

Role of Public Administration in Good Governance

A term paper

Submitted To

Chakra Raj Dahal

The Department of Political Science, Mahendra Multiple Campus, Dharan

Faculty of Humanities and Social Science, Tribhuvan University

For the fulfilment of the requirements of Internal Evaluation

Submitted By

Anjan Rai

MA Political Science 1st Semester

Public Administration

Roll No. 078-MAPS-03

T.U. Regd. No. 5-2-0623-003-2016

May, 2023

Table of Contents

List of Figures.....	iii
1. Introduction.....	1
1.1 Background of the study.....	1
1.2 Statement of the Problem	1
1.3 Objectives of the study	3
1.4 Delimitation of the study.....	3
2. Literature Review	4
2.1 Public Administration	4
3. RESEARCH METHODOLOGY	6
3.1 Research Design	6
3.2 Nature and Sources of Data.....	7
3.3 Technique of Data Collection	7
3.4 Analysis of Data	9
4. CONCLUSION.....	12
References.....	13

List of Figures

Figure no.	Title	Page no
1.1	Relationship of good governance with good administration	7

1. Introduction

1.1 Background of the study

Public administration a branch of political science dealing primarily with the structure and workings of agencies charged with the administration of governmental functions. (Merriam-Webster).

Public administration is combination of two terms public and administration. Public means relating to government or states, or things that are done for the people by the state, and administration is execution of public affairs as distinguished from policy making. (Aryal, 2079) . Luther gullick invented administrative theories of POSDCORB ie Planning, Organizing Staffing, Directing, Coordinating, Reporting and Budgeting (Gulick & Urwick, 2004).

Policy making function of the government was the responsibility of the politics and the implementation was the responsibility of public administration. (Goodnow, 1900).

Good governance is the basic principle of our efforts to strengthen public administrations in partnership with our citizens. This implies that public administrations shall continuously change and develop to a more open, transparent, accountable, equitable, cost-effective and responsive form of governance. Public administration through good governance must be providing services in strengthening institutions, capacity building measures, stakeholder involvement and decentralization processes. (Bala, 2017).

1.2 Statement of the Problem

Although Public administration has been recognized to be important in the field of good governance, there is still a huge knowledge gap regarding how the activity of civil services or public administrators affect good governance, Good governance is the process of measuring how public institutions conduct public affairs and manage public resources and guarantee the realization of human rights in a manner essentially free of abuse and corruption and with due regard for the rule of law.

Public administration lies at the heart of every modern state. It is a recognized fact that it plays crucial role in all societies whether developed or developing. In modern state, public administration has become so important that the development, upliftment and progress depend mainly upon its efficient functioning. The role of the public service in achieving good governance cannot be underestimated. This can be gleaned from the central role it plays in the formulation and implementation of policies designed for the development of the society (Lawal & Owolabi, 2012).

Inefficient bureaucracy due to red tape, is hindering the effective delivery of public services which result in delays, resource misallocation, and decreased accountability and transparency, weak institutional capacity, political interference and favoritism and nepotism erodes public trust and undermines good governance. The central questions that have been posted under this study are as follows:

1. What are the key indicators or signs that public administration is lacking in promoting good governance within a country?
2. How does inefficient bureaucracy corruption lack of transparency impact the delivery of public services and hinder good governance?
3. How does weak institutional capacity in public administration contribute to governance challenges?
4. What are the consequences of excessive political interference in public administration for good governance?
5. What are some effective strategies or measures that can be implemented to address the shortcomings in public administration and promote good governance?
6. How can technology and digital innovations be leveraged to improve public administration and enhance good governance?
7. What role does public administration reform play in addressing the challenges of poor governance?

Therefore, this research aims to investigate the specific roles of public administration in maintaining good governance. By analysis the available information and secondary data, this study seeks to fill the existing research gap and provide valuable insights and practical recommendations to for good governance practices and enhance the effectiveness of public administration institutions in maintaining them.

1.3 Objectives of the study

General Objective:

The main objective of the study is to find the role of public administration in good governance.

Specific objective:

1. To Analyze the contemporary practices of public administration in promoting good governance.
2. To analyze the potential future trends and emerging issues in public administration and their implications for promoting good governance in a rapidly changing socio-political environment.

