accountability 46–7, 55, 58, 108
action learning 129–30
Africa
  business licensing 62
  competition in 24–5, 28–9
  ECOWAS (Economic Community of West African States) 134
electricity 72–4, 159
ICT regulatory agencies 113, 122–3, 134
NetTel@Africa programme 133
poverty in 105, 155, 158–9
privatization 72–4, 105, 149
regulation 77, 103, 134
Southern 113, 122–3, 133, 134
telecommunications 122–3, 134
water tariffs 144, 146–8, 149, 158, 159
see also individual countries
aid agencies
  infrastructure projects 80
  and policy transfer 55, 60, 74
see also ethical trade
Arab countries see Middle East
Argentina 20, 36–7, 148, 158, 159
Asia see East Asia; Middle East
Australia 105
Bangladesh 159
Bolivia 148–9, 155, 158, 159
BP 28
Brazil 22–3, 36–7
Brown, Julia 8, 146–8
bulk purchasing 26
business set-up licensing 61–3
Canada 105
capacity building, learning framework
  action learning 129–30
  coaching 130
  collaborative approach 134
core training 125–7, 128
distance learning 132–3
force field analysis 138
hierarchical analysis 137–8
human resource professional role 113, 135, 136–8
induction 125, 128
learning environment 76, 134–5
mentoring 130–32
ongoing learning and skills development 127–9, 134–5
professional institution membership 133
staff opportunities 132
suitability of 135–6
SWOT analysis 136–7
capacity building, regulatory 4
case studies 113, 122–3
collaborative approach 134
diagnostic models 111–18, 122–3, 136–8
learning framework see capacity building, learning framework
and management processes 111, 112, 115–17, 121–3, 128, 131, 132, 135
new approach 111–13
performance management 53, 76, 120, 121, 129, 136
strategic planning model 111–16, 117
toolkit for 124–39
work system design 118–19, 120
capital investment 81
Caribbean 27, 155, 193
Cariño, Ledivina 7, 91, 93, 111, 159
cartels 26
CEM (contract electronic manufacturing) 39–40
Central America
  child labour 95
  competition 20, 36–7
electronics sector 20, 37
Index

