Chapter 15
New Appearance of Social Services Within the Scope of a New Public Administration Approach

Arzu Yıldırım

Şirnak Üniversitesi, Turkey

ABSTRACT

With the globalization process and the transition to the information society, change policies in public administration have emerged. In this context, many regulations were made in the 2000s. Participation, accountability, governance, and localization trends have gained importance in the provision of services. As a result of the new public administration approach, holding the non-governmental organizations, private sector, and local administrations responsible for the fulfillment of their duties and responsibilities gained momentum with the withdrawal of the state from the social sphere. The aim of the study is to evaluate the restructuring process that occurs in social services within the scope of restructuring studies carried out in the country. Within the scope of decentralization of services, social municipalism, which is the new aspect of localization of social services, will be emphasized. At this point, it is aimed to reveal the change in social services within the scope of the new public administration approach.

INTRODUCTION

With the influence of the welfare state, public administrations have steadily grown to fulfill the duties expected from them. The services offered by public administrations to provide better service to the citizens have increased and diversified. However, it has become increasingly difficult to meet the growing structure of public administrations with existing budgets. With the traditional understanding of public administration, the provision of public services has become difficult. Therefore, the understanding that the state should be downsized has started to come to the agenda. Especially in the 1980s, an understanding of providing a more flexible, effective, and efficient public service has emerged. The name of this

new administration is the new public management approach. Parallel to the developments in the world, our country was also affected by this change. The traditional understanding of public administration has begun to be questioned. Factors such as total quality management, accountability, openness, participatory, effectiveness, and efficiency applied in private administration have become mandatory in public administration. Thus, as in the private sector, citizens will be more satisfied. By using fewer resources, more output will be achieved, saving both times, resources and personnel.

In traditional public administration, services were carried out by the central government. In the new public administration approach, it is emphasized that services are carried out with the joint action of local government units, the private sector, non-governmental organizations, and state actors. In the provision of public services, more democratic and technology-intensive service delivery has come to the fore in line with the preferences and requests of the citizens.

With the change in technology, the needs of citizens have both increased and diversified with the change of socio-economic and cultural structure. As such, effective solutions could not be brought to the increasing demands of the citizens, and the problems started to increase. It has now become apparent that the state should be downsized and the management techniques used in the private sector should be used in the provision of services of the public administration. In time, the strict bureaucratic and centralist understanding of the state gave way to a more flexible and participatory management approach. The name of this new management model has been the new public administration approach. This approach puts the citizen in focus and the understanding that expects everything from the state has been replaced by a more flexible and participatory management approach. Thus, more effective and efficient service delivery will be realized with less cost. Social works are also affected by this change and transformation process. The traditional service provider has changed in the provision of social works. State actor plays the most important role in the provision of social works; with the transition to the new public administration approach, the state has taken a secondary position. The state's influence in the provision of social works has been reduced. Especially in recent restructuring efforts, it is seen that the influence of the state has been reduced. Giving more authority to local government units in the provision of social works has come to the fore. The need to keep the dispersed social works under a single roof has shown its effect in the reforms made.

The underlying reason for these changes is; welfare state practices mean that the state has to cope with the responsibility it cannot handle, as a result of the state assuming all responsibilities in time. The fact that the budget remained the same despite the increased responsibilities made the situation even more serious. The aim of the study is to evaluate the restructuring process that occurs in social works within the scope of restructuring studies carried out in Turkey. Within the scope of decentralization of services, social municipalism, which is the new aspect of localization of social works, will be emphasized. At this point, it is aimed to reveal the change in social works within the scope of the new public administration approach. Local government units are equipped with certain powers to meet the social needs of local people. Social municipality understanding emerged as a result of the authorization of local government units in the field of social policy. For this purpose, the subject of social municipalism will also be examined in this study. Municipalities, which constitute the most important pillar of local government units, have important duties with the understanding of social municipality. Municipalities are given duties in social issues as well as basic public works such as zoning, environment, and transportation. Municipalities that focus on social works, as well as compulsory services, can be defined as social municipalities. The provision of social public works has been realized from the center to the local within the scope of the new public administration approach.

15 more pages are available in the full version of this document, which may be purchased using the "Add to Cart" button on the publisher's webpage: www.igi-global.com/chapter/new-appearance-of-social-services-within-the-scope-of-a-new-public-administration-approach/279548

Related Content

Cities for New Growth and Socio-Economic Dynamism?: The Case of Smart Cities and RDI-Driven Participative Democracy and Governance
Seija Kulkki (2017). *International Journal of Public Administration in the Digital Age (pp. 1-19).*
www.irma-international.org/article/cities-for-new-growth-and-socio-economic-dynamism/186844

Community Practices to Improve E-Governance at the Grass Roots
Hakikur Rahman (2013). *Cases on Progressions and Challenges in ICT Utilization for Citizen-Centric Governance (pp. 134-179).*
www.irma-international.org/chapter/community-practices-improve-governance-grass/69865

eParticipation in Neighbourhood Development: A Survey of Digital Applications and Tools
Monika Heyder, Stefan Höffkenand Constanze Heydkamp (2021). *International Journal of Urban Planning and Smart Cities (pp. 1-18).*
www.irma-international.org/article/eparticipation-in-neighbourhood-development/280150

Countercyclical Fiscal Policy During the COVID-19 Pandemic: Federal Stimulus Funding for State and Local Governments
Roland Calia (2023). *Handbook of Research on Transforming Government, Nonprofits, and Healthcare in a Post-Pandemic Era (pp. 1-19).*
www.irma-international.org/chapter/countercyclical-fiscal-policy-during-the-covid-19-pandemic/315358

Process Alignment, End User Participation for E-Government Programs: Key Stakeholders View
Sameer Goel, Rajeev Dwivediand A.M. Sherry (2014). *International Journal of Public Administration in the Digital Age (pp. 65-79).*
www.irma-international.org/article/process-alignment-end-user-participation-for-e-government-programs/112004