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DEMOCRACY AND PUBLIC SERVICES

Abstract

Public services play a key role in developing a country as well as in democratic stability in emerging societies. To realize this important mission, public services should be guided by principles of efficiency, effectiveness to fulfill the condition of general interest and general economic interest as well as promoted by the EU. At the same time, democracy orientes us towards a system governed by the principles of individual and groups competition, high inclusion of participatory politics in the selection of leaders and fair choice policies, press freedom, promotion of participation etc. As we mentioned above, it seems that the principles of democracy conflict with those of public services. The main purpose of this paper is to reflect and analyze the way how public services operate in democracy, how it affects the social development of a country, and what is the role of a public servant or public administrator in this case. The paper analyzes the democratic role of interest groups in improving government policies in order to implement reforms and increase the efficiency of the rule of law in Albania. The aims of the paper will be realized between the theoretical synthesis of literature, legislation and reports.

Keywords: Democracy, public service, public servants, competition.

1. Introduction

The main role of the modern state in a democratic and free trade based economy is to provide fair and equal conditions and standards for both the daily lives of individuals and the individual economic activity and the legal entities. The basic mechanism the state uses for this is the law. The passage and strengthening of parliamentary acts, delegated legislation, monitoring their effects and providing a correction mechanism are an important goal for

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the modern state³. “The Economist” recently raises the question of “what is happening to democracy?”, The paper goes on to argue that democracy is powerful but is an imperfect mechanism that needs to be carefully designed in order to protect human creativity and which needs to be properly regulated constructive and systematic. A vision for a model of a new public government not to be seen as an innovation of technocratic methods; it is about solving problems in a collaborative way as a means of reimagining our democracy. It is necessary to minimize the negotiated model that has been inherited, which tends to limit the influence spectrum of those with money or interest groups and has eroded trust in the state as a force of good. Democracy should be enriched with processes that broaden our horizons in terms of what sort of solutions can be effective, and which open up to the decision space before it closes again. As European institutions are reviving this year, the hope is that young leaders will be humble enough to understand that neither they nor their staff have all the solutions. Meanwhile, they should be courageous enough to overturn their organizations by commissioning the contributions of our entire continent and across, to find out what the next Europe may look like⁴. The strategic importance of public services in policy formulation and implementation can not be overlooked. In emerging societies, particularly in the post - immediate independence era, public service has a very important role to play in development. In fact, Ejifor (2003)⁵ states that public services in developing societies are all and the most important development catalyst is an efficient service while at the same time ineffective to constituting the most important foundation stone of a country. Public service is constantly the active part of the government’s business, interested in law enforcement as it is done by legislative bodies in the organization and management process. In this perspective, the impact of public services is not controversial, it remains the greatest force in today’s governance. The public service contains human relationships and the spread of associations by the influence of government officers from less paid and powerless individuals charged with all natural and human resources and all other aspects of the life of society for which it is interested the government. In essence, public services are the totality of how progress and development take place in a society⁶.

³ Costa. O., Kaeding. M., (2014). The future of Public Services : A Panorama. Delivering Public Services for the future. European Center for Government Transformation. Fq. 16

⁴ Bason, Ch., (2014). Redesigning public institutions: towards democracy as collaborative problem-solving. Delivering Public Services for the future. European Center for Government

⁵ Ejifor Pita. 2003. “Welcome Address by Chairman Conference Local Organising Committee,” in Onu Godwin (ed.), Corruption and Sustainable Development: The Third World Perspectives. Onitsha, Anambra State: Bookpoint Ltd

⁶ Kamla-Raj 2007 J. Soc. Sci., 15(2): 105-110 (2007) Public Service and Democracy in Developing Societies: The Nigerian Experience Bonnie Ayodele and Kehinde Bolaji*

