

عنوان مقاله:

Quality of Good Governance: Case study of Pakistan

محل انتشار:

هفتمین کنفرانس بین المللی مدیران کیفیت (سال: 1385)

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خلاصه مقاله:

Nowadays, Good Government is a very burning issue for any nation who wants to become citizen/customer oriented. Now time to treat citizen as customer without that government cannot be successful. In developing countries, there are many reasons why government agencies are insensitive to citizen concern. First of all, the budget of government agencies is not dependent on citizen satisfaction. Government agencies do not receive their funds directly from the citizen but through the Central Board of Revenue and other indirect taxes. Whenever a business displeases customers, sales decline and profit plummets. When a government agency fails to deliver services, nothing bad happens to it. Government agencies aim to please, not the customer, but the bureaucracy and its bosses. There is no incentive to satisfy the citizen as customer. In near future, if Pakistani government wants to improve its image as well as to compete in open market especially in South Asia it has to emphasize on quality of good governance. In this way, government can give quality in everything, also it can involve and encourage the people because quality is never an accident. Government needs to create awareness among people so that they can improve the quality of life. In this way, government would be able to alleviate poverty and improve living standard of their citizens. This paper examines quality of good governance. This research also focuses on the Mid-Term Development Framework (MTDF), and on governance reforms in Pakistan. There is also SWOT analysis to judge the challenges face by Pakistan as a developing country.

کلمات کلیدی:

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