

GOOD GOVERNANCE AND SERVICE DELIVERY FOR SOCIAL DEVELOPMENT. “A CASE STUDY ON CITIZEN INVOLVEMENT ANALYSIS OF PUNE MUNICIPAL CORPORATION”

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Abstract

This special issue examines when and how information could be utilized to enhance governance and public service delivery in rural regions, against the backdrop of an exponential expansion in access to information over the previous two decades. This evaluation's objectivity will allow us to examine how the organization's service provision affects its overall governance. Both the federal and state governments are responsible for making these laws workable and putting them into effect. The term 'citizen involvement' refers to the method by which citizens have a say in and are accountable for the choices, resources, and programmed that impact them in the name of development. In the public sector, good governance is meant to provide a standard for how things should be run in order to promote more transparency and accountability. The Pune Municipal Corporation Governance and service delivery is studied in this paper.

Keywords *governance, public services, incentives, transparency, capacity, India*

Introduction

The **Pune Municipal Corporation** founded in 1950, is over 63 years old institution responsible for taking care of the civic needs and infrastructure of the Pune City. It covers an area of 484.61 sq. km. and has 3.4 million residents. The Pune Municipal Corporation has taken most efforts to reach out and fulfill the civic needs. The IT hub and other industrialization growth in city has increased the burden on PMC service delivery and people's participation as one of the major component is left out over course of period. The exponential growth in information availability over the last two decades has been one of the most new and transformational elements in the realm of economic development. Researchers in this 'big data' and field research era have had to adapt their question formulation, methodology, and analytical rigor accordingly. The availability, consistency, and accessibility of data is at an all-time high, and it is simpler and cheaper than ever to acquire, transport, and analyses this data. However, maybe even more fundamentally, improved information availability has been advocated as a means to achieve both economic growth and sound government. Information in the political sphere can serve as a coordinating device for voters and improve electoral accountability in the same way that improving the information sets of producers and consumers leads to improvements in the welfare of both by encouraging market integration and reducing price dispersion as well as misallocation. Consequences for administration and authority might be significant if this occurs. By way of illustration, social media has been generally acknowledged with playing a role in the overthrow of tyrants during the Arab Spring, which began in 2011. The late Justice Louis Brandeis of the United States Supreme Court famously said, "*Sunlight is the finest disinfectant.*" (Zadar, 2013)

Rural public service delivery and governance is one area where knowledge might, in principle, can greatly enhance development results. Approximately 68% of the world's impoverished reside in rural regions, making it essential to priorities rural areas. Some examples of rural services include those connected to agriculture (such as irrigation and water distribution), infrastructure (such as roads and hospitals) and social services (such as healthcare, education and social security). Putting money into these kinds of projects might have a huge impact on the productivity, income, and general happiness of the populace. This is true for two reasons: first, people benefit directly from government spending on physical and human capital (for example, agricultural extension services teach farmers how to make better investments, and public healthcare decreases the overall incidence of illness, making workers more productive), and second, people have higher aspirations for the future, which encourages them to spend more money on investments that may or may not pay off. The government's job is not finished after services are provided; excellent economic governance is just as crucial in fostering economic growth. Institutions, both official and informal, must be maintained to ensure that property rights are safeguarded and that contracts are upheld. When governments in developing nations are unable to fulfil these responsibilities, it may have a chilling effect on economic growth and increase citizens' mistrust in authority. The issue of whether and how knowledge promotes effective economic governance is, thus, crucial.

Good governance is often used to characterize the desired outcome of an organization's growth, which is the supply of services. Although "good governance" is a more recent concept, the concepts it entails have been around for quite some time. Numerous Commonwealth nations have serious problems, such as ineffective management and leadership and antiquated methods of providing services to the public. To achieve excellent governance-related results and contribute to pro-poor growth and sustainable development in the nations, the Thematic Adviser is

tasked with promoting public sector development via strategic interventions in leadership development and service delivery. In addition, this paper draws the conclusion from an analysis of the literature on both service delivery and good governance principles at the organizational level that the latter help establish good service delivery for corporate sustainability by emphasizing things like participation, consensus orientation, accountability, transparency, responsiveness, effectiveness, efficiency, and the rule of law. This analysis further suggests that the eight qualities of good governance may be established in the business via applicable service delivery strategies that support these principles. According to the article, these points were made: literature study, debate, and conclusion on the topic of the connection between good governance principles and service delivery.

