

Running head: what
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RUNNING HEAD: WHAT CAN BE DONE TO IMPROVE THE PUBLIC'S PERCEPTION OF CIVIL SERVICE FOR GOVERNMENT EMPLOYEES? What can be done to improve the public's perception of civil service for government employees? [Name of the writer] [Name of the institution] What can be done to improve the public's perception of civil service for government employees? Improving perceptions of the public service There is plentiful anecdotal proof that the public's respect for administration is eroded by political and bureaucratic dishonesty.

Available proof and common sense propose that reducing bureaucrat corruption can enhance respect for administration. A U. S research concludes that citizens' evaluation of service quality is resolute mainly by five factors: timeliness, knowledge and capability of staff, civility/comfort, fair treatment, and result. The Institute of Public Administration of has made these ideas through dialogue with community officials and community groups into a set of sensible proposals for transformation faith in the public service.

Plan to improve public respect for public service is probable to enhance public servants' respect for themselves, and are thus possible to improve their confidence and performance. (Hellman, Geraint Jones, and Kaufmann, 2000) Administration around the world have take on new organizational forms and new management approaches, partially in the faith that improved performance in policymaking and service delivery will improve the public's awareness of government.

The aptitude of the public service to do at a level sufficient to enhance its public illustration depends considerably on the quality of its human resource

management, particularly in the areas of staffing and retention, recompense and recognition, and worker empowerment. The public's faith in public servants is probable to be higher if the public service is apparent to be non-partisan and expert rather than politicized. Ways must be found to dispel the myths about the public service and to promote its achievement.

In particular, politicians, commerce people and the media must go ahead in developing mutual arrangements that will help to reinstate and improve public respect for the public service (Roberts, 2005) References Hellman, Geraint Jones, and Kaufmann, (2000). " Seize the State, Seize the Day: State Capture, Corruption and Influence in Transition. " World Bank Policy Research Working Paper No. 2444. World Bank, Washington, D. C. Roberts, (2005). " The Public Integrity Quagmire. " In Carolyn Ban and Norma M. Riccucci eds. , Public Personnel Management: Current Concerns – Future Challenges. New York, Longman