1.4 Delimitation of the study

1. The study will rely on existing data sources, such as government reports, academic articles, and other publicly available information. It may not include primary data collection through surveys, interviews, or fieldwork.
2. The study will primarily focus on the contemporary role of public administration in good governance, but may not extensively cover historical perspective.
3. The study will focus on a specific, region, or a comparative analysis of a select few places so that It may not cover the role of public administration in good governance globally.
4. Since it did not communicate directly with the leaders and stakeholders in Nepalese public administration, the research could have missed their varied perspectives and experiences, which would have limited its knowledge of their issues.

2. Literature Review

2.1 Public Administration

Public administration is the implementation of government policies and the management of public programs and services. It encompasses the planning, organizing, coordinating, and controlling of administrative functions to ensure the efficient and effective delivery of public goods and services to citizens." (Ferrell & Fraedrich, 2021)

Good governance can be defined as the effective and accountable management of public affairs, characterized by transparency, participation, rule of law, efficiency, and responsiveness. It encompasses the fair distribution of resources, protection of human rights, and promotion of social justice, aiming to foster the well-being and development of society." (UNDP, 2020).

Good governance is a way of measuring how public institutions conduct public affairs and manage public resources in a preferred way. Governance is "the process of decision-making and the process by which decisions are implemented (or not implemented)". Governance in this context can apply to corporate, international, national, or local governance as well as the interactions between other sectors of society. (Vértesy, 2017).

Public administration facilitates citizen participation and engagement, ensuring that the voices of citizens are heard in decision-making processes and policy formulation (Gaventa & McGee, 2013).

Ethical public administration ensures that public officials act in the best interests of the public, adhere to high standards of conduct, and maintain public trust, thereby strengthening good governance (Pliscoff, 2019).

Public administration plays a vital role in building institutional capacity, including administrative structures, human resources, and systems for effective governance (Olowu & Wunsch, 2004).

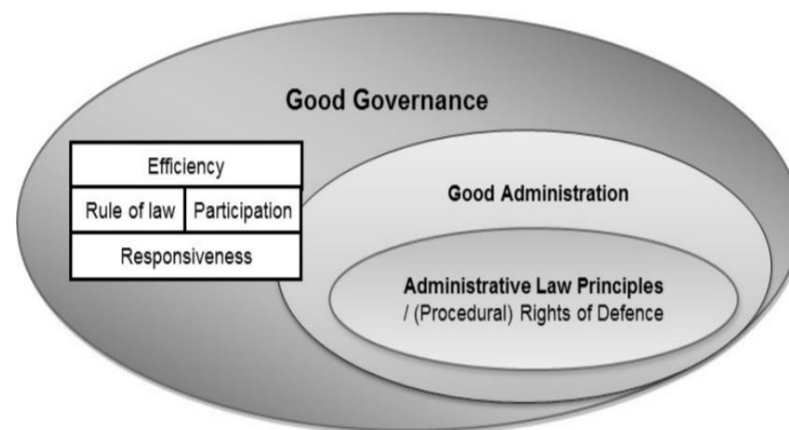
Public administration plays a critical role in ensuring good governance within a country. Good governance refers to the effective and accountable management of public affairs, which is essential for promoting socio-economic development, social justice, and the well-being of citizens. Public administration forms the backbone of good governance, providing the institutional framework for policy implementation, service delivery, and regulatory functions. (Peters & Peters, 2002).

Public administration reform, aiming at good governance and modernisation of the state, is not an original goal, while its implementation differs from country to country. The term "good governance" is widely being discussed and also used from all the Western Balkans Countries in drafting and implementing public reforms and strategies in the path to EU.

It is a broad term that includes values and practices such as legality, justice, trust of laws and institutions, efficiency, responsible budgeting, management of human resources and crisis management. An efficient, responsive, transparent and accountable public administration is not only of paramount importance for the proper functioning of a nation, it is a central part of democratic governance and also the basic means through which government strategies to achieve the integration goals can be implemented (Pliscoff, 2019).

Good administration is in fact the sum of several traditional (e.g., prohibition of discrimination, access to file, right of appeal) and modern elements (e.g., responsiveness in making decisions, openness) reflected above all in administrative law relations in a political and macroeconomic context. The very point of good administration is that it strives – within good governance – for an efficient implementation of public policies and public interest, yet not on the account of the classic human rights.

