



"Privatization in the eyes of the public" Examining perception, opinion, and attitude toward private sector involvement in public services

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Abstract

The topic of privatization and private sector involvement in public services is a complex and often controversial one, with various stakeholders holding different perceptions, opinions, and attitudes toward the issue.

Some members of the public may view privatization as a positive development, believing that it can lead to greater efficiency, cost savings, and innovation in the delivery of public services. They may view the private sector as having the expertise and resources necessary to improve the quality and accessibility of public services.

On the other hand, some members of the public may have negative perceptions of privatization, viewing it as a threat to public services and a potential source of corruption or exploitation. They may be concerned that private companies will prioritize profit over the public interest and that privatization will lead to job losses, decreased accountability, and decreased quality of services.

Attitudes toward privatization may also depend on the specific context and sector in question. For example, some individuals may be more open to privatization in certain areas, such as transportation or utilities, while being more resistant to it in areas like healthcare or education.

Overall, understanding the perceptions, opinions, and attitudes of the public toward privatization is an important aspect of policy-making and can help inform decisions about the appropriate level of private sector involvement in the delivery of public services.

Study shows privatization is a transfer of ownership, which may be of a permanent or long-term nature, of a state-owned or public-owned property once and for all, to individuals or organizations who plan to use it for private gain and operate the institution to generate revenue. Privatization is an important mechanism for improving efficiency and competitiveness and attracting foreign direct investment.

Introduction:

Privatization, or the transfer of public services or assets to the private sector, has been a topic of debate and controversy for decades. While proponents of privatization argue that it can lead to greater efficiency, cost savings, and innovation in the delivery of public services, opponents argue that it can threaten the quality and accessibility of services, as well as undermine democratic accountability.

Examining the perceptions, opinions, and attitudes of the public toward privatization is crucial for understanding the potential benefits and drawbacks of private sector involvement in public services. This can help policymakers make informed decisions about when and how to privatize public services, and can also inform public opinion and discourse on the topic.

This paper aims to provide an overview of the different perceptions, opinions, and attitudes that members of the public may hold toward privatization. It will explore the factors that influence public attitudes toward privatization, such as ideological and political beliefs, personal experiences with public services, and perceptions of the private sector.

The paper will also examine the specific contexts in which privatization has been proposed or implemented, including areas such as healthcare, education, transportation, and utilities. By examining these different contexts, the paper will highlight the varying attitudes and opinions that members of the public may hold toward privatization in different sectors.

Ultimately, this paper aims to contribute to the ongoing discussion and debate around privatization by providing a comprehensive understanding of public attitudes and perceptions toward private sector involvement in public services.

Objectives:

1. To know about the demographic factors, associate with privatization.
2. To know respondent views about fast, easy process & less expensive entities in India.
3. To know positive aspects about privatization.
4. To know Negative aspects about privatization.
5. To know which class (Upper, middle & lower) getting more benefits from privatization.
6. To know respondent view on recent government reforms on privatization.
7. To know respondents' knowledge about privatization (Bifurcation- 20%...., 100%) 8.
To know different perception of reserved and non-reserved category towards privatization.

Research methodology:

