



“ The Responsiveness Principle” and the Bureaucratic Dilemmas in Public Service Management

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The presentation



- i. Introduction**
- ii. Theme reflections**
- iii. What Responsive government is**
- iv. Evidence that a government is responsive**
- v. Bureaucratic chains of pursuing a responsive government**

Introduction



- A government that effectively and efficiently addresses its citizens' needs and expectations is a symbol of a healthy democracy.
- This is well achieved through **citizen-centric approaches** that prioritize the needs and experiences of individuals in the design of government services and policies.

Theme Reflection



Our Theme: • **Agile Public Administration:**
Partnership and Digital
Transformation for Citizen-Centric
Service Delivery, responds directly to
the evolving expectations of citizens
who demand more personalized,
efficient, and participatory
governance

Reflection....ii) - Engines of agile administration

Partnerships

- **collaboration** between government agencies, private companies, NGOs, and civil society groups to improve public services.

Digital transformation

- **a cultural shift** to improve efficiency, innovate products and services, and enhance customer experiences through technologies

Partnerships & Digital transformation for responsiveness

- Partnerships enables
 - Leveraging complementary strengths -shared expertise, resources
 - Driving innovation and efficiency

Digital transformation:

- Fosters Faster and Seamless Service Delivery
- reduces operational costs
- Connects public sectors with their other sectors
- leads to faster decision-making.

Reflection...iii)

Citizen-Centric Approaches

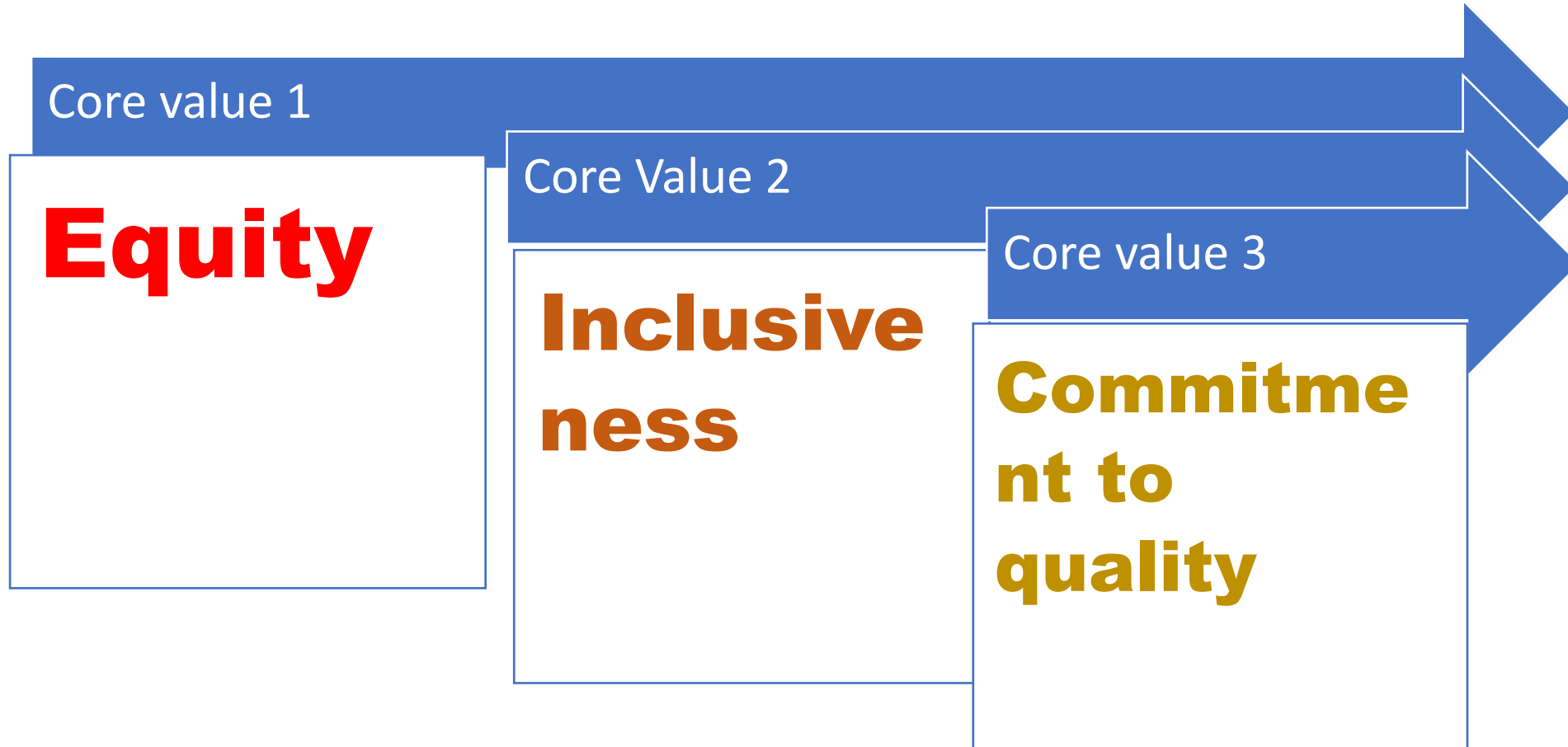
Prioritizes the needs,
interests, and
experiences of the
citizen

Minimizes focus
on internal
structures or
processes

Thrives on principles:

Accessibility; participation,
transparency, accountability,
responsiveness, and
efficiency & effective
services

Citizen-centric Values...



A responsive government & its Indicators

- Responsive governments is one that **effectively** and **efficiently meets the needs of its citizens by responding to their demands** for public services and addressing their expectations.

Indicators [our tick-boxes]

- a) Public service and efficiency
- b) Citizen engagement and empowerment .
- c) Transparency and accountability
- d) Competence and integrity

a) **Effective service delivery**

Public services are of high quality, timely, and equitable in their provision.



Timeliness-Prompt reaction to public messages & in addressing public demands




Efficient Resource allocation- Budgets & Management systems to deliver public priority services



Reduced Administrative Burden - minimal delays & streamlined Admin processes

b) Citizens Engagement and empowerment


Citizens' participation – Channels for citizens inputs to policies and voicing their concerns



Community empowerment – enabling communities to articulate their problems and contribute to solutions



Meaningful collaboration- with citizens & non stakeholder in co-production & co-creation



Incorporation of Citizens feedback – seek and use perspectives of people

c) Transparency and Accountability:

Accountability Mechanisms – systems to hold officials answerable for their actions, performance & non performance



Transparency – openness in government actions & Decision-making processes



Rule of law - A fair and consistent legal framework for all



Control of corruption - measures to prevent, penalize corruption ; Mechanisms to monitor & enforce anticorruption laws

d) Competence and integrity

Competent public service - staffed by diverse skilled & knowledgeable ethical public servants

Sustained commitments – following through promises and maintaining gov't promises overtime

Trust Building – though information sharing, ethical leadership & accountability, Citizen engagement (+ all above)

Persistent Bureaucratic chains of pursuing a responsive government

- ❖ Endemic corruption as a normative issue [& lack of ethical leadership] that undermine the effective functioning of institutions
- ❖ Absence of strong political commitment
- ❖ Inadequate mechanisms for accountability within government and limited feedback systems for society
- ❖ Persistent a "silo" mentality within and between government agencies affecting coordination and communication.
- ❖ Inadequate financing and resources especially for local governments
- ❖ Attitudes and mindsets



Thank you
for listening