The principles of democratic governance provide an opportunity for citizens to see themselves not only as sovereign citizens, enjoying a rich and broadened Bill of Rights, but more particularly as free citizens constructing their destinies. This requires a deeper understanding and appreciation of democratic space, role of citizens and responsibilities of both National and County governments in development. Public participation in political processes is viewed by scholars and democrats as a virtue in its own right and a fundamental dimension of democracy. A healthy democracy is generally seen as one in which the citizens participate regularly in formal political activities, despite the lack of agreement among scholars about the required nature and degree of participation. Diamond, Linz & Lip set define a democratic system as one in which there is meaningful and extensive competition among individuals and organized groups, especially political parties, for all effective positions of government power through regular, free and fair elections that exclude the use of force; a highly inclusive level of political participation in the election of leaders and policies, such that no major (adult) social group is prevented from exercising the rights of citizenship; and a level of civil and political liberties – freedom of thought and expression, freedom of the press, freedom of assembly and demonstration, freedom to form and join organizations, freedom from terror and unjustified imprisonment – secured through political equality under a rule of law, sufficient to ensure that citizens (acting individually and through various associations) can develop and advocate their views and interests and contest policies and offices vigorously

Citizens might consider themselves as free agents in charge of their own destiny thanks to the freedoms guaranteed by democratic ideals and the rich and expanded Bill of Rights they enjoy as sovereign citizens. In order to do this, a more in-depth familiarity with concepts like democratic space, citizen agency, and the roles of both the federal and local governments in development is necessary. Scholars and democratic theorists agree that citizen engagement in government is a valuable and necessary component of the democratic system. Despite the fact that academics can't seem to agree on the sort or level of citizen engagement necessary for a healthy democracy, the consensus is that such a government has people who actively engage in formal political activities on a regular basis. In their definition of democracy, Diamond, Linz, and Lip (1992) set forth the following criteria: a high level of political participation in the election of leaders and policies, such that no major (adult) social group is prevented from exercising the right to vote; regular, free, and fair elections that exclude the use of force; a meaningful and extensive level of competition among individuals and organized groups, especially political parties, for all effective positions of government power;

Governance Pro identifies eight core features of effective leadership and management. It's democratic in the sense of being open to input from all parties, consensus-driven, responsive, efficient, effective, fair, and inclusive. It ensures that the most vulnerable members of society have their voices heard in decision making, that corruption is kept to a minimum, and that minority perspectives are considered. It's adaptable to the changing demands of society now and tomorrow. Governments, non-governmental organizations, funders, and lenders in many countries have recently shown a heightened interest in finding methods to give individuals a larger voice in policymaking that affects their daily lives. By leveraging open venues traditionally locked off to citizen voice or public scrutiny, these measures have contributed to broaden political space for people to take a more active role in influencing some of the choices that influence their lives, including the formulation of policies and the allocation of resources.

Literature Review

SAADA AHMED ALI (2017) To better understand how excellent governance practices may improve The Tanzania Electric Supply Company Ltd.'s ability to provide electricity to the country's citizens, this research set out to examine this question. The primary goal of this research was to analyse how effective governance approaches have been in improving public service delivery in Tanzanian government agencies. This study utilized a qualitative research approach, and respondents were selected using a random sample technique. Respondents' primary data was collected using questionnaires. It also made use of secondary sources. Microsoft Excel was used to compile and display the data in tabular form. According to the results of the research, TANESCO follows all of the guidelines for good governance. It was also found that TANESCO's excellent service delivery is enhanced by the company's commitment to good governance. Additionally, the research revealed that bureaucracy, corruption, and delays are impediments to effective governance processes at TANESCO. Good governance and service delivery were shown to have a correlation, the research concluded. According to the study's findings, TANESCO's management should do

more to enhance service delivery by making its employees more familiar with and committed to good governance practices. TANESCO was urged to priorities the education and training of its employees in order to improve its governance practices.

Dr. Victor Nyarangi KERARO (2015)After achieving independence, Kenya adopted a novel decentralised structure of government. In advancing a more equitable system of sustainable economic development for the nation, this system provides a once-in-a-generation chance to meet the wide range of local requirements, preferences, and limitations. The effectiveness of this system of administration depends on a number of elements, not the least of which is the efficiency with which county governments carry out the duties vested in them by the state constitution. As an example, research suggests that increased bureaucratic formalization and rigidity might have a negative impact on business results. This article set out to determine how counties in Kenya might improve their service delivery and thereby their socioeconomic development. Through the use of a stratified random sampling method, the article divided Kenya's 47 counties into 8 regions (strata) that corresponded to the country's previous 8 provinces. From these areas, 8 counties were randomly chosen, and a total sample size of 211 was calculated. A combination of questionnaires and structured interviews were used to compile the data. We used SPSS and several spreadsheets to examine the collected data. The study's results prove the importance of governance structures in improving service delivery for the social and economic growth of Kenya's counties. The research concluded that lean management structures are essential for efficient and effective administration of county institutions as county governments implement strategic management methods to ensure long-term economic development and service provision. Additionally, the report suggests that County Governments in Kenya should priorities figuring out crucial governance structure orientations that fit their various plans for better utilization and maximum advantage from the various local possibilities and resources. Finally, the paper suggests that County Governments adopt governance structures that feature less internal bureaucracy, a middle ground between centralization and decentralization, and a shift from rigid orientations to more flexible governance structural systems that promote accountability in their pursuit of social and economic development.