regulatory impact assessment 105
unionization 95
see also Latin America
Centre on Regulation and Competition 3, 4
child labour 95, 96, 98
Chile 150, 158, 159
China 38, 62, 63, 158
Christian Aid 91
colonialization 60, 61
competition
  agencies 2, 26, 28
  authority 71
  competitive advantage 12–15
  and development policy 15–16, 24, 155–6
domestic 36–7
East Asia 21, 29–31, 33–9
economic reforms and 12, 13, 85–7
and entry barriers 17, 24, 51
  game rules 16
  and government intervention 21
  information structure 13, 16
  and innovation see innovation
  lack of 28, 29–30
  law see competition law
  and market improvement 12–13, 15, 16, 21, 35–6, 49
  meaning of 11, 15
  and mergers 17, 25, 27, 28–9
  and monopolies see monopolies
  in neoclassical economics 2
  perfect 2, 11–12, 17–18
  policy 1, 2, 3, 22–30
  and poverty 3–4, 152–60
  and privatization see privatization
  in real world 12, 17–18
  role of 32–3
  SLC test 28
  stifling 18, 28
  and technology development see technology development
  trade 31–41
  and uncertainty 16
  WEF ranking 14–15
competition law
  anti-competitive practices 25, 26, 28, 29
  and collusion 26, 27
  dominance abuse 18, 25, 26–7
  and joint dominance 26
  merger and acquisition control 25, 27, 28–9
  offenders, dealing with 26
  conglomerates 27
  consumer protection 1, 2, 24, 49, 71, 74, 99, 101, 104
  business licensing 62
  ethical trade 93, 94–5, 97
  and GATS 87
  information disclosure 51–2
  see also public interest analysis
Cook, Paul 1, 3, 5, 6, 8, 11, 17, 18, 26, 28, 31–7, 55, 81, 82, 152, 156
core training 125–7, 128
corruption 3, 53–5
cultural attitudes, and regulation 54, 60, 64, 102, 112
debt levels 81–2
deregulation 20, 45, 47
design–reality gaps, ethical trade 96, 97, 98
developed countries
  legal culture 60–61
  policy transfer 3, 47, 52–3, 55, 57–65, 74–5, 96, 144, 153
  regulatory impact assessment 105
  specialization 32
  technological competitiveness 33
  see also individual countries
developing countries
  business set-up licensing 61–3
  competition policies see competition
  consumer organization, lack of 28
  and corruption 3, 53–5
  deregulation 20, 45, 47
  economic growth see economic growth
  economic liberalization 1, 20, 45, 47, 55, 87–9
  economic reforms 12, 13, 85–7
  ethical trade see ethical trade
  exchange rate stability 83
  FDI 36, 37–8, 83–4
  financial development levels 83
  and free markets 47
  GDP 83
  income inequalities 4, 16, 47, 144, 152–60
infrastructure levels see electricity; telecommunications; water
investment levels 76, 77, 78
legal culture 60–63
over-regulation 54–5
policy transfer 3, 47, 52–3, 55, 57–65, 74–5, 96, 144, 153
price caps 74, 75–6
privatization 18, 55, 80–82, 102, 153
public management reforms 45, 46, 55
regulation see regulation
regulatory impact assessment see regulatory impact assessment
trade openness 83
utility regulation see utility regulation
see also individual countries and regions
development policy, and competition 15–16, 24, 155–6
Duncombe, Richard 7, 90, 91, 94, 95, 97
East Asia
business set-up licensing 62, 63
child labour 98
competition 21, 29–31, 33–9
domestic competition 36–7
electricity privatization 72–4
electronics industry 20, 35, 37, 38–40, 95
ethical trade 93
FDI 36, 37–8
financial crisis 85
government intervention 21, 32, 37–8, 40
health and safety 95
high-tech industries 36–7, 39
innovation and competition policy 19–20, 21
low-skilled labour trap 38–9
manufacturing sector 33–4, 35, 36
migrant labour 38, 39, 40
OEM (original equipment manufacturing) 39
price or profit regulation 77
privatization 55–6, 58, 60, 85, 150–51, 159
regulatory impact assessment 103, 105
SMEs 38, 39–40
water tariffs 144, 150–51, 158, 159
economic decision-making 46, 100, 101, 102, 114, 116
liberalization 1, 20, 45, 47, 55, 87–9
reforms 12, 13, 85–7
economic growth 11, 32
and income distribution 152, 156–7
and policy transfer 47, 60, 61
economies of scale 26, 27, 32
ECOWAS (Economic Community of West African States) 134
efficiency 27, 28, 32, 52, 72–3, 75, 79, 82, 115, 117, 135
Eldridge, Derek 7, 111, 112, 114, 115, 117, 118, 120, 121
electricity 18, 57, 84, 157, 159
privatization 72–4, 85–6
electronics sector 20, 35, 36, 37, 38–40, 95
employment 81–2
enterprises
codes of conduct 91–2, 93, 98
collusion 28
competition between 16, 36–7
cooperation between 17
information asymmetry 70–71, 75, 116, 117
information disclosure 51–2, 93–5
and innovation see innovation
licensing 50, 58, 61–3
mergers and acquisitions 17, 25, 27, 28–9
monopolies see monopolies
and new entrants see new entrants
sanctions 52, 53, 54
specification standards 51
state-owned (SOEs) 22
and trade associations 92–3
see also markets; regulation
entrepreneurship 14, 24
see also new entrants
entry barriers 16–17, 24, 51
see also new entrants; trade barriers
environmental protection 49, 52, 71, 90, 92, 93, 95, 97, 99–101, 104
see also ethical trade
EON-Proton Edar case 29–30
ethical trade
and consumer protection 93, 94–5, 97
cost-efficiency 98
design–reality gaps 96, 97, 98
effectiveness of 97–8
impact assessment 95–8
information, importance of 93–5, 98
monitoring 94
regulation 91–3, 97–9
see also aid agencies; environmental protection
Ethical Trade Initiative 92
exchange rate stability 83
Fabella, Raul 8, 150–51
fair trade see ethical trade
FDI 36, 37–8, 82–4, 85
figueira, Catarina 8, 157
firms see enterprises
Forest Stewardship Council 95
GATS (General Agreement on Trade in Services) 87–9
Germany 36–7
Ghana 155, 158–9
global production networks 37, 39–40, 90
Goulden, Brian 7, 112, 114, 117, 118, 121, 124
government effectiveness, Kaufmann’s index of 84–5
government intervention 3, 14–15, 18, 29–30, 114, 115, 121–2
and codes of conduct 91–2, 93
East Asia 21, 32, 37–8, 40
and ethical trade 90
policy neutrality 32
regulatory impact assessment see regulatory impact assessment
water subsidies 144
see also regulation
Hartzenberg, Trudi 5, 24, 28
health and safety 49, 101
see also water
Heeks, Richard 7, 90, 91, 93, 94, 95, 96, 97
Henderson, Jeffrey 5, 37, 38, 39
Hong Kong 20, 31, 33, 36–7
Human Poverty Index 154–5
human resource professional role 113, 135, 136–8
ICT regulatory agencies
core training 126–7
International Telecommunication Union (ITU) 134–5
regulatory capacity building see capacity building, regulatory
Southern Africa 113, 122–3, 134
IMF 1, 20, 45, 47, 57, 158–9
imports 22, 26
income distribution 4, 16, 47, 144, 152–60
see also poverty
India 98, 159
Indonesia 25, 27, 33, 35, 36
industrial relations 92, 96
Industrial Revolution 18
information
asymmetry 70–71, 75, 116–17
disclosure 51–2, 93–5
importance of 13, 16, 93–5, 98, 114, 115–16, 117
innovation
challenge of 18–21
and competition 11–21, 32, 33
competitive advantage 13–14
new entrants 33
and policy change 20
and poverty 13–15
R&D investment 14
specification standards 51
insolvency 17
international financial community 48
international trade, and technology development 31–41
Jamaica 155
Japan 33, 36–7
Jordana, Jacint 5, 46, 57, 58, 64
Kaufmann’s index of government effectiveness 84–5
Index

