of Kwazulu-Natal. Theme: “Disruptive learning and the future of public administration education and research”. Held on the 23-25 November, 2022, Durban, South Africa.
- **Presenter** - APRM National Governing Council (NGC) of South Africa – Strategic Planning Session. Held on the 22 -23 September, 2022 at ANEW Hotel, Centurion, South Africa.
- **Co-Presenter** - *Decision Making and Stakeholders’ Experience of the Innovative Ways of Co-Producing Neighbourhood Security in Johannesburg, South Africa*. Paper Presented at the International Association of Schools and Institutes of Administration (IASIA)-International Institutes of Administrative Sciences (IIAS) Conference on “Implementing



and Promoting Effective Governance Principles to Leave No One Behind, No Place Behind” on 25th -29th July 2022. Rabat, Morocco.

- **Presenter** - *Co-production: A practical approach to achieving peaceful neighbourhoods in Johannesburg by 2030*. Paper presented at the IIAS Study-Group on Co-production Conference. Theme: “Long-term Sustainability of Co-creation and Co-production”. Held on the 23rd – 24th May, 2022, Ghent, Belgium.
- **Panelist** – *To discuss “COVID-19 pandemic-related effects on citizen engagement and service delivery”*. At the International Roundtable on COVID-19 Impact on Public Administration Leadership in the United States and Africa FORUM 2022 – A Prisma of Possibilities Annual Conference. Organised by The National Forum for Black Public Administration, United States (NFBPA) and Association of Africa Public Administration and Management (AAPAM). Held on the 29th -1st April, 2022, Houston, TX, USA.
- **Presenter** – *An Integrated Continent Politically United and based on the ideals of Pan-Africanism and the vision of Africa’s Renaissance*. Paper presented at the 6th Edition AAPAM/DPSA/SPMA Conference. Theme: Strengthening Research Capacities and Capabilities for the attainment of Global Agenda 2030 Goals and African Union Agenda 2063 Held on the 20th – 21st January, 2022. Stellenbosch, South Africa.
- **Participant** - Regional Workshop Series on Social Protection - Series III. International Social Security Standards: financing social protection. Held on the 22nd November to 10th December, 2021. Online.
- **Participant** - Regional Workshop Series on Social Protection - Series II. International Social Security Standards: extension of social protection coverage and the effective implementation of social protection policies. Held on the 25th October to 12th November, 2021. Online.
- **Participant** - Regional Workshop Series on Social Protection - Series I. International Social Security Standards and maintaining efficient and effective social protection systems. Held on the 27th September to 15th October, 2021. Online.
- **Session Chair** - 13th Annual School of Public Management and Administration International e-Conference on Public Administration and Management. Held on the 28th - 29th October, 2021. Pretoria, South Africa.
- **Co-presenter** – *Skills Capacity Constraints of Municipal Level Officials in Selected Municipalities in South Africa*. Paper presented at the 13th Annual SPMA International e-Conference on Public Administration and Management. Held on the 28th -29th October, 2021. Pretoria, South Africa.
- **Panelist** – Conference on “Innovative, Inclusive and Afrocentric Social Protection in Africa: leveraging Voices and Representation in the era of COVID-19 pandemic” together with the Partnership for African Social and Governance Research (PASGR), on 26th -27th August, 2021. Nairobi, Kenya.



