



جامعة حمدان بن محمد الذكية  
Hamdan Bin Mohammed Smart University

# CALL FOR PAPERS

## International Journal of Service Excellence (IJSE)

The International Journal of Service Excellence (IJSE) is a refereed journal published by Hamdan Bin Mohammed Smart University. The mission of the journal is to be the leading outlet for the best research in service excellence in business and management.

The journal is designed to be an international exchange of ideas and innovation in the implementation of quality and service excellence. It aspires to bring about a culture of excellence in public sector by publishing assiduously peer-reviewed articles that address emerging issues in public sector management. Of particular interest is theory-based empirical research, reviews or syntheses of research or discussions on using quality principles and techniques to improve efficiency and effectiveness of public sector managers.

### TOPICS

The range of topics covered is very wide given the nature of operations in this sector. An indicative list includes:

- The impact of technology and AI on quality of work and productivity in organizations
- Change and Innovation Management
- Organizations of the future
- Future models of Excellence and quality measurements
- Paradigm Shifts in Excellence Programs
- Block chain and Quality Management
- Strategies to implement policies effectively
- New perspectives on leadership
- Monetary and fiscal policy
- Suitable Quality Management Systems
- Change Management
- Measurement & benchmarking performance post-reform
- Public procurement and e-tendering
- Principles for partnerships in providing services
- Re-engineering for effectiveness
- Public sector-private sector partnerships
- e-Governance and IT to manage costs without compromising on quality

**IJSE is inviting papers for the next volume which is scheduled to be published in 2020.**

All papers must be submitted via the online submission system.



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