



# THE ROLE OF CITIZEN PARTICIPATION IN COMMUNITY DEVELOPMENT and GOVERNANCE

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## ABSTRACT

"The Study of Administration" was an essay written by Woodrow Wilson in the political science quarterly in the year 1887 to separate Public administration from Political Science with the intention to reduce political influence over administration. The main purpose of this separation is that the administration should implement the policy of the government without any prejudices and bias. Since, then public administration has been understanding a lot of changes to strengthen itself as a subject of study and research in addition to the role it has been playing as an important organ of the executive branch as the sole policy executive mechanism.

**KEYWORDS:** Public Administration, Citizen Engagement, Participation, Community Services, Development, Communities, Government, Governance Process

## INTRODUCTION

The changes across the globe are inevitable in various aspects. In the same way, there has been a paradigm shift in Public Administration from traditional public administration to New Public Management. Since , 1980 onwards there has been a change in the approach of the government. The transformation of government to governance is unavoidable and has become essential in order to address the issues and challenges. After the second world war, most of the countries which were under the rule of colonialism got independence and became independent democratic nations. The aspirations of these governments are to fulfill the expectations of the people by paving the path for development, transition is also required to emerge as developed countries from agrarian-based societies to industrialization economies to meet the essential needs of the people. For the last three to four decades the governance mechanism in developed countries has adopted neo- liberalism by reducing the role of the welfare concept to mere regulatory and supervisory role of the government. Contemporarily the changes across the globe are forced to adhere by the developing world in its socio-economic policy aspects. The rise of globalization and liberalism is a Bane to the welfare state and shook the public sector and in turn, unfortunately, forced to adopt a commercial competitive spirit and survival mechanism in its administrative approach. So, the developing world has been in the guise of elimination of socio-economic disparities and addressing the issues of downtrodden sections and below-poverty-line people on its own. This has resulted in the heavy practice of corruption and burden on the exchequer. So, privatization has become unavoidable to reduce internal and external public debt. So,

the administration has adopted its approach as business-like in policy preparation and implementation. The exorbitant government mechanism could not address the issues properly. So, the social unrest has resulted in mass movements and social movements and uprisings of different ideological doctrines from the communities and this kindled the fire in the existing heterogeneous Indian society. The market and civil society started to play crucial roles in the process of governance. The administration has adopted private sector management approaches or models while delivering services and treating the citizen as a customer or consumer friendly. More concern for financial efficiency, value for money, and increasing performance by infusing the principles of efficiency, economy, and effectiveness. The transformation of the state from the government to governance has resulted that the civil society and market starting to influence the governance to prepare policies as per public choice or expectations of the people. Now, communities are encouraged to take part in policy implementation. Communities are being encouraged at every level even the local bodies creating awareness for the higher participation of communities at local governments. Of course, there are problems such as social, economic, political, and cultural. Therefore community participation would reduce the social gaps.

## OBJECTIVES

To examine the role of community organizations in the development of society.

To evaluate citizen participation in community services

To assess the actual contribution of community organizations in the governance process.

## METHODOLOGY

The study of this paper is based on secondary data.

## CITIZEN AND GOVERNANCE

After the second world war, most of the countries got independence and adopted a democratic form of government either presidential or parliamentary form of government. Democracy has become delegated over the years; the people's representatives and the officials are governing. Under delegated authority government officials are involved in policy preparation and policy implementation. Democracy has become more representative of people rather than people active participation in the governance process. In the 21<sup>st</sup> century the very approach of the government has changed to facilitator, regulator, and stakeholder and the citizen has become more customer and consumer. The constitution of india more inclined towards decentralisation of administration and development in this regard it is manifested through 73<sup>rd</sup> and 74<sup>th</sup> constitutional amendments guaranteed constitutional status to rural and urban local bodies

## CITIZEN PARTICIPATION IN COMMUNITY DEVELOPMENT SERVICES

Citizen participation means people's involvement in Public decision-making. The means of citizens' participation are through groups, formal organizations, meetings, discussions, and informal organizations. Here, citizens mean an individual or organized group. So citizen participation leads to individual development, community development, and finally society development. Initially, before the

emergence of an organized state, there is predominant citizens' participation in various community services for the larger well being of the society. Even after the introduction of an organized state also the community participation in serving people and society has ever been expanding. The red cross society's services at the time of second world war-II were outstanding. It is interpreted in different forms. Democracy and a democratic form of government will succeed only when people participate actively and elect their choice of representatives from different political parties. It means citizens participation in democracy. Like this ,citizens participate in various organizations and institutions. Maybe such institutions or organisations born to serve social platforms, economic platforms, political platforms and cultural platforms with the huge participation of people. The main purpose of citizens participation in community development leads to passing of information pertaining to various government programmes to the people , sharing of such information among eligible people a few decades ago because the medium of press and publications had limitations due to shortage of infrastructure facilities, now after the spurt in information communication technology and the expansion of social media the information is reaching every part of the country. Even though community participation through electronic mode of participation is enhancing community services further.