Figure 1.1: Relationship of good governance with good administration



Sources: (Kovač et al., 2016)

The norms and values of good governance can only be meaningful in the condition when the government staffs became sensitive and aware to deliver services to the service seekers. When any civil servant makes delay to provide service to the service seekers due to the cause including the use of mobile phone is the matter of departmental action (Lamichhane, 2021).

3. RESEARCH METHODOLOGY

A comprehensive, theoretical analysis of the procedures used in a field of research is known as methodology. It entails a theoretical examination of a body of methods and principles related to a field of study. The process by which researchers perform their research is known as the research methodology. It displays the researchers' approach to defining their problem and purpose, as well as how they present their conclusions based on the data obtained during the research period. This research design and methods chapter also demonstrates how the research outcome will be reached under the study's goal. It usually includes terms like paradigm, theoretical model, stages, and quantitative and qualitative methodologies (Irny & Rose, 2005).

As a result, the research methodologies employed during the research process are discussed in this chapter. It contains the study's research methodology. This chapter contains information about the researcher's research strategy, research design, research approach, and study area, as well as data sources such as primary and secondary data. Primary data collection methods include desk reviews, expert opinions, secondary data collection methods, data analysis methods like data analysis software, qualitative data analysis, validity analysis, data reliability, inclusion criteria ethical consideration, ion, and secondary data collection methods. A qualitative research approach is advised in general to satisfy the study's objectives.

3.1 Research Design

The purpose of the research design is to offer a suitable framework for a study. The research strategy decision is a crucial one in the research design process because it affects how relevant information for a study will be gathered; yet, the research design process contains numerous interrelated decisions (Aaker, Kumar, & George, 2000, pp. 38-41). According to Matthews and Ross (2010), a descriptive research design is cost-effective and allows the inclusion of participants or groups of people from whom a comparison can be made (Matthew & Rose, 2010, pp. 27-29)

From an individual, organizational, and political standpoint, this design provides researchers with a profile of described relevant characteristics of the phenomena of interest. As a result of this descriptive study methodology, the researcher was able to collect data on Role of public administration on good governance from a variety of sources, including desk reviews/studies, library surveys,

and electronic sources. And this helped in analyzing the information obtained on the status and foundations

3.2 Nature and Sources of Data

This research nature and source of data in studying the role of public administration in good governance, is based on secondary sources of data. Secondary data was collected from the publications of the government offices, media and other researchers or research organizations, online databases, and reputable websites.

Researchers can access datasets, reports, and studies that have already been conducted, allowing for a broader scope of analysis and comparison across different contexts. The online availability of data facilitates convenient access to a wide range of sources, enabling researchers to conduct comprehensive literature reviews, identify relevant trends and patterns, and synthesize findings from multiple studies. This approach allows researchers to leverage existing data to gain insights into the effect of leadership in public administration and contributes to a more efficient and cost-effective research process.

3.3 Technique of Data Collection

Data collection plays a very crucial role in the analysis. In research, there are different methods used to gather information, all of which fall into two categories, i.e. primary and secondary data (Douglas, 2015, pp. 35-37).

The data gathering tools were created and produced according to protocol. The term "secondary data" refers to information gathered by someone other than the user. This data source provides insight into the present state-of-the-art method's research area. It also creates some form of research gap that the researcher must fill. Internal and external data sources of information could make up these primary and secondary data sources, which could cover a wide range of topics in these research only secondary sources of data were used.

Secondary data sources were also qualitative. The qualitative sources were literature/desk review, library surveys, and electronic searches. The parts that follow go through how the secondary data was gathered from secondary sources.

a. Secondary Data Collection Method

(i) Literature Review

By collecting, organizing, and synthesizing accessible information, the literature review is a crucial aspect of the assessment. It assists the researcher in gaining a better grasp of the context, priorities, and trends, as well as identifying holes to be addressed during the study process. Scanning the literature, assessing secondary data, and compiling a reference list are all part of the desk review process to keep all materials structured and accessible

(ii) Library Surveys

Pertinent books, papers, academic journals, relevant theses, and other materials were examined during library surveys. Libraries are an important aspect of the higher education system since they provide support services for formal educational programs as well as research and knowledge-generating capabilities.

During the last decade, rapid changes in library services and operations, the desire for internal institutional accountability, and external accrediting agency assessment requirements have all led to the further development and deployment of user surveys inside academic libraries (Hiller, 2001).