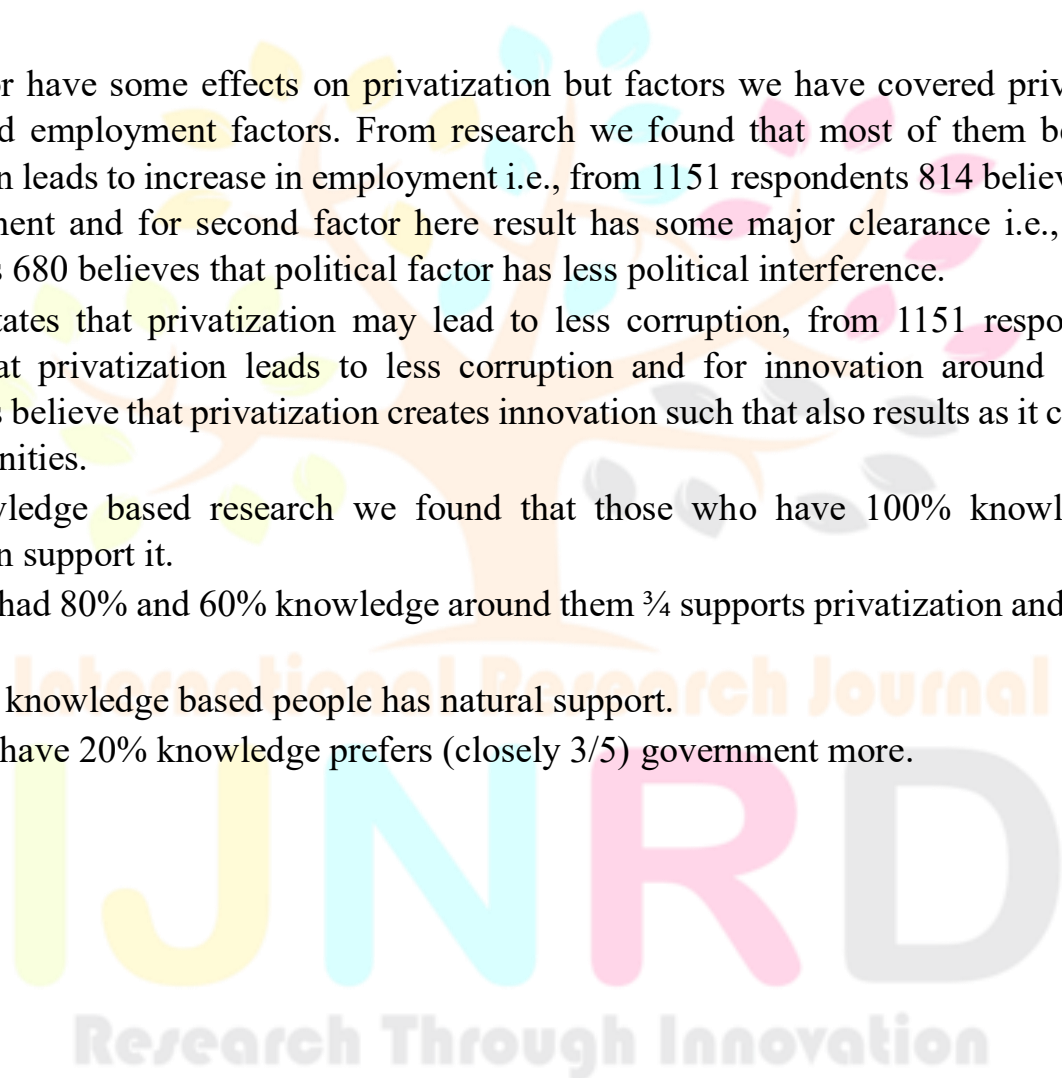
Our research is based on primary undermentioned:

Primary data population data This study population consists of all residents of different cities of India. The questionnaire was distributed to the aforesaid people and simultaneously authors also had verbal talk

Findings:

- From the research work, out of 1151 respondents, 600 were males and about 551 were females, around them 747 were of age between 18 to 35, in section of Above 35 age 298 persons were there and in age of below 18 around 106 persons were the respondents.

