



## INNOVATIONS FOR SUCCESSFUL SOCIETIES

Building Institutions, Escaping Development Traps

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### [Lagos City, Nigeria: Remaking a Neglected Megacity](#)

While other nations in West Africa still struggle to control the ebola virus, the [World Health Organization](#) has declared Nigeria ebola free. [Babatunde Fashola](#), governor of Lagos State, effectively led the [government's response to the ebola](#) outbreak over the past months. An [ISS case study](#) describes how Fashola and his predecessor, [Bola Tinubu](#), steadily built up state capacity in Lagos during the period from 1999 to 2012. The two leaders overhauled governance, raised revenues, improved security and sanitation, expanded infrastructure and transit, and attracted global investment. This decade of reform began to turn a state that had been crippled by poverty, crime, and corruption into a better functioning metropolis with a much brighter future.

### [Vietnam: Conducting Social Audits to Measure Citizen Experiences](#)

Since 2009, the United Nations Development Programme, the Center for Community Support and Development Studies, and the Communist Party-affiliated Vietnam Fatherland Front have

#### Featured ISS Interview

[Babatunde Fashola](#), the governor of Lagos State since 2007, has built on his [predecessor's](#) reform efforts. In an interview with ISS, Fashola describes how he overhauled the state's tax collection system after exposing corruption in the tax agency through a public sting operation. The new tax system reduced corruption while increasing revenues to support additional reforms.

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conducted social audits to learn about citizen experiences with provincial government. Called the Provincial Governance and Public Administration Performance Index, the annual survey captures information about citizen participation in local government, transparency and service delivery, among other topics. A new [ISS case study](#) explores the design and implementation of this survey, which led some provincial governments to create action plans to improve citizen services.

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## ISS: Improving Government Accountability and Leading Reform

[Innovations for Successful Societies](#) (ISS) helps public servants, policy makers, and scholars share institution-building strategies that work in especially challenging contexts. Interview-based case studies facilitate these exchanges and provide a basis for scholarly research. To date, ISS has published [135 case studies](#) and [370 interviews](#), all of which are available free online. Governments use the materials to learn from each other, inspire discussion in their ranks, and recall the steps they took to implement a reform. Universities and training programs use the case studies in the classroom to engage students in the operational and strategic aspects of public sector reform.

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