For the library surveys, various libraries located in and outside the country were visited. During this research study, the researcher visited the library of the Mahendra multiple college, Tribhuvan University, Dharan, in gathering the required information from the secondary sources. Efforts were also made to refer to books and professional magazines in foreign online libraries, particularly that information not available in the home country libraries.

(iii) Electronic searches

To gather the required data and information, numbers and series of electronic searches like websites, electronic academic journals, articles, books, reports,

periodicals, proceedings, magazines, newsletters, newspapers, policies, strategies, etc were made.

3.4 Analysis of Data

Public administration characterizes the presence of bureaucracy, which helps to formulate and execute the public policy of the state through its permanence, stability, efficiency and organization. (Woodrow, 1887).

Good governance is the system which is conscious oriented and participatory, following the rule of law that is effective and efficient, accountable, transparent, responsive, equitable and inclusive. Governance has been usually qualified by the word 'good' to describe its features about the arrangement and exercise of authority made in the interests of the society/state and the contents of programs devoted to directly benefit the people within it, as also the degree of accountability, transparency and participation permitted to control its various processes (Rijal, 2011) .

The Nepali Constitution incorporated the supremacy of constitution in Article 1 by mentioning constitution as the fundamental law of Nepal. Article 5 make commitment for safeguarding freedom, the rights of the Nepalese people, economic wellbeing and prosperity as a national interest of Nepal. Part-3, Article 16-46 is related about the fundamental rights of the Nepali people. All the fundamental rights and its remedy ensure citizens to live dignified life and these rights cannot be entertained by the citizens in the absence of good governance.

Similarly, Part-4 of the Constitution is about the Directive Principles, Policies and Obligations of the State where there are several policies of the state for maintaining good governance in Nepal. Directive principles as a policy 'guidelines of the state are kept in the constitution for the governance of the state' (The Constitution of Nepal, 2015, Article 49), proper functioning and achieving the multiple goals of the state. It is used by the state as a fundamental tool to ensure good governance.

The Constitution of Nepal, 2015 is based on the democratic norms and values including the people's competitive multiparty democratic system of governance, inclusive and participatory democracy, civil liberties, fundamental rights, human rights, adult franchise, secularism, periodic elections, full freedom of press, independent, impartial and competent judiciary, separation of power and check and balance, rule of law, freedom of opinion and expression, freedom of press, equality,

justice, right to information, social justice and build a prosperous nation etc. incorporated in the constitution are the facets or attributes of good governance.

Good Governance (Management and Operation) Act 2008 is the specific statutory provision for the good governance. This Act is enacted ‘to make legal provision in relation to good governance by making public administration of the country pro-people, accountable, transparent, inclusive and participatory and make available its outcome to the general public; upon adopting the basic values of good governance like rule of law, corruption-free and smart (lean or smooth) administration, financial discipline, and efficient management of public work and resources to create situation for providing public services in speedy and cost-effective manner; by bringing into execution (enforcement) of the right of the citizens upon having good governance by translating it to practical reality; and transform the administrative mechanism into service delivery mechanism and facilitator’ (*Good Governance (Management and Operation) Act, 2064 / 2008*, 6 Feb, 2008)

While carrying out administrative functions to maintain good governance in the country the concerned authority must carry out its functions on the basis of greater interest of nation and people; equity and inclusiveness; rule of law; guarantee of the human rights; transparency, objectivity, accountability and honesty; economic (financial) discipline, corruption-free, lean (smart) and people-oriented administration; impartiality and neutrality of administrative mechanism; access of people to administrative mechanism and its decision; decentralization and devolution of powers; and popular participation and optimum utilization of local resources (Section 6). This legal provision prescribes the administrative authorities to follow the norms and indicators of good governance while performing its functions.

Every governmental office (public office) responsible for delivering public service or involved in public relation should maintain citizen’s charter in prescribed form and locate it in the visible place of the office (Section 25) (*Good Governance (Management and Operation) Act, 2064 / 2008*, 6 Feb, 2008).

There is a lack of specific data analysis methods in qualitative studies and different processes in analyzing the qualitative data. The data analysis approach follows the steps outlined in the sections below. The data analysis section provided answers to the fundamental questions posed in the problem description. The role of

public administration in good governance were thoroughly examined, discussed, compared and contrasted, and synthesized. The qualitative data and information acquired were triangulated using the qualitative data analysis approach. The analysis has been incorporated with the discussion results. The collected qualitative information was analyzed descriptively. A draft report was initially prepared.