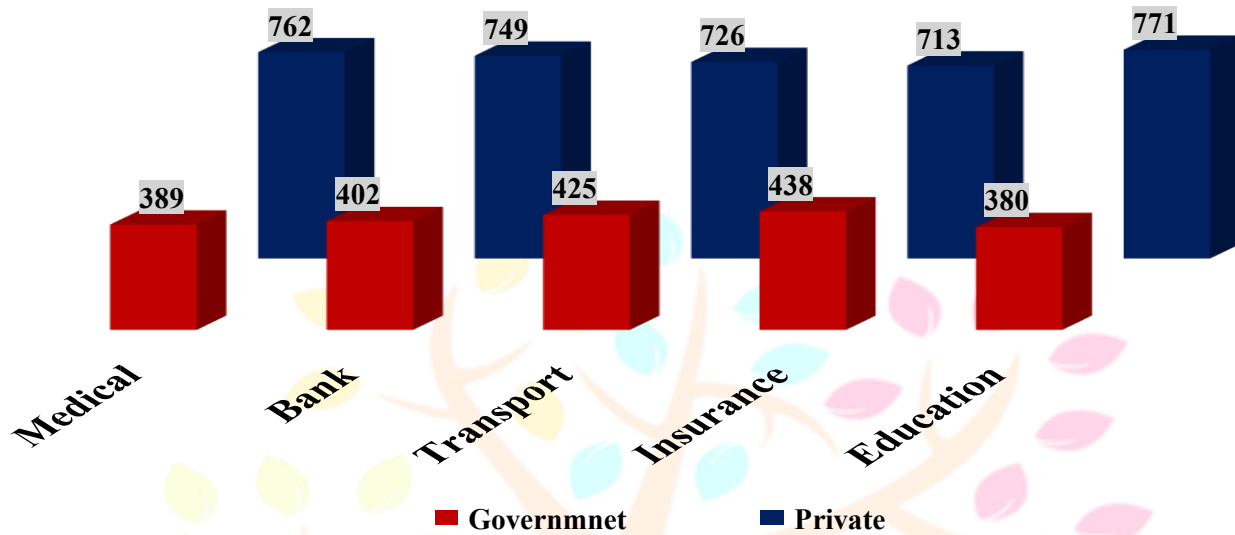
- Here the research says that 423 peoples were married from about 1151 respondents and 728 were unmarried. Their qualification status was about 246 which have done HSC and Below HSC, 602 were Under Graduates and Graduates, 205 were Post Graduates and 98 have done their Higher Qualification.
- From 1151 respondents private sector is more preferable for work; the ration is private sector- 604 and government sector- 547.
- Believe private sector is fast, easy in process. In every factor above 700 respondents believe and above 380 respondents government sector as fast and easy in process, but for less expensive government here takes the lead i.e., above 900 respondents in every sector says that government is less expensive and around 100-150 in each sectors prefer private as less expensive.
- Every factor have some effects on privatization but factors we have covered privatization is political and employment factors. From research we found that most of them believes that privatization leads to increase in employment i.e., from 1151 respondents 814 believes increase in employment and for second factor here result has some major clearance i.e., from 1151 respondents 680 believes that political factor has less political interference.
- Research states that privatization may lead to less corruption, from 1151 respondents 637 believes that privatization leads to less corruption and for innovation around 80% of all respondents believe that privatization creates innovation such that also results as it creates more job opportunities.
- From knowledge based research we found that those who have 100% knowledge about privatization support it.
- Those who had 80% and 60% knowledge around them $\frac{3}{4}$ supports privatization and $\frac{1}{4}$ does not support.
- About 40% knowledge based people has natural support.
- Those who have 20% knowledge prefers (closely $\frac{3}{5}$) government more.



Analysis:

To know respondent views about the fast, easy processes & less expensive entities in India.

Q-1 Which sector is fast and easy in India



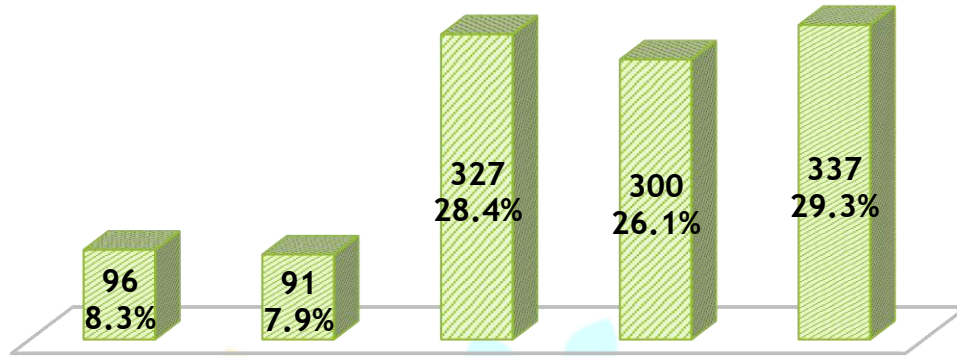
As per the above column chart, we can conclude that the overall private sector is fast & easy to process compared to the government.

