

# **TOWARDS AN AFRICAN MODEL OF PUBLIC SERVICE DELIVERY**

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# PROLOGUE

***“Can we any longer speak of the future, of the prospects for human welfare, because ‘the party is over’? ... Is it not possible, then, to envisage an emancipatory politics of welfare, one which takes the risk of looking to the future,...***

# PROLOGUE (CONT'D)

*...rather than only continuously adapting to the present and having a love/hate relationship to the past? (Leonard, 1997: 27).*

# **INTRODUCTION**

**This paper is set in the context of the principles of:**

- Responsible Public Governance (RPG) and**
- Sustainable Development Goals (SDGs).**

# INTRODUCTION CONT'D

I take issue with

- **Privatization and *commercialization of public assets*; they constitute machinery for producing public goods, services, processes;**
- ***Privatization of public services* by movement to public management.**

# **INTRODUCTION CONT'D**

**Public service gap exist in Africa  
(due to):**

- High demand for public services**
- Rapid population growth**
- Rapid urbanization**

# **INTRODUCTION CONT'D**

**Public service gap exist in Africa (due to):**

- Political turbulence**
- Declining delivery capacity**
- Increasing fiscal deficits putting pressure to cut down on social services**

# **INTRODUCTION CONT'D**

**Africa has not adequately provided these services, including**

- Education, shelter, food, water**
- Security, power, jobs, governance**
- Healthcare, infrastructures**
- Which fuel out-migration boom**



# **THEORETICAL CONTEXT**

**Greedy Bastards Hypothesis**

**Scambler (2012); hegemonic bloc**

- Coalition of CCE-PPE: focused autonomous reflexives entirely, ruthlessly in pursuit of their selfish interest**

# **THEORETICAL CONTEXT CONT'D**

**Greedy Bastards (GBs) include**

- Politicians, governors of states, members of parliaments, etc who greedily amass untold wealth.**
- Their emolument for one year far exceeds the life-time earnings of the average civil servant.**

# THE PUBLIC SERVICE & PUBLIC SERVICE

- *The public service* is collectively-owned social institution rendering *public services*
- *Public services* are socially non-excludable, beneficial common goods provided to members of the public.

# **RESPONSIBLE PUBLIC GOVERNANCE**

**RPG is an antecedent mechanism for achieving SDGs**

- **RPG means governing elite be responsible for, or responsive to, the public, with *transparency, accountability, and reflexivity* in public service delivery**

# RESPONSIBLE PUBLIC GOVERNANCE

Transparency should mean

- *Openness* in conduct of public affairs in service delivery;
- *Use of due process* by adhering to laid-down operational guidelines, e.g. financial regulations.

# RESPONSIBLE PUBLIC GOVERNANCE

**Accountability should mean**

- ***Reporting to and keeping people informed***
- **Standing up to *public scrutiny***
- **Submitting to the *public will***
- **Stewardship**

# **RESPONSIBLE PUBLIC GOVERNANCE**

**Reflexivity or self-critique on:**

- **The human condition (in Africa)**
- **The morality and ethics of public service (caring, empathy, etc)**
- **Quality of public service**
- **Future of the human species**

# **IRRESPONSIBLE PUBLIC GOVERNANCE**

**IPG is the antithesis of RPG. Indicators:**

- Irresponsibility, unresponsiveness**
- Non-accountability**
- Opacity; close-mindedness or calcified minds, callousness, selfishness**
- Non-reflexivity; moral and ethical bankruptcy, vacuity, or decadence**



# **IRRESPONSIBLE PUBLIC GOVERNANCE**

## **Examples of members of IPG**

- Western capitalism, reified**
- Bretton Woods financial institutions involved in global governance (IMF, World Bank)**

# **IRRESPONSIBLE PUBLIC GOVERNANCE**

## **Examples of members of IPG (cont'd)**

- **Western thanatocratic or necromatic (death-dealing) transnational pharmaceutical corporations**
- **Corrupt African governing elite and their partners in corruption**

# **IRRESPONSIBLE PUBLIC GOVERNANCE**

## **Examples of members of IPG (cont'd)**

- Western globalization, reified**
- Neoliberalism, reified**
- Neoliberalism establishment**

# **ERA OF PUBLIC SERVICE QUALITY**

**Welfare Statism in Fordist Era (1945 to early 1970s): The Keynesian Turn (New Deal); Fiscalism**

- **Fordist principles of production represented post-War renegotiation of social contract**

# **ERA OF PUBLIC SERVICE QUALITY**

**The Keynesian Turn; based on  
Keynesian Fiscalism**

- wages indexed to productivity**
- steady improvements to workers' living standards**
- on the back of an economic boom and high employment**

