

The Challenges of Public Administration, Good Governance and Service Delivery in the 21st Century

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ABSTRACT

Contemporary studies on public administration in Nigeria have revealed two dramatic findings. First, despite the moderate achievements in democratic governance and being rich in natural and human resources, there remain many politico-administrative challenges to be addressed in Nigeria. Second, ailing public administration has resulted in disturbing socio-economic indicators which are among the worst in the world. This paper examines the challenges of public administration for effective service delivery and good governance in Nigeria. The paper employs descriptive method of research and content analysis which is anchored on 'efficiency theory' to examine the subject matter. Findings reveal that, notwithstanding the dramatic administrative reforms, citizen's confidence in government service is near an historic low because of poor service delivery and exclusionary policies. The paper submits that the label of poor performance and absence of excellence in the public service has the tendency to undermine development and good governance in Nigeria.

Keywords: Development, Excellence, Exclusionary Policies, Good Governance, Management Challenges, Nigeria, Public Administration, Public Sector, Service Delivery

INTRODUCTION

Despite the disturbing socio-economic indicators facing Africa today, there is an increasingly broadly-held conviction that efforts toward modernizing African States cannot succeed unless they are equipped with public administrations that are geared toward meeting the new challenges of economic and social development (Ajayi, 2008). This is why administrative actions and modalities of government operation continue to be the object of criticism both by users and by civil society. It lends credence to the fact that the organization, role and missions of public administrations must in fact be reviewed and adapted to the political, economic and social context of African States, which has changed considerably over the last decade (Anazodo, 2009). In that regard, public administrations in many countries in Africa such as Nigeria are today faced with

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Revitalizing The Public Service Governance In The 21st Century

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Revitalizing The Public Service Governance In The 21st Century:

Governance in the Twenty-first Century Guy Peters, Donald J. Savoie, 2000-09-28 In Governance in the Twenty first Century Canadian and international experts recognize both the difficulty of making predictions and the need to consider the future in order to prepare the public sector for new challenges The authors predictions and recommendations are anchored in a thorough understanding of contemporary public administration They point out that not only have previous reforms made yet more change necessary and inevitable but that the purpose of these reforms is to attempt to return government to the position of respect and competence it enjoyed in the past Contributors include Peter Aucoin Dalhousie University of Wellington New Zealand Jacques Bourgault cole nationale d administration publique Montr al David R Cameron Toronto Ralph Heintzman Treasury Board Canada Christopher Hood London School of Economics and Political Science Patricia W Ingraham The Maxwell School Syracuse University Donald P Moynihan The Maxwell School Syracuse University Jon Pierre G teborg University B Guy Peters Christopher Pollitt Erasmus University The Netherlands Donald J Savoie Richard Simeon Toronto Ignace Th M Snellen Erasmus University The Netherlands and Vincent Wright Oxford England Public Service and Good Governance for the Twenty-First Century James L. Perry, 2020-05-01 Expert analysis of American governance challenges and recommendations for reform Two big ideas serve as the catalyst for the essays collected in this book The first is the state of governance in the United States which Americans variously perceive as broken frustrating and unresponsive Editor James Perry observes in his Introduction that this perception is rooted in three simultaneous developments government s failure to perform basic tasks that once were taken for granted an accelerating pace of change that quickly makes past standards of performance antiquated and a dearth of intellectual capital that generate the capacity to bridge the gulf between expectations and performance The second idea hearkens back to the Progressive era when Americans revealed themselves to be committed to better administration of their government at all levels federal state and local These two ideas the diminishing capacity for effective governance and Americans expectations for reform are veering in opposite directions Contributors to Public Service and Good Governance for the Twenty First Century explore these central ideas by addressing such questions as what is the state of government today Can future disruptions of governance and public service be anticipated What forms of government will emerge from the past and what institutions and structures will be needed to meet future challenges And lastly and perhaps most importantly what knowledge skills and abilities will need to be fostered for tomorrow s civil servants to lead and execute effectively Public Service and Good Governance for the Twenty First Century offers recommendations for bending the trajectories of governance capacity and reform expectations toward convergence including reversing the trend of administrative disinvestment developing talent for public leadership through higher education creating a federal civil service to meet future needs and rebuilding bipartisanship so that the sweeping changes needed to restore good government become possible Contributors Sheila Bair William W Bradley John J DiIulio Jr