After independence the government of India was decided to restructure and rejuvenate the economy as the development of economy is very fundamental for the development of any country. As India is a agro based economy. So to transform the society and emancipation of socio-economic disparities. Therefore , mixed economy has been adopted to full fill the constitutional spirit of establishment of socialistic pattern of society. Hence, to develop economy lucratively the system of planning has been introduced in India. In order to strengthen agrarian based societies the government of India initially introduced community development programmes on large scale to provide employment as well as develop agriculture and allied sectors. Here, to achieve this community participation was encouraged for the success of this programme and it gave mixed results. Later national extension service Programme was introduced in many places of India to encourage the participation of citizens in community development programmes. This programme was meant for large scale development of agro economy development and the main was providing large scale employment. The policy of the government at that point of time was providing employment to the daily wage labourer,skilled labour and creating more employment opportunities in secondary sector and tertiary sector which are useful not only useful for economic development but also contributes for community development. So various employability schemes were introduced as self- employment after training by the professional training institutes which are mostly community services related. citizens participation through non government organisations and voluntary organisations providing various services to the community. As the government role in serving the community is limited. Thus these organisations providing enormous services such as widows services, destitute women services, women and child care services, physically challenged people services and services providing to downtrodden sections. Therefore these services may be of imparting skills, training, maintaining charity homes , primary schools and hospitals etc. The role of community organizations in the development of society is growing now days. To achieve Sustainable Development the citizen participation in adopting eco friendly practices in daily activities is very crucial and important. To decarbonisation of the community based services it is essential that every citizen should participate and create awareness. This will actually helpful to realise the ground level realities. To

assess the actual scanario of contribution of community organizations in the community services in the reduction of cloroflorocarbon emissions as these have been causing lot of damage to environment and responsible for climate change. In various walks of human life citizens participation and their contribution is inevitable to achieve Sustainable Development goals as per the united nations resolutions.

## CITIZEN PARTICIPATION IN GOVERNANCE

Citizen participation means the mechanism by which citizens influence the decision making process or authority which will impact their lives for betterment.

There are benefits of citizens participation in governance process. The accountability and transparency of the government and government officials will increase. The active participation of citizens in governance will make the government officials to implement citizens charters effectively in the delivery of services to the public otherwise people will use right to information act as an effective tool to get things done on time. It improves the responsiveness and effectiveness of the government officials. It becomes voice to the impoverished and marginalized people in policy making as it impacts their lives. It transforms representative democracy into participatory grassroots democracy. Making it as a mere recipients of government services or welfare schemes to active participants of government programmes. Generally, the public and various charity organisations along with government agencies provide services and participate in rescue measures during calamities, earthquakes and disasters. During the recent pandemic covid-19, cutting across all sections of people in the society came forward and rendered their services to the possible extent in the delivery of services to the needy people and to underprivileged sections. In recent times the non - resident Indians Particularly in the USA, the UK, Canada, Australia and other parts of the globe coming forward in serving the community or society by offering scholarships to the poor family background meritorious students, in the name of pay back to the society, offering donations to the public funded institutions, to schools and colleges where they studied once upon a time. Even under the slogan of corporate social responsibility the corporate sector also ventured into to provide services to the public or sometimes along with government together providing services for example 108 services and 104 services etc. So far it is observed that citizens, voluntary organisations, non- government organisations and corporate sector enhancing their support in the community development but still need to be done a lot.

## PUBLIC ADMINISTRATION IN THE PRESENT GLOBAL CONTEXT

Reimagining public administration in the context of globalisation, economic liberalism is a bit of complex from the role of detailed and systematic execution of law or an act to emergence of new public service. Though public administration is interdisciplinary and some the approaches have been borrowed from other subjects in order to strengthen it as a subject of study and application. The focus has been shifted to comparative public administration. At one point of time public administration is everything to government. Now public administration is new public service in the governance Process because market and civil society is also playing very active role and also influencing the political decisions. At present public administration is multi- lateral and bureaucracy is part of governance system. The third minnow brook conference has changed the approach of public administration very significantly due to cross national culture, the development of network based administration has become vital nowadays to administration because new societies have emerged out of network. It is so happened that globalisation has changed the approach of public administration being seen from citizen centric to consumer to customer and providing business like services rather than welfare oriented. The introduction of information communication technology and internet facility has completely changed the outlook of public administration. This has helped to develop intercontinental relationships, the transformation of knowledge and technology, emergence of multi- national companies and increasing interdependence among nations for economic relationship, exchange of information, technology this pushed the rise of interdependence world and collaborative governance have emerged.

Public administration basically getting things done by others. So administration means men and material to accomplish the goals. Public administration is a universal phenomenon, it can be used in multiple dimensions in diversified societies for getting things done. Public administration is a branch

of the executive which plays crucial role in policy implementation. As administration exists in a political system all the political decisions are executed by administration. The authority of delegated legislation empowers the bureaucracy to play crucial role in decision making.

## INFLUENCE OF INFORMATION COMMUNICATION TECHNOLOGY on the Role of PUBLIC ADMINISTRATION

The introduction of information communication technology tools such as computers, internet and digital governance have entirely changed the outlook of public administration infact helped public administration to strengthen itself as an activity or important organ of the executive branch. People's access to more information pertaining to government policies and programmes helped the people to take part in the governance process. Certain times the public expressed dissidence with regard to the government policies which are draconian in nature or against to the wishes of the people. It becomes very easy to know and management of government services and activities and possible to assess and expansion of infrastructure facilities. In times of disasters, the government is quick to take preventive measures or rescue operations because of network-based administration. The government is able to increase spread to far remote areas and create an environment where the government is cooperative and coordinating with its stakeholders in getting things done. Now the governments have become customer friendly to facilitate the public better. It is possible to set up long-term goals and chalk out strategies. Finally, in view of climate change, the government can resort to eco-friendly administrative practices and also caution the public to practice nature-friendly practices from now onwards in their attending daily needs to uphold the sustainable development goals of the United Nations.

## CONCLUSION

As times Change in the same way the expectations of people are also changing. Hence, it is inevitable that the administration should focus more on the best mechanism to address various issues of people in the era of pandemics and climate change. So public administration should become sustainable public administration to achieve sustainable development goals.

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