- **Presenter** – *A Comparative Policy for the COVID-19 Emergency Management of Frontline Health Workers in Selected African Countries*. Paper Presented at the International Association of Schools and Institutes of Administration (IASIA)- International Institutes of Administrative Sciences (IIAS) Conference on “Public Administration in the Fourth Industrial Revolution” on 26th -30th July 2021. Bela Bela, South Africa.
- **Participant** – Africa Peer Review Mechanism, National Government Council Work-stream on Socio-Economic Development and Management Webinar on South Africa’s Social Security System as part of the APRM 2nd Generation Country Review Process on 31st May, 2021. Pretoria, South Africa.
- **Co-host** – Webinar on “Innovations on Social Protection in Africa” together with the Partnership for African Social and Governance Research (PASGR), Nairobi, Kenya on 5th March, 2021.
- **Participant** – “Special Webinar on Strengthening Research Capacities and Capabilities to Support African Union Goal of Pursuing Universal Accession to African Peer Review Mechanism (APRM) on 26th November, 2020.
- **Plenary Presenter** - *“Open Government in a Digital Government Era: Prospects, Challenges and the Way Forward”*. Paper presented at the African Association for Public Administration and Management (AAPAM) e-Conference on “Embracing the Digital Age: Digital Transformation for Citizen Engagement and Service Delivery” on the 17th of November 2020.
- **Presenter** - *“Modelling the mediating effect of co-production on peace and human security in South Africa and Germany in the pre and current SDG 16 era*. Paper presented at the International Institute of Administrative Sciences (IIAS) Study Group e-Conference on Co-production of Public Services on the 10th of November 2020.
- **Participant** – Briefing of Technical Research Institutions of the 2nd Generation Review Process of the Africa Peer Review Mechanism (APRM) on the 30th of September 2020.
- **Participant** – Multi-stakeholder Consultation Session on the three draft commitments that will constitute the Open Government Partnership (OGP) 4th National Action Plan (NAP) on the 8th of October 2020.
- **Participant** - 12th International School of Public Management and Administration (SPMA) Conference. Theme –“The future of Public Administration scholarship and practice: assess, adapt, advance”. 24th - 25th October 2019, Pretoria, South Africa.
- **Presenter** - *Inclusive Governance: A Systematic Literature Review of Co-production and Co-creation of Public Services in Africa*: Paper presented at the International Institute of Administrative Sciences (IIAS) Study Group Conference on “Co-production of Public Services”. 27th - 28th May 2019, Leuven, Belgium.
- **Presenter** - *A Policy Change towards Harnessing Citizen Resourcefulness and Inclusivity in Service Delivery*. Paper Presented at the 39th Annual African Association for Public



Administration and Management (AAPAM) Round-table Conference on “Innovation, Resourcefulness, Integration, and Inclusivity: Fundamentals for the Transformation of Governance and Public Administration in Africa to achieve the Agenda 2063 and Sustainable Development Goals (SDGs)”. 6th – 9th November 2018, Gaborone, Botswana.

- **Presenter** - *Local Service Delivery and Citizen Participation: Partnership for Sustainability*. Paper Presented at the Department of Public Service and Administration, South Africa, University of South Africa and the Annual African Association for Public Administration and Management (AAPAM) Joint Conference on “Citizen Participation, Inclusivity, and Integration with the Context of Agenda 2063 and Sustainable Development Goals (SDGs)”. 17th – 19th September 2018, Pretoria, South Africa.
- **Presenter** - *Demographic and behavioural segmentation of co-production in developing countries*. Paper Presented at the International Institute of Administrative Sciences (IIAS) Study Group Conference on “Co-production of Public Services”. 22nd -23rd May 2018, Stellenbosch, South Africa.
- **Presenter** - *Co-production as Deep Engagement: Improving and Sustaining Access to Clean Water in Ghana and Nigeria*. Paper Presented at IIAS-IASIA- MENAPAR 2017 Joint Conference on “Public Administration’s role in building and consolidating post-conflict states. 3rd -7th July 2017, Ramallah, Palestine.
- **Presenter** - *You Just Have to Ask: Coproduction of Healthcare in Ghana and Nigeria*. Paper Presented at IIAS-IASIA 2016 Joint Congress on “Building Capacity for Sustainable Development and Governance” 19th -23rd September 2016. Chengdu, China.
- **Presenter** - *Activating the Co-production of Primary Healthcare Services in Nigeria and Ghana: An Innovative Way of Improvement*. Paper Presented at International Institute of Administrative Sciences (IIAS) Study Group Conference on “Co-production of Public Services”. 13th -14th June 2016. Tampere, Finland.
- **Presenter** - *The Dynamics of Failing Service Delivery in Nigeria and Ghana*. Paper Presented at International Association of Schools and Institutes of Administration (IASIA) Conference on “Alternative Service Delivery” 6th -10th July 2015. Paris, France.
- **Presenter** - *Poor Citizens Expectation of Public Service Delivery in Nigeria and Ghana*. Paper Presented at International Public Management Network (IPMN) Conference on “Science of Delivery”. 9th – 11th December 2014. Hong Kong.
- **Presenter** - *The Link between Innovation and Economic Growth: How far can the Emerging Economies such as China, Brazil and India Attain?* Paper Presented at Global Business and Technology (GBATA) Conference. 10th – 14th July 2012, New York, USA.
- **Session Chair** - 11th International School of Public Management and Administration Conference on 25 years anniversary – Reflecting on the past, influencing the future of Public Administration and Management. 25th – 26th October 2018. Pretoria, South Africa.