Angela Evans Francis Fukuyama Donald F Kettl Ramayya Krishnan Paul C Light Shelley Metzenbaum Norman J Ornstein James L Perry Norma M Riccucci Paul R Verkuil Paul A Volcker *Canadian Public Administration in the 21st Century* Charles Conteh, Ian Roberge, 2013-08-13 The demands associated with good governance and good public management are at an all time high Yet the discipline of Canadian public administration is in flux and the time is ripe for an open and frank analysis of its state and possibilities Canadian Public Administration in the 21st Century brings together emerging voices in Canadian public adm Foundations of Public Service Douglas F Morgan, Douglas F. Green, Richard T Green, Craig W Shinn, Robert K Robinson, 2015-07-17 Designed to serve as a basic text for an introductory course in Public Administration this innovative work provides students with an understanding of the basic management functions that are covered in all standard textbooks with two important differences First it is written to address the needs of both the experienced practitioner and the entry level public servant Case examples bridge the content rich environment of practitioners with the basic principles of public administration sought by pre service students Second the discussion of basic management practices is grounded in the political and ethical tensions inherent in the American constitutional form of governance This reflects the authors belief that public administration operates as an integral part of the country s political traditions and thereby helps define the political culture The book provides a framework for understanding American political traditions and how they inform public administration as a political practice Key Changes in the Second Edition include A new introductory chapter that explains what the authors mean by a constitutional approach and why that is important An expanded discussion of the role of civil society in promoting the common good A new section in chapter 5 on New Public Governance Updated exhibits that incorporate up to date census data and revenue figures chapter 10 A new section in chapter 14 that recognises the importance of maintaining accountability in contract and networked systems of governance Significantly rewritten chapters to add emphasis on the relevance of the chapter material to nonprofit organisations A significantly revised bibliography which incorporates new bodies of research that have appeared since the first edition *Reasserting the Public in Public Services* M. Ramesh, Eduardo Araral, Xun Wu, 2010-02-25 After two decades of dominating the public sector reform agenda privatization is on the wane as states gradually reassert themselves in many formerly privatized sectors The change of direction is a response to the realization that privatization is not working as intended especially in public service sectors This landmark volume brings together leading social scientists including B Guy Peters Anthony Cheung and Jon Pierre to systematically discuss the emerging patterns of the reassertion of the state in the delivery of essential public services The state under these emerging arrangements assumes overall responsibility for and control over essential public service delivery yet allows scope for market incentives and competition when they are known to work The recent reforms thus display a more pragmatic and nuanced understanding of how markets work in public services The first part of the book provides the theoretical context while the second provides sectoral studies of recent reforms in healthcare education transportation

