

Chapter 3

Reasons for public sector failure

Introduction

- Public sector failure occurs when the economy and the country's resources are managed in such a way that the welfare of the people is not improved and the delivery of services is ineffective and inefficient.

Management Failure

- Government departments are poorly managed due to bureaucracy, lack of leadership, training and experience.
- These departments are not expected to maximise profits. They receive budget allocations based on estimated costs and needs.
- Factors can result in budget allocations not being spent-resources are wasted.
- This is linked to efficiency as a problem of public sector provisioning.

Agency (accountability)

- Successful public production relies on long-term accountability.
- Accountability is the duty of an individual or organisation to explain their decisions and actions and accept responsibility for their behaviour.
- Lack of accountability leads to inefficiency, corruption and poor service delivery.

Lack of motivation

- Workers rarely receive incentives for successful service delivery.
- There is little stipulation for service quality and quantity, no measurement of effectiveness or productivity and few rewards or penalties.
- The provider only monitors inputs and compliance with processes and procedures.
- This links to typical problems experienced through public sector provisioning of efficiency and assessing needs.

Behaviour of politicians

- Those who aim to be re-elected and who pursue vote-maximising strategies to secure or retain their political offices.
- Such politicians have a short-term horizon which is limited to the date of the next election.
- This means that they promote policies and spend money on projects as long as they can get votes in return.
- This may be linked to accountability and efficiency as problems of public provisioning.

Bureaucracy

- When rules and procedures are inflexible and complex, we are dealing with problems of bureaucracy.
- As a result, policies take too long to be implemented or are not implemented successfully.
- Those who try to maximise their income, status, power or prestige (bureaucrats) are empathic and insensitive to the needs of the public.

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Table of Contents Possible Essays For History Paper 2 Grade 12014

1. Understanding the eBook Possible Essays For History Paper 2 Grade 12014
 - The Rise of Digital Reading Possible Essays For History Paper 2 Grade 12014
 - Advantages of eBooks Over Traditional Books
2. Identifying Possible Essays For History Paper 2 Grade 12014
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an eBook Possible Essays For History Paper 2 Grade 12014
 - User-Friendly Interface
4. Exploring eBook Recommendations from Possible Essays For History Paper 2 Grade 12014
 - Personalized Recommendations
 - Possible Essays For History Paper 2 Grade 12014 User Reviews and Ratings
 - Possible Essays For History Paper 2 Grade 12014 and Bestseller Lists

5. Accessing Possible Essays For History Paper 2 Grade 12014 Free and Paid eBooks
 - Possible Essays For History Paper 2 Grade 12014 Public Domain eBooks
 - Possible Essays For History Paper 2 Grade 12014 eBook Subscription Services
 - Possible Essays For History Paper 2 Grade 12014 Budget-Friendly Options
6. Navigating Possible Essays For History Paper 2 Grade 12014 eBook Formats
 - ePub, PDF, MOBI, and More
 - Possible Essays For History Paper 2 Grade 12014 Compatibility with Devices
 - Possible Essays For History Paper 2 Grade 12014 Enhanced eBook Features
7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Possible Essays For History Paper 2 Grade 12014
 - Highlighting and Note-Taking Possible Essays For History Paper 2 Grade 12014
 - Interactive Elements Possible Essays For History Paper 2 Grade 12014
8. Staying Engaged with Possible Essays For History Paper 2 Grade 12014
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Possible Essays For History Paper 2 Grade 12014
9. Balancing eBooks and Physical Books Possible Essays For History Paper 2 Grade 12014
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Possible Essays For History Paper 2 Grade 12014
10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
11. Cultivating a Reading Routine Possible Essays For History Paper 2 Grade 12014
 - Setting Reading Goals Possible Essays For History Paper 2 Grade 12014
 - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Possible Essays For History Paper 2 Grade 12014
 - Fact-Checking eBook Content of Possible Essays For History Paper 2 Grade 12014
 - Distinguishing Credible Sources
13. Promoting Lifelong Learning

- Utilizing eBooks for Skill Development
- Exploring Educational eBooks

14. Embracing eBook Trends

- Integration of Multimedia Elements
- Interactive and Gamified eBooks

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