Public Administration and Building Democratic Trust

Dr. Kashid Seema Vijayrao

Associate Professor

Dept. of Public Administration

Shivaji Arts, Commerce and science college

Kannad. Dist: Chhatrapati Sanbhajinagar

Maharashtra 431103

Email : kashidseemashri@gmail.com

Mob: 9404275148

Concepts of democracy and public administration are very close. The concepts of democracy and public administration are intertwined concepts. Democracy and public administration are concepts that are strongly based on each other. In the present time, there is often a big blow on the subject of democracy. After completing 75 years of independence and after tasting the fruits of democracy for the past 75 years, a class has emerged in the society which is a class born after independence or after the generation that listened seriously to the struggle for freedom. This class is often seen mocking the class that fought for democracy. It does not take seriously the sacrifices and renunciation made by many people during independence and occasionally it even says, 'Democracy has become a little more in our country, dictatorship should come'. In fact, such conversations are heard quite often around us now. As a scholar, it is necessary to look at these matters seriously. Such conversations cannot be ignored. As it has been obsevered by Amanda Mullan and published by National academy of public administration "People around the world are showing a decreased level of trust in their national governments. Governments closer to the people, that provide direct services, fare better but the overall trend is still downward," said Academy Fellow Ed DeSeve. "The National Academy of Public Administration is committed to working with partners to try to increase trust by helping governments demonstrate greater competence, achieve results people care about and respect public values."[1]

According to the research methodology of social sciences, it is necessary to examine the cause and background of such communication and determine the policy that will take definite measures against it. First of all, it is necessary to examine the occurrence of such negative statements in the context of democracy and its increase in frequency scientifically. While examining these reasons, one major thing is mainly noticeable, which is the generation that has not seen the struggle for a political system like democracy. In the present time, a large generation has been formed that has not seen a major political struggle. It has not seen the brutality of the British rule or the local rulers in India or the common people fighting for their political rights. It has not seen the feudal lords who deny even common rights. It is necessary to create awareness among such a generation. It is necessary to make this generation understand that a bad

experience in government work is not such a big event that it should say that a political system like democracy not exists. The experience that has come to an individual may be more or less, but it is not such a dangerous thing to think that there should be no such thing as democracy or that a political system like dictatorship should come into existence in its place.

Democracy is such a broad subject and there are many parts of the democratic system. Many parts of democracy work in their own way and strive for the welfare of all the citizens. It is necessary to create awareness about this working of democracy by the government, NGOs as well as schools, colleges and universities. In fact, the government should take the initiative in this work and create an independent institution at the central level which will continue to create awareness about democracy in the society on a continuous basis. As quoted in world bank report, "Not only government performance and expectations, but also people's experience in the process of government decision making influence the level of trust in government. Political trust is often understood as people's trust in their governments based on performance and expectations. The simple formula of this concept is "government performance – expectations = political trust." This type of political trust is known as "outcome-based" trust. It is formed regardless of citizen engagement or interactions with government in the decision-making process. At the same time, people's engagement experience with government can also influence the level of political trust." [2]

A global research agency, Deloitte Insights considered the following major points which can enhance trust in society. We should further study the points as follows.

Educator: The role of an Educator in the field of public administration is a little different. It is not exactly like a regular teacher but it is definitely like a guide who constantly guides the society. These guides work to collect the very objective real state of the society, the fundamental changes taking place in the society and the policy information required by the society of a nation according to those changes. The objective institutions of a nation are formed from such Educators. The role of such experienced and knowledgeable people becomes a guide for the society and accordingly the government administration itself also takes direction. Institutions like economic survey, census bureau, The National Crime Records Bureau, The Indian Statistical Institute are some of the major institution which are institutions of fundamental importance and peoples working in these institutions are real educator of the society.

Enforcer: The role of enforcer is generally disliked by society. In fact, it is a need of society, but the role of enforcer is resented by society due to the authoritarian or authoritarian behavior of the enforcer. Due to the behavior of the enforcer, citizens often feel that their role is a big obstacle to their freedom. In fact, enforcers work for the benefit of society. The false self-esteem of some officers or employees spoils their

image in society. If such officers and employees behave in a sensitive manner in society, it will benefit in increasing trust in democracy.