electricity and water supply It includes case studies from a range of countries Brazil China South Korea Singapore Thailand Vietnam USA Hong Kong and the UK This book will be of interest to students and scholars in Political Science Public Administration Public Policy Geography Political Economy Sociology and Urban Planning Understanding and Managing Public Organizations Hal G. Rainey, Sergio Fernandez, Deanna Malatesta, 2021-06-02 Discover the latest insights in organization theory from a comprehensive and masterful volume Understanding and Managing Public Organizations 6th Edition provides readers with an authoritative reference for scholars masters and doctoral students in public management and public affairs programs in the United States and other nations The 6th Edition of Understanding and Managing Public Organizations presents the latest research and insights from organization and management theory and their application to public organizations and the people in them The book expands coverage from previous editions about organizational goals performance and effectiveness strategy decision making structure and design organizational change operating environments individuals and groups motivation and work related attitudes leadership teamwork and more Authors and professors Hal Rainey Sergio Fernandez and Deanna Malatesta provide new and expanded coverage of such topics as The context and distinctive character of public and nonprofit organizations including expanded coverage of publicness and of the legal context including state action Performance management measurement organizational effectiveness and managing for high performance Representative bureaucracy workforce diversity and performance Communication and information technology Employee engagement and empowerment intrinsic motivation self determination theory public service motivation and positive organizational behavior resilience self efficacy optimism and hope Recent developments in theory and thought on leadership including authentic leadership shared leadership servant leadership and integrated leadership Design and process topics including red tape and green tape administrative burdens and organizational routines Theoretical perspectives such as behavioral theory of decision making resource dependence theory and others and their implications for public and nonprofit organizations Advances in theory and practice about rapid developments in collaborative governance organizational networks partnerships and contracting Since the book is used in courses for students in numerous public affairs programs this new edition updates the Instructor's Guide with new and revised PowerPoint slides cases exercises and discussion and examination questions These materials with the topics in the chapters are designed to address the learning outcomes required by NASPAA accreditation requirements Belonging on the shelf of scholars and students in public affairs as well as anyone interested in public management or organization theory this new edition of Understanding and Managing Public Organizations provides an advanced and comprehensive enhancement to a widely used and compelling series of previous editions **Handbook of Public Management Practice and Reform** Kuo-Tsai Liou, 2019-09-16 Outlining the origins motivations strategies implementations and effectiveness of reform policies and programs Handbook of Public Management Practice and Reform examines changes and challenges in major areas of public administration including budgeting finance

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Professionalism and Public Service Kenneth A. Rasmussen, David Siegel, 2008-01-01 The contributors to this volume trace the evolution of public administration institutions and explore issues such as the protection and improvement of the public service recent innovations in the area of service delivery and how this has created increased legitimacy and recognition from citizens Moving Beyond the Crisis : Reclaiming and Reaffirming our Common Administrative Space Demetrios Argyriades, Gérard Timsit, 2013-03-14 With the financial meltdown and the economic crisis in their fifth year already no one can any longer be in doubt about their exceptional gravity their truly global impact and their profound effects hurting vulnerable groups and the very poor especially As the world looks for an exit from this economic crisis the worst in eight decades the focus of attention is naturally on the causes the factors that account for its wide reach and severity as well as on strategies that might bring it to a closure The quest for exit strategies is at the very centre of the issues and concerns explored in the present volume produced by the IIAS Like the preceding volumes but even more emphatically this volume representing a collective endeavour of scholars and practitioners from many parts of the globe finds cause to lay the blame for our difficult predicament on the institutional deficit the policies the practices and values that have followed in the trail of a highly misleading and erroneous model of governance The Market Model of Governance as it is known sought to reform the structures and culture of administration and government in private sector ways While instrumental values like efficiency and effectiveness were raised and praised profusely those of democratic governance were discounted by comparison In particular integrity the rule of law and due process equity legality and public service professionalism suffered a steep decline in several parts of the world Likewise the invasion and the capture of public space inevitably led to an unprecedented surge of greed abuse and corruption that contributed directly to the crisis which is upon us Looking for exit strategies as its title aptly suggests the present volume offers a rich menu of ideas drawn from the current experience of all the world s main regions

Not surprisingly two concepts stand out throughout the book as necessary correctives as well as pressing remedies to the world's ongoing malaise. They call for the recapture of our common administrative space and the reaffirmation of the values and virtues appropriate for democratic governance. To the IIAS none perhaps are more important than public service professionalism and none other can contribute more effectively to the reform and consolidation of sound institutions for national, sub-national, global and regional governance. For these reasons at this juncture the new volume like the others should be featured in every public library and become a vademecum of all scholars and practitioners of public administration and politics around the world.