- **Participant** - Introduction to Development Economics. Sussex International Summer School, University of Sussex, 21st June - 18th July 2014. Brighton, United Kingdom.
- **Participant** - IMF/World Bank Career 2011 Conference, London School of Economics, London, United Kingdom.
- **Participant** - Education and Teacher's Training course. Radboud University Nijmegen, Netherlands.
- **Participant** - Netherlands Institute of Government State of the Art Programme for all Public Administration and Political Science Ph.D. candidates in the Netherlands and Belgium.
- **Participant** - Qualitative Research Methods and Analysis Course, Radboud University Nijmegen, Netherlands.
- **Participant** - Refresher course in Statistics for Ph.D. candidates in Social Sciences, Radboud University Nijmegen, Netherlands.
- **Participant** - Data Management Plan course, Radboud University Nijmegen, Netherlands.
- **Participant** - Achieving your Goals and performing more successfully in your Ph.D. course, Radboud University Nijmegen, Netherlands.

3.2 Teamwork and collaboration with others

- Collaborate with Dr Jan Wilhelm from the University of Potsdam, Germany on project "Co-creating knowledge in violence and crime in Pretoria and Cape Town – **(January – August, 2023)**).
- Collaborative coaching and supervision of Dutch students of the University of Applied Sciences Amsterdam, in the Netherlands that are conducting their field research in African countries **(2015 to present)**.
- Developing Diaspora Humanitarian Capacity in the Netherlands together with CCoLA Pool of Consultants **(2015 to present)**.
- Student Model – University of Nottingham, United Kingdom, 2012

3.3 Membership of national and international bodies

- **Member** – International Association of Schools and Institutes of Administration (IASIA) **(2014 to present)**.
- **Member** – South African Association of Public Administration and Management (SAAPAM) **(2021 to present)**.
- **Member** – International Research Society for Public Management (IRSPM) **(2022 to present)**.



- **Member** – Association of Southern African Schools and Departments of Public Administration and Management (ASSADPAM) **(2020 to present)**.
- **Member** – International Institutes of Administrative Sciences (IIAS) Study Group on 'Co-production of Public Services' **(2013 to present)**.
- **Member** – International Public Management Network (IPMN) **(2013 to present)**.
- **Member** – Netherlands Institute of Government (NIG) **(2013-2017)**.

3.4 Visits as a researcher to universities or research institutes

- **Visiting Scientist** – Maxwell School of Citizenship and Public Affairs, Syracuse University, Syracuse, New York, United States – November 2023.
- **Visiting Scientist** – Institute for Development and Peace (INEF), University of Duisburg-Essen, April to July 2022, Duisburg, Germany.
- **Visiting Researcher** - Institute for Development Studies, University of Sussex, June to July 2014. Brighton, United Kingdom.

3.5 Positions held in Extra Curriculum Activities.

- **Financial Secretary** - University of Nottingham Nigerian Student Society, UK, 2012
- **National Treasurer** – Fellowship of Christian Students, 2006
- **Treasurer** – Fellowship of Christian Students, University of Jos Branch, 2004

3.6 Hobbies

- Research, Reading, Mentoring, Travelling and Cooking

3.7 Languages spoken

- English (spoken, reading and written)
- Hausa (spoken, reading and written)
- Eggon (spoken, reading and written)

4. AWARDS AND RESEARCH GRANTS

4.1 2023 IASIA Pierre DeCelles Award for the best paper presented at the IASIA 2022 Conference in Rabat, Morocco was presented at Manila, Philippines. Paper titled: *Decision making and stakeholders' experience of the innovative ways of co-producing neighborhood security in Johannesburg, South Africa.*

4.2 2022 ASSADPAM Annual Conference Best paper for emerging researchers' award was presented at Durban, South Africa. Paper titled: *The inevitability of a community-policing partnerships aka co-production: A study of the City of Johannesburg.*

4.3 VP Congress funding to attend the IASIA conference in Rabat, Morocco in 2022.



4.4 University Partnership Initiative Impacted-Oriented Travel Grant to conduct a research visit to Maxwell School of Citizenship and Public Affairs, Syracuse University, New York, United States in November 2023

4.5 University of Pretoria - Research Development Program (RDP) funding to conduct comparative research on co-creating knowledge in violence and crime prevention in Pretoria, Cape Town and Nairobi (2022-2024).

