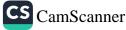
Need more command over 36/100 Date Transforming Public Administration: From Masters to Civil Servants Outline Toboolertigood effort Thesis statement. The main objective of public administrations to the public. Unfortimately public administration med take masters rather than avi servants. But, public or mistrators cop be transformed by adapting public centric approach and improving service deliver Decoding Public Administration and nasters mentality . Rublic servents It by cuil servort have been e m strs? Power concentration in the hands or civil priants Lack of proper check and alonce Superiority complex_source of nastersmentality ways to transform public administration: From Masters to chil Servants Ensure Transpar cy principie Adoption of the imbiased accountability system Train public se lava in social environment



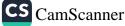
Align civil servants promotion with service dervery 4) Using Artifical interingence i man forming public administration at down: Civil servants perks and proviledges Ensure Pring al an rublic Administration 9) urch o Spe de trial of pros relation public administration D rodus Performance based angeting j) Empower public to raise voice against i) Civil servants' miscanduct Maintain de of 1000 K) Introduce Gender neutral public administration setup Promote ethical conduct in chuil servant m Conclusion S. "The main duty of the civil servants is to serve the public". Quaid-e-Azam Michammad Ali Jinnab has well-articulated the basic objective of public administrators. It serves as the base of public service delivery and ensures the good governance Unfortunately, public administration



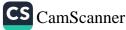
Day: Date: set-up is devoid of this principle. Civil servants have Forgotten the saying of Quaid-e-Aprim and have become masters rather than public service deliverers. It has mitigated the confidence of splic in their Civil servants, incentration of power and lack of proper check and balance system parendered the civil servants as reasters. Along with it, superiorit complex in civil servants bas forther. deviated them from perviced aim. But, public administration can be transformed by introducing the principles of transparency and accountability in it set-up. Moreover, there is a dive need to train public ervants in normal social setting. Firthermore the promotion of civil servants needs to be aligned with their service delivery. Along with



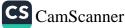
Date: FUDIC administration C and the product intelligence and reducing the perks and provilages of civi servants. There is an nee ensuring public administration and politics dich by establishing special con For handling cases where services and relation to introd any performance based Abjødger for public department Morec es ivil convants can be charged no mast s by empowern public to raise voice ca met the misconduct of civil servints, uphabling rule of law end introducing gender neutral public coloninistration set-up As. the nain objective of public administration is to serve the public unfortunately, public administration, have turned into masters. But, public a impistration can be transformed by adapting aublic centric approvab and



Date: 11 Day:. Empraving public service delivery. Public administration is a concept that deals with serving the public. It is developed 10 fulfill the basic needs of people, run the government machineny by supporting through the mplementation of public policies developed by politicians in the parliament. Public administration are meant to address the grievances of the rank and file and develope mutual trust with them. Civil servorts are activily the public servoints but they donat endorse the reality. They potray themselves as masters instead of civil servants. Due to this masters' mentality, they consider themsel a superior to the public and treat rank and file devogately and inhumanely. It is the dark face of the public administrators which



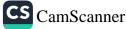
Date: cannot be graved. St-is the major him ance in me way offective and efficient service delivery. One of the major reasons of turning civil remarks into masters is the concentration of power. Civil servants enjoy the excessive power in their hands which empower them to rile on the public verticer than serving the public and they compronise on their performance or fulfilling their own vested interests. They Use their power to benefit and there relative themselves instead of the polic. administrators linger on the implementation of public policies if their cun interests are compromised and it is one of the major factors for the poor performance of



Day:_ Civil servants and the deteriorate plight of the public development Hence, power concentration is the root cause of urning public servants into public master. Along with the concentration of powers lack of proper check and become suchem in the public administration has also made them masters Due to the absence of a dequate check and balance system, civil events for free to do whatever bey war to do, it makes them tension free and paves their way for serving their own merests. They can easily manipulate public policies and misutilize the finds allocated for public ultare by the government. along with taking illicit money from the public to do their works. According to the



