



Since the beginning of the 20th century, public administration (PA) departments have been established, primarily in the USA and later in other Western countries, and education in the field of public administration has been provided in these departments. As the field of public administration has been changing due to globalization, government reforms, and increasing governance practices within intergovernmental networks, research and teaching in public administration has also had to adapt.

Public Affairs Education and Training in the 21st Century highlights the best practices of various countries in public

administration and policy education and training to contribute to the development of the public administration and policy education/training field. This book focuses on comparative studies and innovative teaching techniques and how they affect public administration education methods and curriculum. Highlighting topics that include distance learning, public affairs education, ethics, and public policy, this book is essential for teachers, public affairs specialists, trainers, researchers, students, practitioners, policymakers, academicians, public administrators, public officials, and public policy scholars.

Chapter 14: Enhancing Organizational Resiliency: Lessons Learned – COVID-19 and the National University of Mongolia

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Abstract

In this chapter, the authors describe the lessons learned in responding to the various effects of the COVID-19 event that occurred from January 2020 through January 2021 on the ability of faculty to deliver quality, college-level education coursework to the students of the Department of Public Administration at the National University of Mongolia. The experiences are related in terms of the initial shock to the educational process created by the COVID-19 pandemic and how the department enhanced its organizational resilience in response to the challenges posed by the COVID-19 disturbance. The authors provide a summary of the responses made as well as lessons learned. The lessons learned may be used by other organizations of higher learning to navigate stressful conditions while building resiliency and adaptive capacity.

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