4.6 The World Academy of Science (TWAS)/German Research Foundation (DFG) International Cooperation Visits grant to conduct comparative research on the practical ways of achieving SDG 16 through the co-production of neighbourhood security in the city of Johannesburg and Duisburg in Germany – (2019-2022).

4.7 National Research Foundation (NRF) - Post-doctoral Research Fellowship to conduct comparative research on the practical ways of achieving SDG 16 through the co-production of neighbourhood security in the city of Johannesburg and Duisburg in Germany (2020-2021).

4.8 Best Development Knowledge Facilitator (DKF) 2007 'Batch B' NYSC Millennium Development Goals (MDG)/NEEDS Facilitator.

4.9 Gold Award, Career and Employability Services, University of Nottingham, UK.

4.10 Peer Educator, Reproductive Health and HIV/AIDS Prevention Facilitator.

4.11 Community Campaigner, HIV/AIDS FIGHTERS, 'Batch B' National Youth Service Corp (NYSC)

4.12 Obtaining research funds

Origin of research funds	Title of research project or programme	Duration	Money allocated
DTIC	Technical expertise "to develop entities' oversight framework and proposals for the optimization of the dtic entities" with the following objective	6 months	979 917rand
Research Development Program (RDP)	Co-creating knowledge in violence and crime prevention in Pretoria, Cape Town and Nairobi	3 years	150 000 rand
European Union (EU)	Technical expertise and implementation support services for the review and improvement of a selection of South African National School of Government (NSG)	30 days	7 500 euro



	courses in Human Resource Management (HRM).		
VP congress funding	To attend IASIA conference in Rabat, Morocco	1 week	53 870 31 rand
University Partnership Initiative Impacted-Oriented Travel Grant	The Co-production of Public Dispute Resolution: A Comparative Analysis of the United States and South Africa	2 weeks	5 000 dollars
Africa Union (AU)	South African Africa Peer Review Mechanism (APRM) 2 nd Generation Country Review Process on Socio-economic Development Thematic Area	2 months	370 000 rand
International Labour Organisation (ILO)	The working conditions of sub-national government workers in selected African countries	2 months	3000 dollars
Deutsche Forschungsgemeinschaft (DFG), Germany	Achieving SDG 16 through the co-production of neighbourhood security in the city of Johannesburg and Duisburg in Germany	3 months	10 450 euro
National Research Foundation	Achieving SDG 16 through the co-production of neighbourhood security in the city of Johannesburg and Duisburg in Germany	2 years	305 000 rand
International Labour Organisation (ILO)	Set up arrangements and implementation plan/actions for reporting on social protection statistics within the national statistics systems	2 months	17 000 dollars

5. ACTIVITIES IN EDITORIAL BOARDS AND AS REVIEWER/EXAMINER/MODERATOR

5.1 Associate Editor – Public Administration and Development

5.2 Editorial Advisory Board Member – Public Administration

5.3 Editorial Board Member – Journal of Contemporary Governance and Public Policy (JCGPP)

5.4 Reviewer - NRF Rating

5.5 Reviewer – Public Management Review (PMR)

5.6 Reviewer – International Journal of Public Sector Management (IJPSM)

5.7 Reviewer – Public Administration (PA)

5.8 Reviewer - Development Southern Africa

5.9 Reviewer – World Development

5.10 Reviewer – Administratio Publica

5.11 Reviewer – International Journal of Urban Sustainable Development (IJUSB)

5.12 Reviewer – Heliyon

5.13 Reviewer – Environmental Health Insight (EHI)

5.14 Reviewer – Health Services Management Research (HSMR)



5.15 External Moderator – Department of Public Management and Leadership, Nelson Mandela University, Port Elizabeth

5.16 External Examiner

University	Project title	Degree
University of KwaZulu-Natal	The implementation of the foster child grant: a case study of the experiences of caregivers and implementers In the Umgungundlovu District	PhD
University of KwaZulu-Natal	The Role of Ward Committees as a Mechanism for Public Participation in the Integrated Development Planning Process in Matatiele Local Municipality, Eastern Cape	Masters
University of KwaZulu-Natal	An Investigation into the Experiences of Adolescents Taking Antiretroviral from Birth in KwaZulu-Natal	Masters
Durban University of Technology	Customer Perceptions of Quality Service Delivery within the Department of Financial Aid at a University of Technology	Masters
UNISA	Leadership styles within the South African Police Service: A case of National Head Office Divisions and Components	Masters
WITS	Participatory Research in South Africa's Socio-Economic Impact Assessment Systems (Seias)	Masters