Farzana Afridi (2017)Citizens in low-income democracies rely heavily on the state to provide for their fundamental needs, either because there is no private sector to do so or because they simply cannot afford to do it on their own. This document presents a synthesis of studies conducted in India on the topics of governance and public service delivery, with funding from the International Growth Centre (IGC). It has been hypothesized from previously conducted studies that the quality of public services influences economic development by moderating the effects of poverty reduction, human capital creation, and graft. The vast majority of experts agree that despite several initiatives to offer individuals with free or significantly subsidized access to basic necessities, India has had only little success in decreasing poverty and improving human capital. Incentives, transparency, and governmental capacity are singled out in the document as being the most significant obstacles to addressing India's governance gap. Research funded by the IGC highlights the importance of improving state capacity to implement and monitor public programmed, rewarding the performance of public servants, and informing stakeholders as key policies that can be implemented and scaled up to improve the quality of public service delivery and stimulate economic growth.

K. Srinivasan (2015) In this working paper, we first examine how different organizations and researchers have defined the word "governance," and then we thematically examine some of the most important studies conducted on this subject at both the international and national levels. We examine how the word "governance" has been defined in various studies, identify the dimensions or pillars of governance, and then compare the indicators employed within each dimension to provide a quantitative analysis of governance. This working paper summarizes findings from many large worldwide studies conducted by the World Governance Institute (WGI), the United Nations Development Programmed (UNDP), and other experts. Indicators used in various research and the data sets utilized to calculate them are discussed. This analysis sheds light on key definitional, dimensional, indicator, and data source concerns related to evaluating and enhancing national and state-level governance in the United States. From the standpoint of bettering India's governance, the report highlights certain vital topics for further investigation. The National E-Government Program (Nag) has made significant strides toward this goal, and other technological advances like the proliferation of Internet access and mobile phones are also shown to have an effect on governance and development generally. The report concludes with suggestions for further studies of Indian government.

Mohammad Abdul Salam (2013)All industrialized nations, and emerging countries like Bangladesh in particular, recognize e-governance as an efficient method for service delivery, and they often use the term "good governance" interchangeably. The study's goal is to verify the e-governance for good governance in Bangladesh by evaluating the efficacy and consequences of district e-service centers there. A mixture of qualitative and quantitative methods was used to compile this data. We used a self-administered questionnaire to gather data from a representative sample of service providers and care recipients across four DESCs in Bangladesh. In this research, we used preexisting scales to generate our own measures of the constructs. Excel and SPSS were used to examine the data. Attenuation of corruption, intensity of clarity, efficiency of service, level of convenience, extent of accessibility, and altitude of

interaction were used to evaluate citizen satisfaction with DESC, while choice and consultation, courtesy and consultation, openness and transparency, entrance and information, openness and transparency, and value for money were used to evaluate DESC's efficiency. The quality of governance is evaluated according to the following criteria: accountability; transparency; responsiveness; rule of law; effectiveness; rule of law; and citizen engagement. Accessibility in citizen satisfaction and efficacy in good governance were both shown by the high degree of development brought about by the e-governance initiative's entry and information in e-governance service. In conclusion, the research found that the DESC effectively offers public services, that e-service delivery positively affects citizen happiness, and that the e-governance programmed leads to excellent governance, all of which bode well for the eventual confirmation of the hypothesis. Policymakers and policy implementers may improve public service delivery with knowledge on the present state of e-governance in Bangladesh. It is expected that a thorough evaluation of e-service centers would be necessary before the efficiency of e-government service delivery can be evaluated. There are caveats to this study and its findings, but they also point to avenues for further investigation into how to improve governance.