Consultancy on Public Services

Since 1980 public services have been challenged by neoliberal views on the economy and the role of the state. On the other hand, the effort to integrate European economies has questioned the purpose of these services⁷. In an era when the facts are uncertain, controversial values, the presence of high action and the urgency of decisions, the public sector's capacity to present innovative solutions will be decisive. Remodeling the public sector to address the complexity and linkage of challenges should also include a license to innovate. Innovation as a matter of principle should be expected. Public servants need a secure space of innovation and a well-known formal right of what looks old or ineffective⁸. To respond timely and effectively, such dynamism of challenges should go beyond the divisions of the public, social, and social sector. A model of innovative sustainable cooperation as a cause of profitability and an increased social impact is the co-creation model. While it may seem obvious from an intellectual point of view, this model requires new forms of cooperation and cultural change. Such a thing should be emphasized even when a party does not have the same culture as another, it is still possible to develop the most intelligent and least costly solution, jointly contributing a joint force to a partnership⁹. Although the world is changing rapidly and social challenges are becoming increasingly complex, the co-operation model is making it possible to converge between the public and private sectors by creating an idle platform for the government to redefine its role and become more efficient while defending the general good.

The public sector of the public public and the broader spectrum of public institutions funded by public funds is an important part of the European economy, representing almost a quarter of employment and half of the gross domestic product. The public sector has long been concerned with stability, but the financial crisis has been a tough teacher for the European Union, making it clear that stability may be an illusion. A challenge of budget cuts and looming social challenges such as aging, climate change and youth unemployment, there is now an urgent need for the changing public sector. Innovation, which is about bringing fresh ideas back to economic and social value, can provide the public sector with a practical way forward¹⁰. Public administrations in Europe are facing

⁷ Costa. O., Kaeding. M., (2014). The future of Public Services : A Panorama. Delivering Public Services for the future. European Center for Government Transformation. Fq. 16

⁸ Madelin. R., (2014).). Public Sector innovation in the European Union. Delivering Public Services for the future. European Center for Government Transformation. Fq. 16

⁹ Mourot. A., (2014). Delivering Public Service For The Future: How Europe Can Lead Public Sector Transformation. Delivering Public Service For The Future: How Europe Can Lead Public Sector Transformation

¹⁰ Jan Smits. R. (2014). Public Sector Innovation: A Top Priority For European Policy. Delivering Public Service For The Future: How Europe Can Lead Public Sector Transformation.

a number of significant challenging changes. Demographic changes are leading to a decline in the population and skilled shortages of workers, including in the public sector. At the same time, government tasks are becoming increasingly complex and citizens are making greater demands on the quality of public sector services. The only Gordian knot can only be solved through innovation that allows the public administration to provide higher quality services more efficiently. In this context, many promoted in solving many problems related to public administration and public services is the digitalization of public services¹¹.

What has been said above is reflected in a summarized way over the years regarding the governance and reform of public management, whose product is public services. Thus, the various approaches to this process have mainly led to four main waves. It can be seen in the chart in the first wave primarily decision-making came as a result of a good and hierarchical planning process, balancing the costs and benefits. Later the public management process refers to new technicalities for increasing efficiency and efficiency. In the new wave there is no fixed concept that can be referred to, but all inclusive governance, partnership, transparency and trust are prudence that accompanies public management in the way of providing public services. From 2010 until now, it promotes and stimulates the participation and participation of democracy at all stages of the process, open data, coping with online programming and online application are widely used practices.

Four waves of public management reform thinking

Period	Dominant discourse characteristics
Mid-1960s to late 1970s	Rational, hierarchical planning and cost-benefit analysis. Science and expertise will produce progress.
Late 1970s to late 1990s	New public management. Business techniques to improve efficiency. Rise of "better management" as the solution to a wide range of problems.
Late 1990s – 2010	No dominant model. Several key concepts, including governance, networks, partnerships, "joining up," transparency and trust.
2010 –	Participatory democracy making open data the default for government information and communication technology systems and embracing the use of web application programming interfaces.

Source: Pollitt and Bouckaert (2011) – complemented with a fourth wave of "participatory democracy" added by the authors

How Can We Reconcile Democracy and the New Public Service?