Kenya 62
Knight-John, Malathy 6, 7, 58, 108, 111, 114
Korea 20, 21, 31, 33–4, 35, 36–7, 105

labour control 38, 39, 40, 47
Latin America
competition 20, 36–7
economic growth 20
government intervention 20
innovation and competition policy 19–20
policy transfer 58–9
poverty in 155, 159
privatization 59, 72–4, 148, 158
regulatory impact assessment 103
regulatory reform 58, 59, 77
water tariffs 89, 148–9, 150, 158, 159
see also Central America
learning by doing 20, 32, 35, 36
and policy transfer 58–9
learning framework for regulatory staff
see capacity building, learning framework
learning, ongoing and skills development 127–9, 134–5
Lee, Cassey 5, 8, 26, 27, 29, 90, 103, 107, 144
Levi-Faur, David 5, 6, 46, 57, 58, 64
liberalization 1, 20, 31–2, 45, 47, 55, 87–9
licensing 50, 58, 61–3

macroeconomic stability 83
Malaysia 20, 29–30, 33, 35, 36, 37–40, 58
management processes, and capacity building 111, 112, 115–17, 121–3, 128, 131, 132, 135
manufacturing sector 33, 35, 36
market share benchmark 27
markets
allocation 26
cartels 26
and competitive advantage 12–13, 15, 16, 21, 49
decision-making in 49
dominance abuse 18, 25, 26–7
efficiency 2, 14, 16
and ethical trade see ethical trade
failed 48, 104
and innovation see innovation
liberalization 1, 20, 31–2, 45, 47, 55, 87–9
new entrants see new entrants
open 14, 20, 21, 47
regulation, importance of 49–50, 92, 122
selection processes 13
spillover effects 49
stimulation 32
technological development see technological development
see also enterprises
Metcalfe, John Stanley 5, 12, 15, 16, 17, 19, 24, 32
Mexico 20, 36–7, 105
Middle East 58, 113, 134
migrant labour 38, 39, 40
Millennium Development Goal 84, 143, 152, 157
Minogue, Martin 3, 5, 6, 8, 45, 46, 53, 57, 58, 64, 65, 90, 111, 153
Mitlin, Diana 8, 87, 143, 144
MNCs 36, 83, 88
and ethical trade 90, 91, 93, 95–6
monopolies 2, 17–18, 19
natural 18, 104, 144
Mosedale, Sarah 4
Mozambique 158

Namibia 149
new entrants 13, 14, 16–17, 22, 24, 33, 71
see also enterprises; entry barriers

OECD 26, 27, 103, 104–5
privatization in 74
technological competitiveness 31
water subsidies 143
OEM (original equipment manufacturing) in East Asia 39
Ogus, Anthony 5, 6, 18, 47, 48, 50, 51, 54, 60, 61, 62, 63, 111
Index