Q-2 Which sector is less expensive in India?

	Private		Government	
	Frequency	Percent	Frequency	Percent
Medical	129	11.2%	1022	88.8%
Bank	260	22.6%	891	77.4%
Transport	167	14.5%	984	85.5%
Insurance	253	22.0%	898	78.0%
Education	154	13.4%	997	86.6%

Here, we were concluding government sector is less expensive compare to private sector.

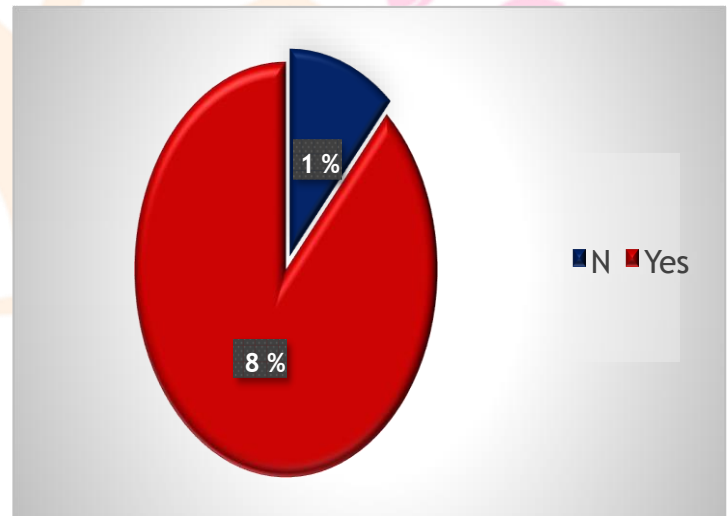
Q-3 positive aspects about privatization.



Privatization may lead to less corruption

Q-4 Does privatization lead to Innovation?

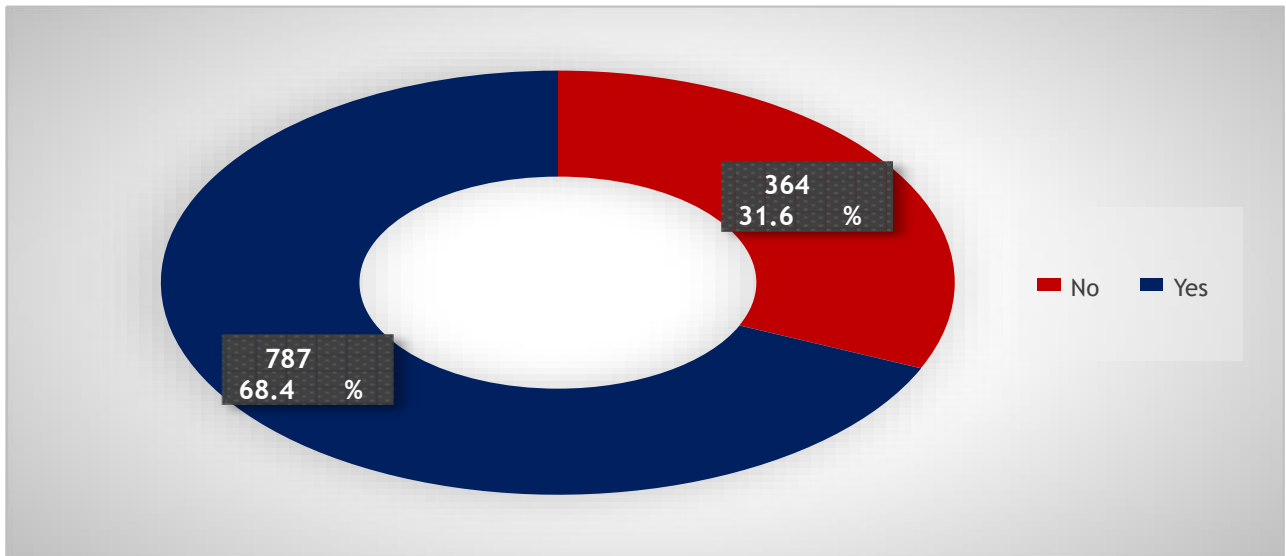
	Frequeunc	Percen
N	13	11.6%
Ye	101	88.4%
Tota	115	100.0%