Public Service Reform in East Asia Anthony Cheung, 2005 Public service reform or public sector reform has been a hot topic among political scientists in recent years as most existing government structures are inadequate to cope with the ever-changing environments of globalism in terms of capital and technology. This is particularly true among Asian countries where the traditional bureaucracy has been strong as compared to a relatively weak sense of community. Traditional relations between government, the business sector and labour which slowly have taken shape in the last two decades are now once again challenged through de-colonialization in Hong Kong, democratization in Korea, decentralization in Singapore and technological innovation in Japan. This timely collection addresses a variety of selected reform issues confronted by these four developed Asian economies. The areas of reform covered range from human resource management, financial management and pay reform to central agency role, service improvements, private sector involvement and political accountability.

The New Public Governance Stephen P. Osborne, 2010-01-21 Despite predictions that new public management would establish itself as the new paradigm of Public Administration and Management, recent academic research has highlighted concerns about the intra-organizational focus and limitations of this approach. This book represents a comprehensive analysis of the state of the art of public management, examining and framing the debate in this important area. *The New Public Governance* sets out to explore this emergent field of research and to present a framework with which to understand it. Divided into five parts, the book examines the theoretical underpinnings of the concept of governance, especially competing perspectives from Europe and the US; Governance of inter-organizational partnerships and contractual relationships; Governance of policy networks; Lessons learned and future directions. Under the steely editorship of Stephen Osborne and with contributions from leading academics including Owen Hughes, John M. Bryson, Don Kettl, Guy Peters and Carsten Greve, this book will be of particular interest to researchers and students of public administration, public management, public policy and public services management.

The Evolving Physiology of Government O. P. Dwivedi, Tim A. Mau, Byron M. Sheldrick, 2009-06-20 Canadian public administration has provided a rich ground for examining the changing nature of the state. Currents of political change have rippled through the administration of the public sector, often producing significant alterations in our understanding of how best to organize and administer public services. This volume brings together some of the leading Canadian and international scholars of public administration to reflect on

these changes and their significance Providing a historical perspective on public administration in Canada the volume examines the shift from a traditional model of administration to newer forms such as new public management and governance and explores current debates and the place of Canadian public administration within a broader comparative perspective Published in English **A New Synthesis of Public Administration** Jocelyne Bourgon,2011 A study of how public service has changed in this new era of interconnectedness **Unlocking The Human Potential For Public Sector Performance World Public Sector Report 2005** United Nations,2006 The conditions of globalization including economic integration fiscal discipline introduction of information communications technologies and democratic governance have increasingly forced states to redefine their role in public management and to reform the public administration system However there is growing realization among decision makers that policy and institutional reform per se will not be sufficient to revitalize the public sector Major strengthening of the knowledge skills values attitudes and leadership abilities of human capital is also needed to transform the public sector particularly in developing countries and countries with economies in transition This year s report is expected to contribute to global and national debates on this topic Publisher s description

Transforming American Governance: Rebooting the Public Square Alan P. Balutis,Dwight Ink,2015-04-29 Government and governance will be very different in the future than anticipated by the literature in the field [The Limits of Global Governance](#) Jim Whitman,2005 This book provides a thorough overview of global governance exploring the key conceptual issues and illustrating them with international case studies as well as offering a provocative critique of the research in the field *Human Resource Management in Public Service* Evan M. Berman,James S. Bowman,Jonathan P. West,Montgomery R. Van Wart,2015-02-20 Human Resource Management in Public Service Paradoxes Processes and Problems offers managers and aspiring managers a thorough provocative and award winning coverage of the complex issues of management in the public sector from both employee and managerial viewpoints Combining more than 100 years of professional and academic experience authors Evan M Berman James S Bowman Jonathan P West and Montgomery Van Wart have created user friendly and accessible material by highlighting dilemmas challenging readers to resolve them and enticing them to go beyond the text to discover and confront other dilemmas Grounded in real public service experiences the book emphasizes hands on skill building and problem solving Continuing the award winning tradition of previous editions this Fifth Edition covers all of the stages of the employment process including recruitment selection training legal rights and responsibilities compensation and appraisal

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