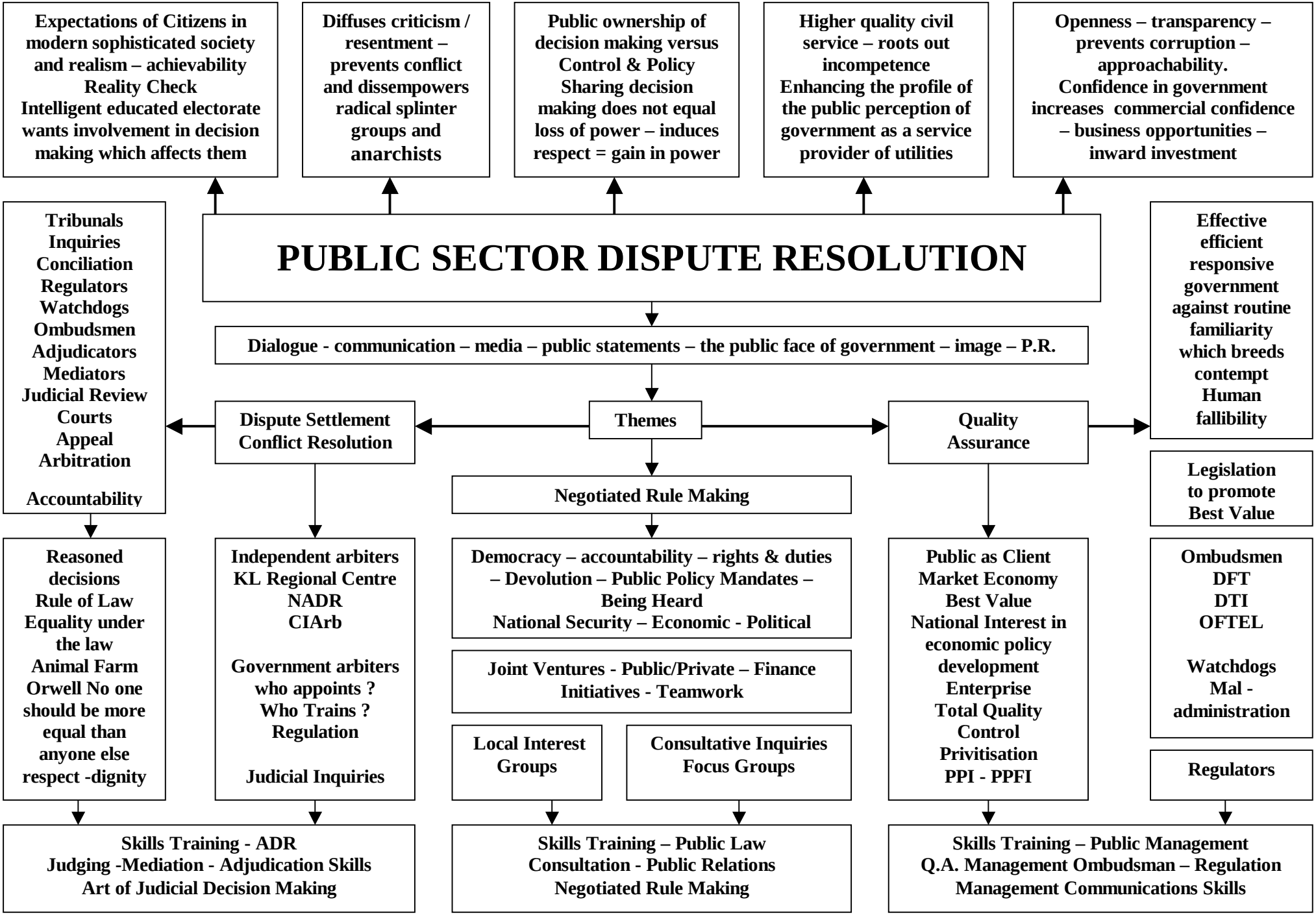
Expectations of Citizens in modern sophisticated society and realism – achievability Reality Check Intelligent educated electorate wants involvement in decision making which affects them
Diffuses criticism / resentment – prevents conflict and dissempowers radical splinter groups and anarchists
Public ownership of decision making versus Control & Policy Sharing decision making does not equal loss of power – induces respect = gain in power
Higher quality civil service – roots out incompetence Enhancing the profile of the public perception of government as a service provider of utilities
Openness – transparency – prevents corruption – approachability. Confidence in government increases commercial confidence – business opportunities – inward investment
PUBLIC SECTOR DISPUTE RESOLUTION
Tribunals Inquiries Conciliation Regulators Watchdogs Ombudsmen Adjudicators Mediators Judicial Review Courts Appeal Arbitration
Accountability
Effective efficient responsive government against routine familiarity which breeds contempt Human fallibility
Dialogue - communication – media – public statements – the public face of government – image – P.R.
Dispute Settlement Conflict Resolution
Themes
Quality Assurance
Legislation to promote Best Value
Negotiated Rule Making
Reasoned decisions Rule of Law Equality under the law Animal Farm Orwell No one should be more equal than anyone else respect -dignity
Independent arbiters KL Regional Centre NADR CIArb
Government arbiters who appoints ? Who Trains ? Regulation
Judicial Inquiries
Democracy – accountability – rights & duties – Devolution – Public Policy Mandates – Being Heard National Security – Economic - Political
Joint Ventures - Public/Private – Finance Initiatives - Teamwork
Local Interest Groups
Consultative Inquiries Focus Groups
Public as Client Market Economy Best Value National Interest in economic policy development Enterprise Total Quality Control Privitisation PPI - PPFI
Ombudsmen DFT DTI OFTEL
Watchdogs Mal - administration
Regulators
Skills Training - ADR Judging -Mediation - Adjudication Skills Art of Judicial Decision Making
Skills Training – Public Law Consultation - Public Relations Negotiated Rule Making
Skills Training – Public Management Q.A. Management Ombudsman – Regulation Management Communications Skills