

1. The government is seized with the objective of implementing civil service reform to create a structure that is more efficient and responsive. Suggest how the government should balance its strategy between the effort to improve the personnel as well as the organisation and methods of its government offices.

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1: Introduction

The main objective of any government is to work for the well-being of whole community. For this purpose, government tries to make effective policies and for the implementation of these policies, government tries to improve the capacity of civil servants, their offices and their working tools. Government can adopt new and advanced technological tools, incentives, training programmes, one-window services and modernization adoption in its strategy for efficient and responsive system. These strategies help government to provide services to grass root level through different means.

2: Civil Service reforms and the objectives of government.

Civil servants are those who are employed in the post which is neither political nor judicial. They are allowed to use government offices

For better public service delivery and policy execution. Government makes many changes in their policies to make its official work effectively. For this purpose certain personnel and structural changes are made for fast public delivery. The government takes these steps as:

(ii) Meritocracy as the center of civil servant selection: civil servants should be selected on a proper merit; there must be no lateral induction in the services. As it hinders the working strategy and efficiency of the civil servants.

(iii) Occupation and its alignment with certain personality characteristics: certain occupations demand some great personality characteristics. There must be some psychological evaluations

before assigning any one to the certain occupation. Department of Police is an example of it.

(iii) Accountability of civil servants

There must be a system of accountability for civil servants. They must be yearly audit of these officials. It will make them accountable and responsible.

(iv) One-window services and structural changes

There must be no big hierarchy of service delivery. Instead of paper work and passing through long hierarchy, government should try to open one window services for the people.

In this way people would easily access to the services in no-time.

(vi) Technological advancements in existing system

Technology adoption is the key to timely delivery of services. Instead of using age-old methods, government should try to adopt new measures for effective service delivery.

Example

Adoption of IT in NADRA offices in Pakistan.

(vii) Removing long hierarchy to avoid red tapeism

Bureaucratic red tapeism is the main hurdle in effective government service delivery. Government officials usually blame each other for late work. To remove the hierarchy and making one as responsible would improve service delivery.

(vii) Politico-administrative dichotomy

For better service delivery

In developing countries mainly the main problem is political involvement in bureaucratic delivery.

By separating these two departments in certain activities would better civil servants working.

(viii) Performance based promotion

There must be some merits to be promoted to next scale. After making them accountable and providing civil servants performance based incentives, the working can be improved.

(ix) Conducting training programmes

with the changing nature of society and its demands government should hold different programmes to make them aware of the people's needs.

(x) Capacity building workshops:

The capacity of the government officials, offices and the organization can be enhanced through adopting IT tools and conducting workshops.

Conclusion:

For better service delivery and wellbeing of people, government makes certain civil services reforms. These reforms can be made in the structure of government offices, capacity building of officials and adaptability of new and advanced IT tools.