5.17 Social Media Visibility, Dissemination and Impact

- TV INTERVIEWS:
 1. eNCA DStv channel 403
 2. Newzroom Afrika channel 405
 3. In Gesprek kykNET DStv Kannal 144
 4. SABC 404
- RADIO INTERVIEWS:
 1. Radio 786 (100.4 FM)
 2. Tru FM – Queenstown (97.8 FM)
 3. SA FM - 104–107 MHz FM
- WEBSITE:
 1. UP Research Matters publication on crime prevention
 2. The Conversation
- PRINT MEDIA
 1. Sunday Times
 2. Eggon News

6. STUDENT SUPERVISION

Name of student(s)	Degree and date of first	Project title	Supervisor	Co-supervisor
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	registration/ graduation			
Kgaladi Ramakgolo	Honours 2023 (graduated in 2023)	The importance of public trust on co-production in South Africa	Dr Mary Mangai	NA
Blessing Mosemaka	Honours 2023 (graduated in 2023)	The digital co-production of education as a hybrid governance practise in South Africa	Dr Mary Mangai	NA
Cebisabonkhe Malubane	Honours 2023 (graduated in 2023)	patients and health worker's perspectives on health promotion in developing countries- Ghana and Nigeria.	Dr Mary Mangai	NA
Lethabo Morodi Pheladi Molongoana Malebogo Maluleke Tshireletso Mogapi	Honours 2022 (graduated in 2022)	Social Protection For All: A Case of the South African Black Women Food Street Vendors	Dr Mary Mangai	NA
Varaidzo Chokuwenga, Lethabo Maenetsa, Hazel Mampane	Honours 2022 (graduated in 2022)	The Role of Stakeholders in the Co-Production of Education in a Post COVID-19 Pandemic Era in South Africa: The Case of Primary Education	Dr Mary Mangai	NA
Anjewayne Clive Pillay	Honours 2021 (graduated in 2021)	Co-production: A practical approach to achieving peaceful neighbourhoods by 2030 in Johannesburg	Dr Mary Mangai	NA
Likhona Mhlali Mlamla	Honours 2021 (graduated in 2021)	Stakeholder's Experience and Perspective of Innovative Ways Co-Produce Neighbourhood Security in Johannesburg, South Africa	Dr Mary Mangai	NA
Sinazo Zulu	Honours 2021 (graduated in 2021)	Citizen co-production of neighbourhood security in Johannesburg: A reality or myth?	Dr Mary Mangai	NA
Florah F. Mosito	Honours 2020 (graduated in 2020)	An analysis of the ways to enhance citizen satisfaction in healthcare delivery: A case of Kalafong Provincial Tertiary Hospital.	Dr Mary Mangai	NA



Seth David	Masters (MAdmin) 2024 currently under supervision	The use of a co-production tool to alleviate poverty in the City of Tshwane	Dr Mary Mangai	Prof Adrino Mazenda
Blessing Mosemaka	Masters (MAdmin) 2024 currently under supervision	The Digital Coproduction of Higher Education as a Hybrid Governance Practice in South Africa	Dr Mary Mangai	NA
Lethabo Morodi	Masters (MAdmin) 2023 currently under supervision	Social protection in the informal sector: the case of black women street vendors in Pretoria	Dr Mary Mangai	NA
Khanyisa Ngoben	Masters (MAdmin) 2022 (currently under supervision)	Examining Service Delivery in Gauteng Province: Water and Sanitation Challenges and Prospects	Dr Mary Mangai	NA
Tinashe Mushayanyama	PhD 2017 (graduated in 2020)	Creating a Policy Framework for Growing the Middle Class: The case of the City of Johannesburg Metropolitan Municipality.	Prof Margaret Chitiga-Mabugu	Dr Mary Mangai
Maureen S. Kusiima	PhD 2020 (Graduated in 2024)	A multisector financing of maternal and child healthcare in Uganda	Prof Gerda van Dijk	Dr Mary Mangai
Yusuf, David Oluwasegun	PhD 2020 (Graduated in 2024)	Designing a policy framework for migration management in Africa: A case study of Benin City, Nigeria	Prof Michel Tshiyoyo	Dr Mary Mangai
Irene Naidoo	PhD 2021 (currently under supervision)	Facilitation of citizens' coproduction in Public Service Innovation	Prof Lianne Malan	Dr Mary Mangai
Jabavu S.	PhD 2023 (currently under supervision)	An enhanced citizen-led collaborative audit approach as an oversight tool for improved accountability and good governance: the case of South African Social Security Agency	Dr Mary Mangai	NA
Andy Mathebula	MPA 2022 (Graduated in 2023)	Strategic repositioning of Human Resource Management in the Public Service Commission	Dr Mary Mangai	NA



