

GOVERNMENT VERSUS CITIZEN

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ABSTRACT:

MIRROR A LOCAL, REGION AND NOT LEAST THE COUNTRY'S ADMINISTRATION. LIKE THE ECONOMY, THE PUBLIC WANTS TO KNOW ANSWERS TO THE FOLLOWING QUESTIONS: "WHAT TO PRODUCE?", "HOW TO PRODUCE?" "HOW TO PRODUCE?" AND "FOR WHOM TO PRODUCE?". AND IF THE PUBLIC SERVICE MUST RESPOND TO THESE QUESTIONS MEANS THAT CITIZENS MUST BE REGARDED AS CLIENTS, WHICH MUST BE SATISFIED BY THE SERVICES THEY PROVIDED. THIS MUST BE PART OF THE THINKING AND ACTION OF THE AUTHORITIES. IN A MARKET ECONOMY, CUSTOMERS ARE KEY PAWNS. IF THEY ARE DISSATISFIED WITH THE SERVICES THEY RECEIVE FROM THE COMPANY PENALIZES WAITED QUALITY SERVICE AT A REASONABLE PRICE IN A REASONABLE TIME AND GENEROUSLY OFFERED. THEREFORE, THE GOVERNMENT SHOULD PROVIDE PUBLIC SERVICES TO CITIZENS. RECENT TIMES HAVE SEEN AN IMPROVEMENT IN CITIZENS' ACCESS TO PUBLIC SERVICES, HOWEVER THERE IS A NEED TO INSTILL A GOVERNMENT GUIDANCE TO CITIZENS THROUGHOUT THE PUBLIC SECTOR AND AT ALL LEVELS, SO THAT QUALITY BECOMES A SECOND CHARACTERISTIC OF IT.

KEY WORDS: GOVERNMENT, PUBLIC SERVICE, CITIZEN, PUBLIC INVOLVEMENT, ADMINISTRATIVE DECISION, PUBLIC MANAGEMENT.

INTRODUCTION

The glass of a local mirror, a region and not least the country is the administration. Compared to the meanings they received along the time, in the interwar period created the idea that "government represents all public "public² services" or service is the means by which the administration was working³. However, the term "public service"⁴ means a legal person, whether public or private or a body performing an activity of interest. But in the material sense, public service is a type of activity, not an organization. In the interwar period, the public interest was that activity conducted by a public in any way by a private person. The situation was not favorable for the economic development of society, which at the time needed services as diverse. Even if later, but still, both the state and public institutions have realized that there are situations which require collaboration with private companies in order to achieve the general interest. So there are authors who consider public service as an activity of interest, performed by a private individual having powers under the control of public

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² John Muraru, *Constitutional Law and Political Institutions, vol II* (Bucharest: Actami, 1995), 149.

³ Muraru, *Constitutional Law*, 149.

⁴ Anton Parlăgi and Cristian Iftimoaie, *Local public services* (Bucharest: Economica, 2001), 9.

power.⁵ Another definition of the public service as "an administrative body created by the state, county or shared with jurisdiction and powers defined, purchased with funds from general government heritage creative dispositions made public to meet regularly and continuous need general nature that private enterprise could not give him satisfaction than intermittent and"⁶ incomplete. From this definition the attitude that the relationship between governments and citizens, the main role is played by the provision of services.

Was observed that after 1992 they wanted a change in the attitudes and behavior of local, is to establish a positive direct relationship between involvement in promoting local development projects and interests. Therefore, administration, local must participate in sustainable community development.

From the foregoing, it can be easily observed that the government is the main actor of local economic development. Assigned it a number of roles in local economic development. As a result, the government is analyzing the local economy and will provide economic development process, managing economic development projects, provide public services, not least maintaining a climate favorable local citizens and local businesses.

During the current period, the administration must to ensure the economic development of the community he represents in terms of sustainability. The local representatives hear arguments increasingly talk of sustainable development as a phenomenon, but it does not take into account certain moral principles regarding sustainable development is a real warning sign. As we know, sustainable development is a complex process in which they are invited to attend a series of the most diverse actors: local government, small and medium enterprises, the business environment, represented by the non - profit and of course we ordinary citizens of this country.

2. MANAGERIAL INVOLVEMENT OF GOVERNMENT

Our country should honor both commitments it has made the European Union, International Monetary Fund, and ordinary citizens who want to ensure a job and a decent life.