As we can see maximum number of persons 180 (88.4%) think that privatization leads to innovation and other 133 (11.6%) persons don't believe that privatization leads to innovation.

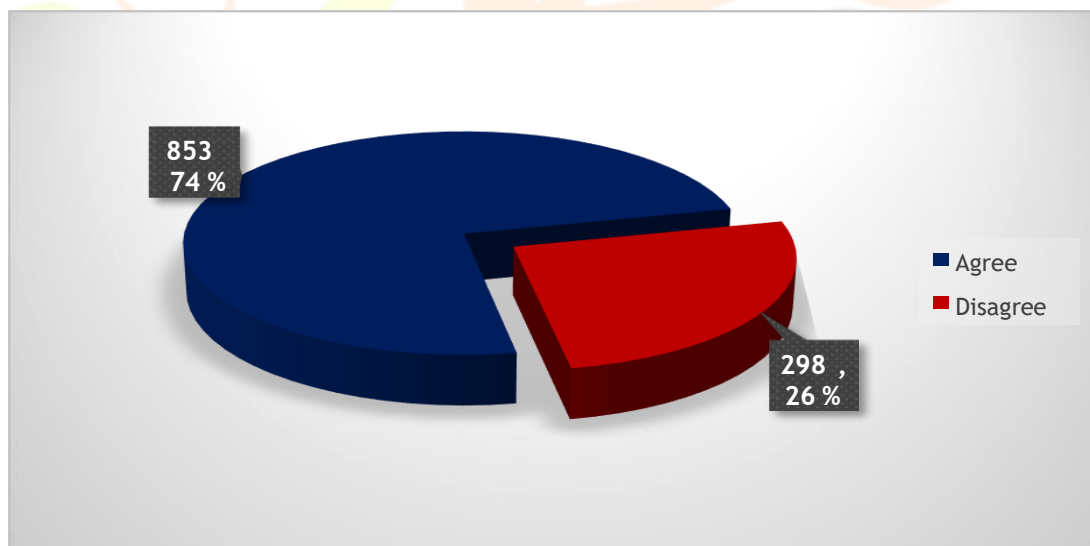
Q-5 Negative aspect of privatization

Does privatization leads to income inequality



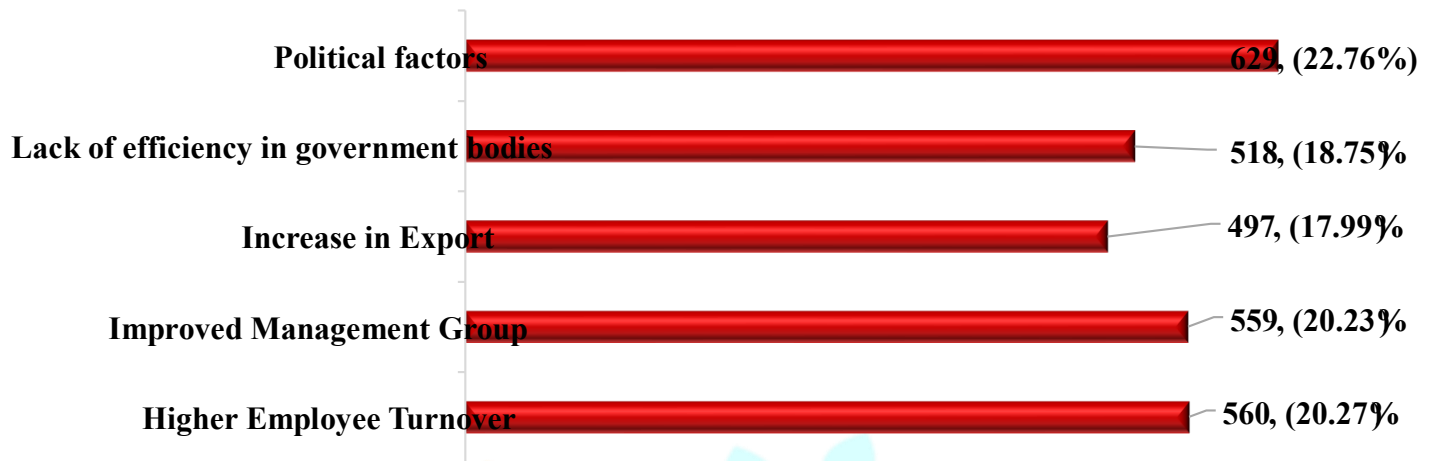
From the above donut chart, we get to know that 364(31.6%) respondents believe that privatization not leading to income equality, and 787(68.4%) believe that.

Q-5 In privatization Experience is more important rather than Qualification.



The above pie chart represents that 853(74.1%) respondents agree with the statement, “In Privatization, Experience has more importance rather than Qualification” and 298(25.9%) were not agree with this.

Q-6 Do you think privatization has political interference?

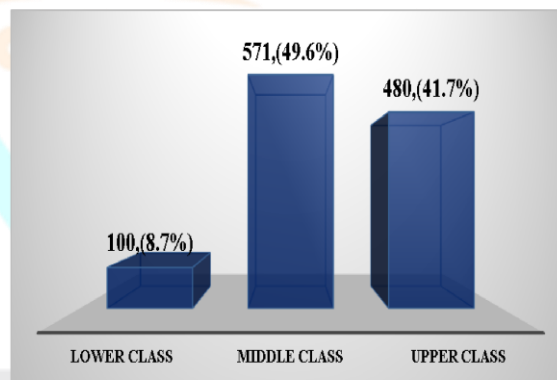


Q-8 Which factor affects Privatization?

OB 5: To know which class (Upper, middle & lower) getting more benefits from privatization.

Which class will get more benefits from Privatization?