Mashaka Macheke	MPA 2022 (currently under supervision)	Internal control system in managing financial resources at Gauteng Provincial Treasury	Dr Mary Mangai	NA
Nomzamo Zondi	MPA 2022 (currently under supervision)	Exploring the use of suitable platforms by the City of Johannesburg communicators to promote access to information for visually impaired persons	Dr Mary Mangai	NA
Vuyokazi Mdlokolo	MPA 2021 (graduated in 2022)	Factors that influence career plateau a case of Gauteng Department of Employment and Labour	Dr Mary Mangai	NA
Thobile Prudence Masina	MPA 2021 (currently under supervision)	An analysis of the measures employed by the Office of the Public Protector in order to improve the implementation of its remedial action.	Dr Mary Mangai	NA
Rosanne Neefjes, Laura Bisschop, Michella Dorenbos	Bachelor 2018 (Graduated in 2020)	Addressing the challenges and needs of adolescent mothers in rural Kenya	Dr Mary Mangai	CJM Rijkers- de Boer
Cameron Duncan Anna Kastein Nikki van Paridon	Bachelor 2017 (Graduated in 2019)	Mitigating the secret society initiation practice of female genital mutilation in the Port Loko District of Sierra Leone.	Dr Mary Mangai	Francesca Bosello
Lara Wagterveld Isis van Doorn Saphira Buddelmeijer	Bachelor 2017 (Graduated in 2019)	Mental health issues due to substance abuse in Makeni, Sierra Leone.	Dr Mary Mangai	Anneco van der Toorn
Lotte Geurts Marre Akkerdaas Femke Muller	Bachelor 2017 (Graduated in 2019)	The effects of teenage pregnancy in Uyoma community, Kenya.	Dr Mary Mangai	Francesca Bosello
Larissa Berkhout Annebel Zantema Jochem Van Schuppen	Bachelor 2017 (Graduated in 2019)	Strengthening community support systems in dealing with HIV positive adolescent women in Siaya and Kisumu districts, Kenya.	Dr Mary Mangai	Karin Schepman
Ladina Ghilardi Marieke van den Heuvel Maaïke van Eijk	Bachelor 2016 (Graduated in 2018)	Malnutrition amongst children in Yua community, Ghana.	Dr Mary Mangai	Irene ten Haaf
Tim van Wingaarden Julia van Waard Jodie Witteveew	Bachelor 2016 (Graduated in 2018)	Malnutrition amongst children in Sirigu community, Ghana.	Dr Mary Mangai	Soemitro Poebodipoero



Betsie Limmen Cas Van Rooij	Bachelor 2015 (Graduated in 2017)	Women in Lunsar, Sierra Leone deliver at home despite free maternal health services.	Dr Mary Mangai	Paul Voorn
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7. CAREER OBJECTIVES

- *To pursue a career in an Institution with opportunity for growth, increase in responsibilities and challenges*
- *To contribute to the overall objective of any Institution by ensuring excellent performance in any assignment given to me.*
- *To invest in work, an enduring legacy, and seeking self-development, advancement, and improvement while enjoying the satisfaction.*

8. PERSONAL ATTRIBUTES

- *Ability to work under pressure*
- *Good interpersonal skills*
- *Self motivated and target oriented*
- *Integrity and honesty*
- *Ability to work effectively in a team*
- *Ability to meet tight reporting schedule*
- *Excellent oral and written communication skills*

9. REFEREES

1. **PROF. MARGARET CHITIGA-MABUGU**
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2. **PROF. MICHIEL S. de VRIES**
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