# **ERA OF PUBLIC SERVICE QUALITY**

## **The Keynesian Turn (New Deal)**

- Government intervention in economy based on Keynesian welfare principles**
- Rapid increased government spending on welfare**

# **ERA OF PUBLIC SERVICE QUALITY**

## **The Keynesian Turn (New Deal)**

- organised labour accorded access to decision-making**
- Human rights defined as workers' rights**

# **ERA OF DECLINE IN PSD**

**Post-Fordist Era (from late 1970s):  
Neoliberal Turn; Precursors:**

- the collapse of the Bretton Woods international financial system**
- the difficulty of maintaining economic stability;**



# **ERA OF DECLINE IN PSD**

**The Neoliberal Turn; Based on Hayekian Monetarism; Precursors:**

- the experience of stagflation: cost-push inflation & demand-pull unemployment;**
- the 1973 decision of OPEC to quadruple the price of oil,**

# **ERA OF DECLINE OF PSD**

## **The Neoliberal Turn; Precursors:**

- Arab world's oil embargo on the West**
- economic structural constraint on nations from globalisation  
constraining countries from  
implementing welfare programmes  
as they previously did.**

# **ERA OF DECLINE IN PSD**

**Privatization of public assets or public services has**

- reduced access to basic needs**
- weakened the ethos of public service**

# **ERA OF DECLINE IN PSD**

**Privatization of public assets or public services has**

- hollowed out the efficacy of local government services**
- Created the contract state**
- Impoverished the ordinary citizens**

# **ERA OF DECLINE IN PSD**

**Privatization of public assets public services has**

- Fatally damaged a societal ability to articulate and pursue a common interest.**
- Priced services beyond means of ordinary citizens**

# **ERA OF DECLINE IN PSD**

**Privatization of public assets or public services has**

- Increased unemployment by workforce downsizing**
- Increased insecuritization of jobs**

# **AFRICA, THE SLEEPING GIANT**

**The West collapsed when OPEC raised its oil price. Imagine the impact on the West**

- If Africa closes its Suez Canal**
- If Panama closes its Panama Canal**

# **AFRICA, THE SLEEPING GIANT**

**Imagine the impact on the  
West**

- If Africa stops exporting its natural resources in raw form**
- If, particularly, Africa stops its uranium exports**



# PSD: TOWARDS AFRICAN MODEL

## Quality of Public Service as Measure of Accountability

- auditors only examine and express their *opinion* whether or not proper books of account are kept
- Periodic audit of national accounts has not detected misuse of public funds
- But development remains arrested

# PSD: TOWARDS AFRICAN MODEL

**Why now? Analysis and findings are antecedents to recommendation.**

**Quality metrics of public services:**

- ***Service is Not-for-Profit:* Public goods be decommodified; decommercialisation**

# PSD: TOWARDS AFRICAN MODEL

## Quality metrics of public services (cont'd)

- *Service is Satisfactory to Consumers (Speed of service delivery)*. Timeliness of service is imperative; or it is medicine after death: NPF, al-Shabab

# PSD: TOWARDS AFRICAN MODEL

## Quality metrics of public services (cont'd)

- ***Service Facility is built to Last:*** It contributes to building national capital stock and sustainability in development

# PSD: TOWARDS AFRICAN MODEL

## Quality metrics of public services (cont'd)

- ***Service Facility is Accessible*** in terms of cost and locational accessibility or distributional equity

# PSD: TOWARDS AFRICAN MODEL

Quality metrics of public services

- *Facility Produces Services that Improve Quality of Life:*

**Electricity supply that is epileptic with fluctuating voltage adds to stress**

# PSD: TOWARDS AFRICAN MODEL

- *Service Facility must be Completed and Functioning:*  
Service facility must be completed on ground (not just on paper), test-run to ensure it is functioning.

# PSD: TOWARDS AFRICAN MODEL

- *Service Facility must be Regularly Maintained and Upgraded or Modernized:*  
Maintain to maximize useful life and benefit



# **PSD: TOWARDS AFRICAN MODEL**

**To me, modernization is**

- Continuous improvement incorporating the latest inventions and ideas**
- Better ways of doing things**
- Inappropriately periodized into modernity, post-modernity, trans-modernity**

# **REINSTATING WELFARE STATISM**

**A three-fold action plan:**

**(1) reflexive critique of  
neoliberalism based  
on generative thinking,**

# **REINSTATING WELFARE STATISM**

**(2) countering, resisting,  
subverting, and  
ultimately undermining  
neoliberalism and its  
globalization**

# **REINSTATING WELFARE STATISM**

**(3) holding public  
officers accountable  
for spending public  
funds.**

# APPRECIATION

**THANK YOU FOR YOUR TIME  
AND PATIENCE.**

**I WISH YOU SAFE FLIGHT BACK  
HOME TO MEET YOUR  
BELOVED FAMILIES**