Research And Methodology

The purpose of a research design is to provide organization for a study and to illustrate how the study's primary components—its samples or groups—collaborate to answer the study's research questions. The researcher opted for a descriptive method due to the exploratory character of the investigation. In order to determine whether or not strong governance correlates with improved service provision in government agencies, descriptive methods were used. Saunders [14] defines descriptive research as studies whose goal is to provide an accurate description of people, places, or things. Determine the Study's Sample Size The water, health, land administration, and waste management sectors of PuneCity in Maharashtra, India were the primary areas of research for this study. Residents of PuneCity who are already acquainted with the issues were selected as the focus groups for this research. According to Kothari [15], a sample is a selection of data from which inferences may be drawn about the whole population. He underlined the need of having a sample that is both manageable and representative of the population from which it was drawn. A total of 96 service users with sufficient knowledge of public sector service were selected for the study, while 32 respondents were drawn at random from four public sectors including water, health, land administration, and different levels of management including executive, middle, and operational.

DATA ANALYSIS

Knowledge of citizen charter

According to the results, a significant fraction of the respondents does not know enough about the citizen charter to make use of it at public service establishments. For example, as seen in Table 1 below, 110 (86%) of respondents know nothing about the citizen charter, while just 18 (14%) say they know a little bit.

Table 1: A table summarizing respondents' knowledge of citizen charter.

Variable	No. of respondents	Percentage
		(%)
Have knowledge of the existence of citizen charter	18	14%
Have no knowledge on the existence citizen charter	110	86%
Total	128	100%

This suggests that the government at the local level has not done enough to raise public knowledge of the citizen charter in order to strengthen the ability of those who utilize public services to demand higher-quality service and to hold providers responsible for subpar results.

4.2 Prior Hands-on Knowledge of Difficulties in Service Provision According to the results, the vast majority of people who utilize public services are unhappy with the quality of such services and have faced issues relating to their delivery.

Table 2: Experience of Respondents with Service Delivery Problems

Variable	No. of respondents	Percentage (%)
Have experienced service delivery problems	106	83%
Have not experienced service delivery problems	22	17%
Total	128	100%

According to the data in Table 2, 106 (83%) of respondents have had issues with service delivery, while just 22 (17%) have not.

Public Sectors lacking quality services.

Findings indicate that most respondents are unhappy with the services given by land administrations and hold the opinion that corruption is the key element they have witnessed when comparing land administrations to other service providers.

Table 3: Responses on Public Sectors lacking quality services.

Variables	Corruption		Poor Management		Weak Service Delivery	
	Frequency	%	Frequency	%	Frequency	%
Water Service	48	38%	44	34%	56	44%
Waste Management	61	48%	68	53%	77	60%
Building & Construction Department	107	84%	105	82%	81	63%
Health Service	22	17%	90	70%	82	64%

As a result, 107 respondents (83%) cited corruption as the primary reason for their discontent, followed by bad management (cited by 105 respondents, 82%), political influence (cited by 74 respondents, 57%), and the insufficient capability of service providers (cited by 72 respondents, 56%). When asked about trash management in, 60% of residents blame inadequate management and 54% blame low capacity, while 48% blame corruption as the biggest obstacle unit. Some 38 percent said that corruption is the biggest problem they face in the water service industry. In contrast, 55 respondents (43%) and 56 respondents (44%) respectively cite bad management and low capacity as the primary causes of their subpar service delivery performance. One hundred and ninety-seven percent, 64 percent, and 24 percent, respectively, of respondents named inadequate management, a lack of capability among health care providers, and corruption as their top service delivery issues in the health sector.

Complete Openness in Providing Services The majority of respondents (92 out of 143, or 73%) believe that there is a lack of transparency in the specified service sectors in PuneCity, where the study was conducted. While just 22 respondents (17%) think that services are provided in an open and honest manner. Among these people, just 14 (11%) are on the fence on whether or not there should be openness in the service industry.

Table 4: Respondents Perception on Transparency in Service Deliveries.

Variables	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
No. of Respondents	13	9	14	48	44
Percentage	10%	7%	11%	38%	35%

Accountability in Service Deliveries

Table 5: Summary of Responses on Accountability

Variables	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
No. of Respondents	5	19	7	78	19
Percentage	4%	15%	5%	61%	15%

According to the data presented above, 79 respondents, or 76%, expressed disagreement with the availability of accountability in the aforementioned PuneCity public service sectors. However, twenty-four respondents (19%) feel that public service providers in PuneCity are accountable. Neutral responses made up just 5%, with only 7 people responding in that way.

The participation of community in Service Delivery

Table 6 below demonstrates that although some people in PuneCity may believe that their voices are being heard when it comes to the planning and financing of services, the vast majority of residents don't.