The first goal was to make a picture about the challenges facing our democracy and the new public service. Framing the challenges we face leads naturally to the next question: How do we reconcile democracy with the new public service? First how we can benchmark democracy? Lincoln found the

¹¹ Zypries. B., (2014). Delivering Public Services For The Future: How Europe Can Lead Public Sector Transformation

idea that democracy is “of the people, by the people, and for the people” quite adequate. But let me be more explicit about four criteria and associate with a working definition of democracy¹². They are:

- Accountability: How accountable to citizens are agents of the state in the new public service?
- Representativeness: How representative (passive and active) is the new public service, that is, how likely is it that the attitudes and behavioral orientations of the new public service will mirror the general public?
- Citizen protection: What does the new public service do to citizens as either clients or stakeholders?
- Citizen agency: What can citizens do to change structures or outcomes of the new public service with which they are dissatisfied? Regarding these issues are discussed the four reforms below that could make a difference in our ability to achieve the promise implied by the four criteria associated with our democracy. Professional changes are needed to enhance accountability and citizen protection. Institutional reforms to enhance popular participation could improve citizen agency. Reforming public service wage structures would strengthen representativeness and further support accountability. Finally, renewing civic education is needed to address threats to citizen protection and citizen agency. Professional Change First, is needed to find ways to recapture what Steven Brint (1994)¹³, a sociologist, refers to as “social trustee professionalism,” where professionals are aware of and attentive to their social contract with the larger society. Brint concludes that a key historical change in professions has been a transition from what he calls social trustee professionalism to expert professionalism. William Sullivan (2004¹⁴), coauthor of both *Habits of the Heart* and *The Good Society*, draws on Brint’s analysis, concluding that the key transformation associated with the transition in professionalism is the loss of “the ethical-social values of professional identity”. Reform may be extraordinarily difficult, but it is a worthy aspiration. It is an aspiration around which policy makers, professional associations, professionals, and educators may be able to find common ground.

¹² Frederick C. Mosher, *Democracy and the Public Service* by Published March 11th 1982 by Oxford University Press, USA

¹³ Steven Brint *IN AN AGE OF EXPERTS The Changing Role of Professionals in Politics and Public Life* By Princeton University Press, 1994

¹⁴ Bellah, Madsen, Sullivan, Swidler, Tipton (2004) *Good Society*, New York Times Book Review.

Conclusions

Public services are an area that is still unclear clearly in the context of democratic regimes. Starting from definitions or definitions for public services to their interest and the way they are delivered. The current division of public services according to European democracy can have their overlaps as well, and does not share the access of their bids from the public or private sector. Regarding our public service situation, we can say that there is currently a sufficient range of public services that can benefit the public, but many of them are organized in such a way as to be easily understandable and usable from him. Spending a lot of time in getting the service and this process is characterized by bureaucracy, so often can be encountered corrupt acts.

In the philosophy of public administration work should be the simplification of service provision and citizen life, thus taking on a friendly approach to it. To achieve this, the practices between which the public administrator's performance is managed should be more flexible in order to reflect this mode of public service delivery. The adoption of the Law on the Status of Civil Servants in 2013¹⁵ is a very important step that proves the beginning of a new era in the public sector, but it is very important that this law be properly translated and reflected in the statutes, regulations or administrative culture of public organizations so that they do not lose its added value under the previous law and can be used efficiently to improve the performance of the public administrator.

In the philosophy of the functioning of the governing leadership should be public interest, public good, although in dealing with the latter there are many approaches sometimes conflicting with each other. Thus, public opinion is only public good, and according to some theoretical considerations, everything in the public interest that pays irekt or indirectly, despite the massiveness is good public.

One solution to the problems created for our democracies by the new public service are, for the most part, not peculiar to the new public service but extend beyond this arena. The sources of tensions between democracy and new public service are exogenous to the new public service. Thus, any effort to bring democracy into better balance with the new public service will require fundamental transformations in social institutions, not just the public service as we have come to know it. In general, the new public service will require us to return to the "who governs" question and inquire about who is now in charge and what it means for our democracy.

¹⁵ Ligji LIGJ Nr. 152/2013 PËR NËPUNËSIN CIVIL

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