To verify the findings, the draft report was shared and discussed with the research guides. After verification of the draft report, the final editing and layout of the report were agreed upon. The final report was then produced and submitted to supervisor.

4. CONCLUSION

The contemporary practices of public administration in Nepal have made notable strides in promoting good governance. The decentralization of power, transparency and accountability measures, digitization of services, and civil service reforms have all contributed to enhancing democratic governance, service delivery, and citizen participation all these factors promote good governance. In a rapidly changing socio-political environment, public administration faces several potential future trends and emerging issues that have implications for promoting good governance.

These trends and issues include technological advancements, changing demographics, globalization, environmental challenges, and evolving citizen expectations. Understanding and addressing these factors is crucial for public administrators in their efforts to ensure effective governance and meet the evolving needs of societies. strengthening accountability mechanisms, enhancing transparency, promoting merit-based recruitment, investing in capacity building, and fostering citizen participation. By tackling these challenges, public administration can effectively contribute to maintaining good governance and serving the best interests of the public.

In conclusion, the role of public administration in ensuring good governance is paramount in achieving efficient, transparent, and accountable governance systems. Public administration acts as the backbone of any government, providing the necessary infrastructure, policies, and services to effectively serve the public interest. By promoting the principles of good governance, such as participation, accountability, transparency, and responsiveness, public administration plays a crucial role in fostering trust between the government and its citizens.

References

- Aryal, S. (2079). *Public service knowledge booster* (first ed.). ashis book house.
- Bala, A. (2017). Role of public administration in good governance and local development. *International Journal of Economics, Commerce and Management, United Kingdom*, 5, 593-601.
- Ferrell, O. C., & Fraedrich, J. (2021). *Business ethics: Ethical decision making and cases*. Cengage learning.
- Gaventa, J., & McGee, R. (2013). The impact of transparency and accountability initiatives. *Development Policy Review*, 31, s3-s28.
- Good Governance (Management and Operation) Act, 2064 / 2008*. (6 Feb, 2008).
<https://www.lawcommission.gov.np/en/wp-content/uploads/2018/10/good-governance-management-and-operation-act-2064-2006.pdf>
- Goodnow, F. J. (1900). *Politics and administration: A study in government*. Macmillan.
- Gulick, L., & Urwick, L. (2004). *Papers on the Science of Administration*. Routledge.
- Hiller, S. (2001). Assessing user needs, satisfaction, and library performance at the University of Washington Libraries. *Library Trends*, 49(4), 605-625.
- Irny, S., & Rose, A. (2005). Designing a strategic information systems planning methodology for malaysian institutes of higher learning (isp-ipta), issues in information system, iacis. org/iis/2005. *Ishak Alias. pdf*.
- Kovač, P., Tomažević, N., Leben, A., & Aristovnik, A. (2016). Reforming public administration in Slovenia: between theory and practice of good governance and good administration. *International journal of public policy*, 12(3-6), 130-148.
- Lamichhane, B. P. (2021). Good Governance in Nepal: Legal Provisions and Judicial Praxis. *Journal of Political Science*, 21, 19-30.
- Lawal, T., & Owolabi, D. (2012). Leadership debacle: The bane of good governance in Nigeria. *Afro Asian Journal of Social Sciences*, 3(3.3), 1-12.
- Merriam-Webster. *Public administration*. <https://www.merriam-webster.com/dictionary/public%20administration#citations>

- Olowu, D., & Wunsch, J. S. (2004). *Local governance in Africa: The challenges of democratic decentralization*. Lynne Rienner Publishers.
- Peters, B. G., & Peters, G. (2002). *Politics of bureaucracy*. Routledge.
- Pliscoff, C. (2019). Ethics and public administration in Latin America. *Global encyclopedia of public administration, public policy, and governance*, 1-12.
- Rijal, Y. R. (2011). *Government institutions & local governance*. (1 ed.). Bhrikuti Academic Publication.
- UNDP. (2020). UNDP. <https://www.undp.org/serbia/good-governance>
- Vértesy, L. (2017). Public Administration and Good Governance.
- Woodrow, W. (1887). The study of administration. *Political Science Quarterly*, 2(2), 197-222.