Table 6: Responses on the participation of community in Service Deliveries

Variables	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Number of Respondents	0	20	0	41	67
Percentage	0	16%	0	32%	52%

This indicates that more work needs to be done to include the community in the process of planning and consulting on the allocation of resources for service delivery.

Responsiveness in Service Delivery

Table 7: Summary of Responses on Responsiveness of Service Providers.

Variables	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
No. of Respondents	0	27	5	96	0
Percentage (%)	%	21%	4%	75%	0%

According to the data above, 96 (75%) of respondents strongly disagree and disagree that service providers are attentive to their requirements, whereas 27 (21%) of respondents disagree with service provider responsiveness. The remaining 5% (4%), however, are agnostic about responsiveness.

Service Delivery

The data shows that when asked how satisfied they were with the quality of services provided by the Pune municipality, the majority of respondents said they were satisfied, with a mean score of 3.14 and a standard deviation of 1.581. Clearly, this reflects the public's approval of the services provided by the Pune municipality. The mean response to the second question in this area was 2.88, with a standard deviation of 1.130, indicating that respondents generally felt "positive" about dealing with complaints and grievances from the general public. Public concerns and complaints are addressed effectively, as seen by these results. The third question in this section asked about the respondents' perceptions of the quality of the maintenance performed on the services they received; the table below shows that, on average, respondents had a positive perception of this aspect of service delivery (a mean of 3.41, standard deviation of 1.059). This demonstrates that service continuity is being preserved to some extent. To round off this part, when asked how quickly the municipality would react to an inquiry, the majority of respondents said "excellent," with a mean of 2.88 and a standard deviation of 1.184. Proof that residents are pleased with the time it takes for the city to react to their questions.

Table 8 Service Delivery

Statement	Mean	Std. deviation	Interpretation
I am satisfied with performance of Pune municipality in providing quality service.	3.14	1.581	Good
Complaint/ grievances from the public is handled very well	2.88	1.130	Good
There is some level of maintenance of service delivery services	3.41	1.059	Good
I am satisfied with the speed of responding to an enquiry at the municipality	2.88	1.184	Good
I am confident with the municipality staff's ability to do what they promise to do	2.80	1.190	Good
Public sector officials (councilors and administrative officials) accessible to you in your constituency/City.	2.78	1.358	Good
Basic services such as primary, water supply and feeder roads are accessible to most population now	2.88	1.409	Good

The quality of service of primary education, water supply and feeder roads is good.	2.49	1.356	Good
Supervision and oversight of service providers is done Regularly	3.35	1.378	Good
Basic service is delivered more cost effectively now	3.39	1.320	Good

As shown in the table below, when asked how well the municipality's employees deliver on their promises, respondents gave an average score of 2.80 and a standard deviation of 1.190. This indicates that residents have faith in the local government's capacity to deliver on its promises. With a mean of 2.78 and a standard deviation of 1.358, respondents said how easy it was to get in touch with government officials. This demonstrates that members of the public sector (councilmen and administrators) are approachable.

Table 8 shows that, when asked how easily they could get access to this section's fundamental service, respondents overwhelmingly said "excellent," with a mean score of 2.88 and a standard deviation of 1.409. This demonstrates that primary, water supply, and feeder roads are now within reach of the vast majority of the people. Responses to the eighth question in this section, which asked about the level of service of elementary education, water supply, and feeder roads, were uniformly positive (mean = 2.49, standard deviation = 1.358), indicating that these services are of high quality. With a mean score of 3.35 and a standard deviation of 1.378, respondents rated the monitoring and oversight of service providers as "excellent" in response to the ninth question in this section. This demonstrates that service providers are subject to frequent monitoring and inspection. The respondents' average responses to the tenth question in this section, which asked about the cost-effectiveness of service delivery, were 3.39 (with a standard deviation of 1.320), indicating that even the most fundamental services are now provided at a lower cost.

Conclusion

The purpose of this special issue is to further the research agenda on how information affects government and rural development. While providing academics with improved tools and data inputs to answer basic concerns for development, the rising availability and quality of information also raises new problems regarding the effects of that knowledge. In most cases, the rules and procedures governing service delivery will have a much greater impact on the quality of government operations and vice versa. All of the relevant parties should work together to provide financial backing for citizen involvement, with public funds playing a pivotal role. Citizens and private businesses should work with the County government to finance civic engagement in this area. This should be done not as a way to introduce a controlling hand into the realm of citizen engagement, but rather because it is the right thing to do. The research found that if more individuals were aware of governance methods and had information about the current service standards, service delivery practices would improve.

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