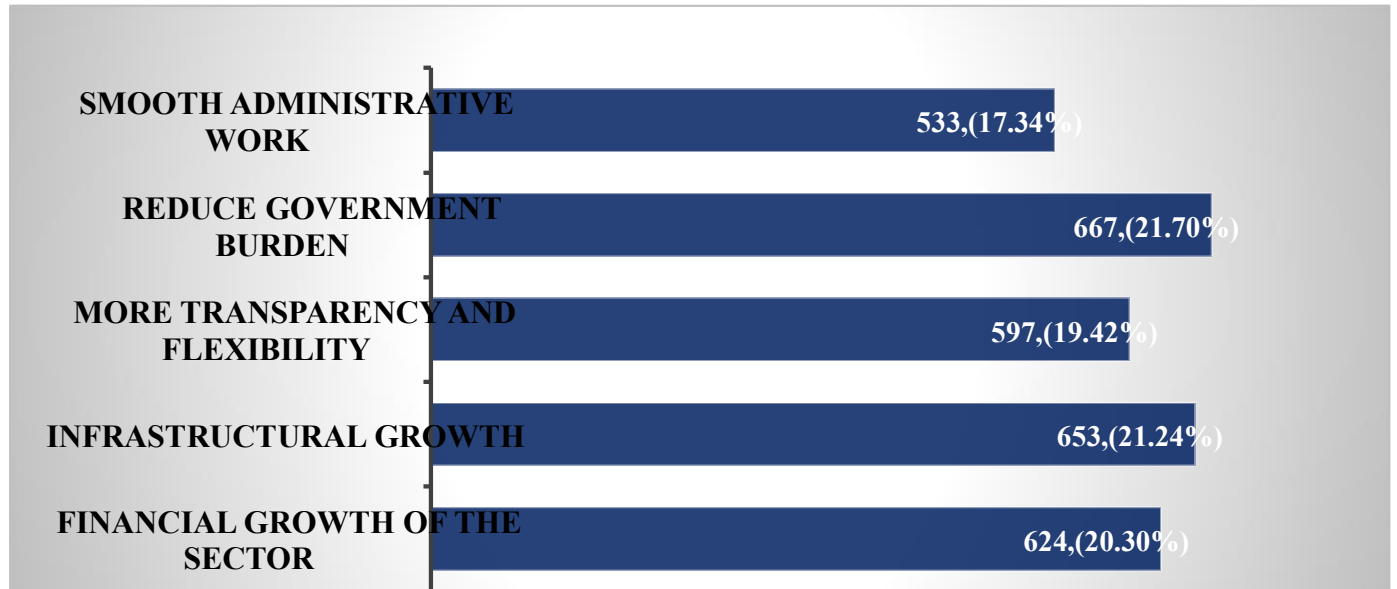
	Frequency	Percent
Lower class	100	8.7%
Middle class	571	49.6%
Upper class	480	41.7%
Total	1151	100.0%



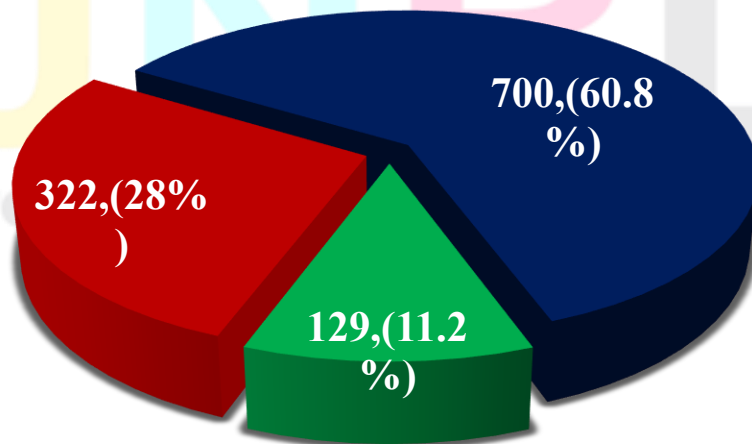
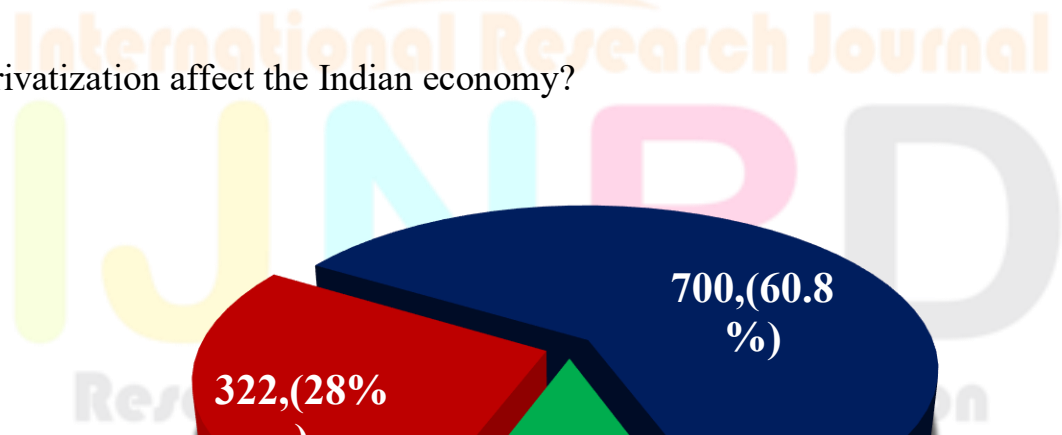
INTERPRITATION:

From the above column chart we can see that Middle class (Approx 50%) get maximum benefits from privatization .