Parker, David 6–8, 18, 55, 70–72, 74–6, 81, 83, 85–7, 100, 102–3, 108, 157–8
patents 33
pension funds 92
performance management 53, 76, 120, 121, 129, 136
performance standards 51–2, 118–19
permits 51
Peru 159
Philippines 33, 35, 36, 58, 93, 150–51, 159
Phillips, Richard 5, 37, 38, 39
pollution tax 52
see also environmental protection; taxation
poverty and competition 3–4, 152–60
cross-subsidies 157
definition of 153–4
gap 154
and GATS 87
Human Poverty Index 154–5
income distribution 4, 16, 47, 144, 152–60
and innovation 13–15
livelihood promotion 155–7
livelihood protection 157
measuring 154–5
Millennium Development Goal 84, 143, 152, 157
policy response 155–7
and policy transfer 47
privatization and 158–60
and regulation 3–4, 47–8, 49, 55–6, 152–60
regulatory impact assessment see regulatory impact assessment and structural change 155–6
water subsidies see water
price caps 74, 75–7, 78, 79
controls 18, 71, 74, 75, 76–7, 78
fixing 26, 27
levels, and privatization 73, 74–7
PriceWaterhouseCoopers 96
private interest analysis 48
privatization 1–2, 18, 20, 22, 47, 55, 57, 64, 158
assessing effects of 81
and competition policy 23–4, 85–6
developing countries 18, 55, 80–82, 102, 153
East Asia 55–6, 58, 60, 85, 150–51, 159
economic reforms 12, 13, 85–7
and efficiency 72–3, 82
investment levels 82
and poverty 158–60
price levels 73, 74–7
public share offerings 23
and regulation quality 84–5
success of 80–82
and utility regulation 69–79
product safety 51–2
production processes 24, 32, 94
profitability 13, 14, 18, 71, 75, 76–7, 81, 82
public franchising 18
public interest analysis 24, 47, 48–50, 71, 74
see also consumer protection
public management reform 45, 46, 55
public policy processes 3, 15, 21
see also regulation
public sector 70, 118
quantity fixing 26
R&D investment 14
see also innovation
Ramlogan, Ronnie 5, 16, 24, 32
regulation
accountability 46–7, 55, 58, 108
appraisal see regulatory impact assessment
best practice 56
capacity building see capacity building, regulation
capture 46–7, 48, 50, 70–72, 75, 79, 116, 117, 153, 159–60
centralized 50
and competition see competition consultative process 55
and consumer demand 92
and corruption 53–5, 72
cultural attitudes 54, 60, 64, 102, 112
definitions 49–50
and development 47–8
domestic, principles of 50, 87–8
and economic reforms 12, 13, 85–7
effectiveness of 117, 126, 135
and efficiency 27, 28, 52, 72–3, 75,
79, 115, 117, 135
enforcement 51–2
and ethical trade see ethical trade
evaluation 84–5, 114, 120–23
and FDI 82–3, 85
FDI 36, 37–8, 82–4, 85
gaming 79
GATS 87–9
governance, importance of 45–56,
60
government intervention see
government intervention
ICT see ICT regulatory agencies
impact assessment see regulatory
impact assessment
incentives 91
independent agencies 64, 70, 71–2,
84, 85, 86, 100, 153
information asymmetry 70–71, 75,
76
legal culture 60–63
officials’ salaries 54
over-regulation 54–5
peer 92–3, 95
policy transfer 3, 47, 52–3, 55,
57–65, 74–5, 96, 144, 153
politics of 46, 57–9, 64, 71–2, 75, 79,
114
and poverty 3–4, 47–8, 49, 55–6,
152–60
precision 50–51
price caps 74, 75–7, 78, 79
price and quality controls 18, 71, 74,
75, 76–7, 78
problems 70–72, 78
and public interest 24, 47, 48–50, 71,
74
public policy processes 3, 15, 21
quality assessment 84–5, 99–108,
114, 115, 121
rate of return 74, 75, 76–7, 78, 79
reforms 55–6, 57, 104
sanctions 52, 53, 54
security of contract 71–2, 88–9
self-regulation 3, 47, 91
sliding-scale 79
and social empowerment 48
stakeholder analysis 114–16, 119,
122, 125, 126, 137, 138
standards 51–2
strategic planning 111–12, 113–14,
120
system design 48–50, 115, 116, 119
training see capacity building,
learning framework
and trust 53
welfare effects 4, 27, 47, 58
work system design 114, 118–19,
120
regulatory impact assessment 55–6,
95–8, 115
consultation process 102, 107
designing 104–7
developing countries, current
practice 102–7
ethical trade 95–8
framework 107–8
principles of 100–102
public consultation 101
and quality 84–5, 99–108, 114, 115,
120–23
risk assessment 101
regulatory state 46–7
resource allocation 16, 24
restrictive business practices 26
rivals’ costs, raising 27
Rugmark 95
Russia 55–6, 60, 85
sanctions 52, 53, 54
self-regulation 3, 47, 91
Shell-Tepco merger 28–9
Singapore 20, 21, 31, 33, 35, 36–7
skills development 127–9, 134–5
SMEs 24, 38, 39–40, 93
see also enterprises; new entrants
Social Accountability 8000 91–2, 94
South Africa 24–5, 28–9, 103
water tariffs 144, 146–8, 149, 159
South Korea see Korea
Southern Africa 113, 122–3, 133,
134
see also Africa
Soviet Union collapse 60
specialization 31, 32
specification standards 51–2
Sri Lanka 57–8
Index

