

MUNICIPAL CAPACITY BUILDING FOR SERVICE DELIVERY

Dr Glyn Williams, Urban Studies and Planning

CAPACITY DEVELOPMENT

- “the process through which individuals, organizations and societies obtain, strengthen and maintain the capabilities to set and achieve their own development objectives over time.”
- “brings about **transformation** that is generated and sustained **over time** from **within**”

(UNDP 2009)

Aspects of Capacity

Institutional
Strengthening

Technical Knowledge

Policy Learning

Community
Participation

Longevity[?]

...



Determinants of Capacity

Institutional
Innovation

Relative Autonomy

Clear Values

Supportive
Partnerships

Leadership

...