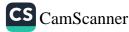
PIDE, Pakiston's one of the biggest think Links, has shown in its report that the lack of adequate check and balance system hindlers service delivery of public servicints cond in turn impedients economic development of Pakiston. Sog absence of accountability cause public servant to rule public Along with its spenicrit complex is also a major factor that leads to the compromi of the effectiveness of civil servants. Speriority complex is the offshot of the peris and priviledges when the public servants enjoy, due to these facilities they consider themselves as elite and donot want to develop band with the inferior public. The consider public VIECQUSP int that they eve



Date: competent, intelligent, that's whe 201 a a are allocat her other peop ser vants while C.10 competence such stelligence world system theory be applied here, like ci Examples are fine good like trec manipulate public peniphery campies to, superiority complex have made servants masters Although public servicents have forgetten heir real duty by ensuring the princi transporency, situation Transtarency in pprovec of public administration tars key to improve the performance of civil e mant they know that their each every step and is being monitered and



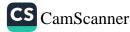
Day:_ whatever they will do, it will be phade public So, they will try to improve their service delivery instead of improving their own state. Information Act 2017, is a key step taken by Pakistan to ensure transporency in the affairs of the public administration. Me steps like this can help to transform the public administration of dimake the civil servants spublic servants As transporency is essention like wise, er oning accontability is also important for transforming public servants. without accountability, no check and ralance system can be maintained of the working of civil servants, which make them as misuers of power and mainipulaters of the inexists of publi



Day: Date:. Accountability system np istmes tha administration public servants work in their domain, serve public without in compratices and privlovna For 1 of malo actio give up ACP ublic se that by der 1 exchange be taking 3 of po rt ming NOV common form of comption Found is public sector. Whistle wing alcistan is in step to upho of the right accountability in Pakist 9 improve public servents exfermance Moreover, civil servants mus e trained in social setting For developing with bar 1 developin the m re traned arbifici a like 2things Public serie training ac 1em where they donot remain in



Date contact with public, so they maware of the remain eeds, pains and grievances of it also Peo e periority on them Sense thiming them They 07 s of public and donot mo t involve in the public moder when they are trane selfing, they in the social develop this ense of understanding of the problems of public, so when they take that charge they will definately become public centric. Hence, train 8001 se contran stal to develop settings is p V iblic perception in them PI Along with training in settings Deir promotion aligned with ed to h e performance Chemia. In most of the countries like



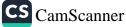
B Day: Date: in Pakistan, public servante are higher or es m promoted _ ivo_ of senior ry NCh basic their performan compromises merit culture and lever pertom them # accor 0 improven ast lac philosop 00 They pe forma fee 00 despite pour tenc performat assurcince promoting Jue celing the cond 212 S principle. Seniorit ountries, European Performance many cised promotion 29 cystem dopting So. eing pursued. by p' motion her performance based performance can be improved sing artificia Arreover, domai intelligence " the Jein their sen public. SCN mprove Cen progressing in



field of artificial intelligence which has both pros and cons, it can applied in the Field of public administration to improve and strengthen the accountability system of public servants In Pakisting electronic attendance practices are introduced in public offices to ensure the presence of public servicits in their offices. All hough, it is good step, but government should improve this system by introducing three to fair time attendance during a day of a public servant in order to curb half day leave of public servante, Recause many marchis and and that public servant do attendance in morning and then spendremaining day in their private chores and mesta office at closing time to again do attendance. Sus artificial intelligence must be utilized in this much.



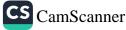
Day:_ Date: Moreover, there is a dire need of withdra may perks and provide ages of public servants. They enjoy these tacilite during the whole service tenure with the handsome along of salaries which amount ith on increasing to a goes their grade. The faciliti start considering themselve elites and donot pay all phion fferings misen'es and su the the public which develops hat in be heart of publ servorts. In case th 1 Ę (Jil servants Kistan, 0 an ou alot of perks edies, they enjoy the facility Pr fre transportation housing, electricity mits etc. IIn ée the walce of these facilities the mse ves as feel the masters of publi