Innovator: The role of an innovator is welcomed everywhere in society. In fact, the level of that society or country is seen due to such institutions and people. Such institutions increase the credit of that country in the whole world. In India, institutions like ISRO are universally recognized and respected institutions. Such institutions do not have a direct connection with the society, but the success of such institutions is considered the success of the country in front of it and due to this, we as a nation are respected in the world and that democracy is welcomed everywhere.

Regulator: Regulators have a very responsible job. On the one hand, these institutions are very beneficial to the society, but when it comes to following laws or rules, citizens feel bad or angry if such institutions stand against their own interests or sometimes against laziness. In India, institutions like Food and Drug Administrations are working in this way. If some accident happens, these institutions have to face the wrath of the people, but if strict rules are to be followed, such institutions also have to face the wrath of the people. While facing such double difficulties, these institutions will have to do more to create trust in the society about their work.

Retailer: Retailer: Organizations falling under this category provide essential basic services to the public. These are services that can also be provided by private organizations. But if these exist, the unrestricted behavior of private organizations is limited. Organizations in this category make the normal life of the common man easy and comfortable. These may seem like less important organizations, but after realizing that such simple services can be obtained, the loyalty of citizens towards democracy increases. For example, the postal service in India can be provided by this service. This organization, which may seem less important to the public, helped to increase trust in the government and democracy by becoming a medium of communication for the common man at a very low cost before the internet revolution and the mobile revolution. As quoted by European Regions Research and innovative network Europian Regions Research and innovative network in its research proposal invitation "The true measure of the successful practice of public service lies in the ability of government administrations to remain faithful to the tenets of democratic society (e.g. respect for human dignity, freedom, democracy, equality, the rule of law, human rights, including the rights of persons belonging to minorities). Therefore, particular attention should be paid to the role and functioning of public institutions in democratic systems, their role in fostering democratic, economic and social stability, and in reforming public management and institutions in ways that enhance citizens' trust in government and active participation in public affairs [e.g. engagement with citizens, open and transparent public decision- and policymaking, e-democracy, participatory and deliberative democracy, experimentation, working with innovation ecosystems (Quadruple and Quintuple Helix models), etc.], including emerging visions and narratives for public management and institutions." [3]

Retailer-Like: There are some government institutions that provide some important and big services in an official manner. For example, institutions that issue charters on pollution or motor vehicles. These institutions have no competitors. Since they are monopolistic, these institutions often cause problems for the citizens. This often creates negative feelings and reduces trust in things like democracy. The institution that has faced the most anger and blame in this regard is the institution that makes charters and rules on motor and vehicles. These institutions have failed to stop the huge number of accidents. These institutions should implement their policies strictly and explain to the society how their strict behavior is beneficial for the society. Such a policy approach will help increase the society's trust in democracy.

Building trust in democratic system is one of the major responsibilities of public administration. It is responsible for political movement and other branches of social sciences also but as administration is the backbone of any political system in the world and because of its executive nature of public administration it has major responsibilities of enhancing trust in society. As quoted in research bog "Public administrators are like the public relations officials of a government. They let people understand the advantages and disadvantages of a policy, hear their positions, and resolve any problems that arise from that policy. There are several reasons why public administration is a foundational stone of a democratic system." 4

References:

1) https://napawash.org/news/building-trust-in-government-strategic-approaches-for-public-administration
2) https://documents1.worldbank.org/curated/en/440761581607070452/pdf/Building-Trust-in-Government-through-Citizen-Engagement.pdf
3) https://errin.eu/calls/role-and-functioning-public-administrations-democratic-systems
4) https://snatika.com/single-blog/public-administration-and-democracy#:~:text=Public%20administrators%20are%20responsible%20for%20the%20representation%20of%20citizens'%20needs,concerns%2C%20which%20will%20strengthen%20democracy.