subsidies, water
  assessment 149–51
  connection 148–9
  cross 157
  finance 149
  flat rate 145
  informal 149, 150–51
  and poverty 143–51, 157, 159
  reducing need for 148–9
sustainable development 99
SWOT analysis 136–7

tariffs, water see water
taxation 47, 52, 64
technology development
  and competitiveness 31–41
  countries’ performance, predicting 32
  domestic competition 36–7
  and international trade 31–41
  market structure 33
  and new entrants 33
  policy neutrality 32
  and specialization 31, 32
  state-led 19–20
  success and trade 35–6
  upgrading 32
telecommunications 1, 33, 57, 76, 84, 85, 122–3, 134–5, 159
Thailand 20, 33, 36, 95
tie-ins 27
trade
  associations 92–3
  competitiveness 31–41
  international, and technology development 31–41
  liberalization 1, 20, 31–2, 45, 47, 55, 87–9
  policy 23–4
  unions 92, 96
  see also markets
trade barriers 85, 87–9
  see also entry barriers
transition economies 77, 103–4
trust 53

Uchida, Yuichiro 5, 6, 8, 31, 33–7, 80, 152, 156
Uganda 103, 105–7, 159
UK 62, 64, 69, 71–2, 92, 105, 125

UN
  Human Poverty Index 154–5
  Millennium Development Goal 84, 143, 152, 157
  Second World Water Report 158
UNCTAD 26–7, 70
United States 33, 36–7, 39, 47, 105
utility regulation
  and competition 88–9
  economic reform 12, 13, 85–7, 104
  efficiency gains 82
  GATS 87–9
  hold up 71
  information asymmetry 70–71
  investment levels 82
  job losses 82
  and privatization 69–89
  privatization problems 80–89
  quality assessment 84–5
  regulation problems 70–72
  ‘take or pay’ contracts 71

Washington Consensus 47
water 1, 4, 18, 57
  block tariffs, increasing 144–5
  community management 148
  connection subsidies 148–9
  cross-subsidies 149
  East Asia 144, 150–51, 158, 159
  efficient use of 145
  flat rate tariffs 145
  informal subsidies 149, 150–51
  meters 145, 147, 148, 150
  as political issue 144–51
  privatization 143, 147, 149, 158–9
  regulation, importance of 88–9
  subsidies and poverty 143–51, 157, 159
  subsidies, reducing need for 148–9
  subsidy assessment 149–51
  subsidy finance 149
  targeting the needy 145–8
  welfare effects 27, 47, 58
West Africa 134
  see also Africa
World Bank 1, 26, 27, 31, 45, 47–8, 57, 69, 80, 154, 158–9
Privatization Database 81
World Economic Forum (WEF)
  ranking 14–15
<table>
<thead>
<tr>
<th>Index</th>
<th>185</th>
</tr>
</thead>
<tbody>
<tr>
<td>WTO (World Trade Organization) 21 and ethical trade 91 GATS 87–9</td>
<td>Zhang, Qing 6, 50, 51, 61, 62, 63 Zhang, Yin-Fang 6, 7, 18, 55, 74, 83, 85–7, 103</td>
</tr>
<tr>
<td>Yonnedis, Efa 5, 25</td>
<td></td>
</tr>
</tbody>
</table>