Day: Date: Along with realing perks nere is a and priviledges. need to erre public administration and politics dichatomy. It is an important factor be ause due to affiliation with political leaders, people get reconited in government sphere, aubich violates the merit culture and deepens the ublic sentiments against civil s wants. Morevover, also use the public - MTS their politica comection 2 IPOU to unsfer in they convenient er, long with it, the so get promotion due to the political a filiation. According to a survey conducted from youth in P. Katan, the sod reality was noveiled that youth me political interfance in public doman a raje + real meritocraep civil sorver a ritical. need f se marcon



Day: Date: Firthermore, there is a need establish separa = court dealing the cases relateo FOR It will public administration. speed up the process 0 justice delivery and resolving the cases, it makes Civil servan Pearful to perform ell because they involve in any scort compt or malpropice, they ill not remain free from the clutches of judicial system It will enable them to perform m their domain with honesty integrity and address the and groevances of public In Pakstan special courts for terraism bas been established Cases Likewise, special court for public domain matters need e established is ensure timely justice and male servente as ublic Civil servants not the masters



Day: Date: due to Fear of toial Firthermore, perte mance nust budgeting based for public department straduced this system acid 0servants danat any of ind V JC A re for the Lor as 1955m n stion do 0 sealth servan cause availability 'o Funds regardless ye SCA the meanment of performance her per departments bucketing es ased eea 12 it will make ci and accountable designated utilize finds in the overcell to improve areas f their department performance 0 e finds in the acqui Escal tear which could rent reduced in case of poor performance. Sa, performance

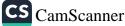


based budgeting is a key to improve service of civil servint as being pursuadin USA Along with performance based budgeting, there is a need to empower public for rousing voices against the miscanduct of civilservants when public is empowered, civil servante segenciny can be rooted out. They know that In case of any philoanduct, inespensible and humiliciting attitude and neglect of public issues, public can rose their voice, it makes them more prudent in eveny decision of public amon. Federal Ombudsman Institution in Pakistan, takes the complain of publics process them and vie we their pothfulnets and they take actions CS CamScanner

Day:. Date: the civiservants on against basis of solid ground the Another best example is Community in Arac Traders kashmir, that effectively raise their voice against civil servant Sos public emproverment can reduce the power of civil servant process maintaining rule law is also pivota transform public administration servante Public xe power before law entorcemén agencies and get escape their outches in case malpractice upholding can indemner vule 0 moles power of public serven J speo treatment get from Law enforcement agencies is an indeniable tath that no pation consucceed thout treating al



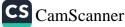
In Pakistan, if any family member of civil grunt does Just on one can of civil servont. be easily get released. It shows the dismal situation of rule of law in Pakistan - has made civilsenant and it masteri instead of public servants So, rule of laws youst be upheld to transform public _ aphainichration. Along with its gender neutral public administration set-up must be introduced women are subjugated by noen in the atriarchal society not only in private domain but also in public domain, they initially face challenges in second government job but when they get it.



Date: they face glass ceiling. Due a less representation of women Civil servante, the grievance ans common women semain of inaddresced by the male dominate public administration set-up. They face discrimination as well de sexual hor as ments when they visit public offices or terwork Auat th According to an refer from som more au nentic, Pakestan sesi ation to the their face public office due to fear of hasments So gervier neutral public ac ministration must be setup to root got beggmony of male Civil servants over the women in public. Moreover, ethical training pivote cys_ also civil role in timina servanta from masters



o public servante Most the civi servant despit the ethical way of condu conduc they treat public like insects and teal with them disrespectful way which horts the celf-respect of rank and file say ethical braining necessary for civil serrant begining not only a the civil serva of the ear but also juring the service ethical and respectful towards public. parte its no one the truth that nu corvant have become o blic plevist of From their night path hey have become the masters of public to the power concentration due



Dayl Dates lack of accountability and considering public " sfenior a time taking it 15 Althoughtraisform Process_ alministra hiers entro'c approved ing public appropria be done rans parency Die poses 101 law, aligning Nity le or m) and perki promotion ano SAL 1901 with # eir mance P C can they SE Moreover 17 rocherny be anti intelligence 2 may adopting sening publi c and administrative P m Car donewant CINTEL 92 masterat th From 0 0 c s wants

