

## Essay

# Transforming Public Administration: From Masters to Civil Servants

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## 1: Introduction

- 1.1 Overview of the evolution of public administration.
- 1.2 The shift from authoritarian "master-servant" paradigms to participatory governance models.
- 1.3 Thesis.

The transformation of public administration from a master-centric to a service-oriented approach is essential for fostering transparency, accountability, and inclusive governance for public service delivery.

## 2 Historical Perspective

- 2.1 Colonial and Feudal mentality of ~~acting~~<sup>servicing</sup> as masters.
- 2.2 Top-down control and rigid hierarchies.

## 3: Drivers of change

- 3.1 Rising demands for citizens-centric governance.

3.2 Role of technology in increasing transparency.

3.3 Adoption of New Public Management Principles.

3.4 Focus on efficiency, responsiveness and decentralization.

## 4 From Masters to Civil Servants: The Shift

4.1 Bureaucrats as public servants rather than controller of resources.

4.2 Emphasis on collaboration and public service delivery.

4.3 Participatory policy making and feedback mechanisms.

4.4 Increased role of e-governance.

## 5: Challenges in Transformation.

5.1 Bureaucratic inertia and fear of losing authority.

5.2 Need for training programs to aware the civil servants of modern governance ideals.

5.3 Overcoming deeply entrenched notions of power and hierarchy.

## 6 Conclusion



Write a proper and catchy  
Attention grabber

Public administration has undergone significant transformations over centuries, shifting from rigid, hierarchical systems to more inclusive, ~~cat~~ citizen-centric governance models. Traditionally, bureaucrats served as "masters", wielding unlimited authority with limited public accountability. This master-servant dynamic, rooted in colonial and feudal systems often alienated citizens and fostered inefficiency in public administration. However, with the rise of globalization, democratic ideals and technological advancements, the traditional model has been challenged. Modern societies demand an approach where public administrators act not as rulers but as civil-servants, facilitators of public welfare, advocates for transparency and enablers of equitable development. In a rapidly evolving world, civil servants must prioritize accountability, inclusivity, and public service delivery, ensuring sustainable development.

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