Q-8 Which factor affects Privatization?



Q-10 How did privatization affect the Indian economy?



■ Negative Way ■ Neutral ■ Positive Way

Q-11 To Know the respondent's knowledge about privatization

Knowledge	Frequency	Percent
100%	170	14.77%
80%	273	23.72%
60%	305	26.50%
40%	229	19.89%
20%	126	10.95%
0%	48	4.17%
Total	1151	100.00%

- Above table presenting the primary data about out of 1151 respondents how much percent knowledge respondents has towards privatization while they were giving opinion towards it.
- 170 respondents has good knowledge of privatization, from 88% of respondents were supporting privatization as a good alternative while the remaining 12% does not prefer privatization.
- Respondents who have 80% and 60% knowledge towards privatization were 578 and out of those respondents 76% of them preferring privatization as a supporting factor while another were not supporting because privatization has more negative and less positive aspects.
- 229 respondents who has 40% knowledge, it seems like that they were neutral towards privatization because 55% were thinking that there are no negative aspects of privatization and the remaining 45% were supporting the government sector.
- Of 1151 respondents person who have 20% knowledge of privatization were 126 and out of them 57% of respondents do not prefer privatization because it has more negative points rather than positive ones, remaining were preferring privatization as a supporting factor.
- We are not considering the respondents who has 0% knowledge of privatization and still gave their opinion on it.

Private companies employees

- From 1151 respondents 260 were private companies' employees.
- After analyzing the above table we found that 5/6th employees are supporting privatization.
- They all had minimum 60% knowledge about privatization.
- They believe that privatization does have negative points but has more positive aspects so they prefer to go with privatization. (Based on q20).

Government employees

- From 1151 respondents 85 were government employees.
- After analyzing the above table we found that 8/9 employees are supporting privatization.
- They all had minimum 60% knowledge about privatization.
- From them almost 7/9 employees working were of reserved category.
- They strongly are not acceptable with privatization concepts.

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Conclusion

Privatization is a contentious issue that has garnered a great deal of attention in recent years. The concept of privatization refers to the transfer of ownership or control of public assets, services, or functions to private entities. Proponents of privatization argue that it can improve efficiency, reduce costs, and increase innovation, while opponents argue that it can lead to the loss of public control, reduced quality, and increased inequality.

The public's perception of privatization varies widely depending on the specific circumstances and the particular stakeholder group. In general, however, there are several key factors that influence public opinion on privatization.

One of the most important factors is the perceived level of transparency and accountability in the privatization process. When the public feels that the process is fair, open, and transparent, they are more likely to support privatization. However, when the process is perceived as secretive or corrupt, public trust in privatization is undermined.

Another important factor is the perceived impact of privatization on the quality and availability of public services. When privatization leads to improved services or reduced costs, the public tends to view it more favorably. However, when privatization leads to reduced access or quality of services, the public is likely to be critical.

The perceived impact of privatization on jobs and workers is also a major concern. When privatization leads to job losses or reduced working conditions, the public is likely to be critical. However, when privatization leads to increased job opportunities or better working conditions, the public is likely to be more supportive.

In conclusion, the public's perception of privatization is complex and multifaceted. While there are certainly benefits to privatization, such as increased efficiency and innovation, there are also risks and potential downsides, such as reduced public control and decreased quality of services. Ultimately, the success of any privatization effort will depend on a variety of factors, including the specific circumstances and the extent to which the process is perceived as fair, transparent, and beneficial to the public.

- i Good knowledge supports privatization
- ii Privatization – fast and easy, government – less expensive
- iii Privatization affects middle-class people
- iv Affecting factors – political and employment Positive impact on routine
- v Lead to less corruption, new innovation
- vi Have less political interference