We are sure that each administrative unit is unique, and the problems they face are increasingly complex. The evolution of society has led to the diversification of the problems of each community. The government is in the best position to know both local potential and needs of the community. In collaboration with a number of public and private partners, the administration made the local development strategies, support for small and medium enterprises, dealing with investors and attract new investment, which identifies the problems facing the locality and establishes development opportunities. I can say that the administration is offering local policy response to economic problems and develop appropriate local development regulations. At national level, establish a series of guidelines aimed at economic development, but local government can adapt and in some cases it may be filled in according to the needs, aspirations, resources and community priorities. As a result, the local economy is based on income from taxes collected by the local authority. Public administration is to act as a factor in development planning and at the same time need to diversify and offer quality services to adapt to the needs of citizens. Government deals with development management area. Good infrastructure and endowments lead to local development. Therefore, the government must be able to effectively use the resources available to local economic development programs, and in situations where it is doing to seek additional resources obtained from various sources, including through the creation of

⁵ Parlăgi and Iftimoaie, *Public Services*, 10.

⁶ Petre Negulescu, *Treaty as Directors*, (Bucharest: Marvan 1934) p.126 in Lucica Matei and Stoica Angheliescu, *Local development. Concepts and Mechanisms*, Economic Publishing House, Bucharest, 2009, 39.

partnerships. We often ask the question whether the development of a city or a county necessarily keep its history, the resources of equipment, the political factor or its citizens. Very often blame the history or the fact that we have sufficient resources, but rarely ask ourselves if we manage efficiently if the political environment and we as ordinary citizens always take the right decisions. We can say that for many people, the local government is the most tangible form of government, and the government is also in contact with most often in daily⁷life.

3. THE ROLE OF THE ADMINISTRATIVE DECISION

Sustainable Development Speaking see that this can be achieved only organized in collaboration with several partners be they individuals, associations or central, regional or local, whether public or private sector. But focusing on development decisions, and decisions need to be implemented.

Making an administrative decision is the selection of relevant alternative goals and means that an administrative program or organization will⁸perform.

Decision by the administration means in fact, the choice between two or more solutions, and not to make decisions is to decide not to take decisions. The decision is defined as a deliberate and dynamic thought process that seeks the best alternative from a number of⁹possibilities.

Administration he does not always put into practice right decisions and thus will be considered affected groups will try to block or distort the application of the decision.

Decision-making processes should be structured, they need to be initiated, followed, accompanied and managed by someone.

To talk of decision making should be considered the notion of an administrative decision. The decision making process includes a plurality of decisions in their development, they pass through a series of well defined stages. Decision-making is present even when provided small tasks or activities or when official documents are signed (by a minister, leader or president of the state). In other words, decisions are an essential part of the daily work of civil servants nowadays, and with them much of the work is done in public administration.

Complexity of decision making involves a high responsibility for those who need to take to not be taken wrong.

Administrative document quality depends on the quality of decisions. You must follow the decisions of efficacy results (quick access to relevant information, faster recognition and identification of the problem easier access to analysis tools) and effective decision-making (decision to reduce costs, reduce decision time and reducing effort). We can say that a good decision making process may be associated with long-term success of the institution.

Accept however that political actors in institutions or parties rests responsibilities for decisions concerning corporate and public interpretation of the requirements involved. Conversely, when a politician puts in motion a process by subjecting confrontation ends stakeholders, thus giving to support their own point of view and related responsibilities.

Deciding for it supposes a complex process that takes commitment to a certain way, to solve one or more problems. It can reach more situations to solve the problem, you have chosen one solution, and that the final decision must be justified on the basis of criteria such as: effectiveness, efficiency, statutory, public image, impact on the community. Last of the set are important for public institutions because, unlike their counterparts in the private sector, they are subject to political influences and demands of the community, for the reason

⁷Antony Lilac, *Administrative Law Treatise, 4th edition* (Bucharest: All Beck, 2005), 183.

⁸Lucica Matei, *Public Management* (Bucharest: Economica, 2006), 207.

⁹Lucica Matei, *Management*, 208.

that it works from taxpayer money. The final solution must not only be justified, but must also consider the applicability and the effects it can cause in the future society.

From an administrative point of view, the decision really means to solve community problems. From here we see that decision making plays a very important role in the work of public administration.

Decision making is the process by which an intelligent system sets a specific opportunity and persistently changes its behavior and develops possible alternatives in this respect, selecting one of them as a consciously directed action to achieve the¹⁰ goal.

Problems facing public institutions are very diverse. They can be static or dynamic, structured or unstructured, unforeseen or hidden. Solving them requires first, the existence of a set of relevant and sufficient. If after the decision is observed an improvement in the initial stages of decision making means that they were respected and were carried out properly, so the decision is a good one.

4. CITIZEN, POLICY MAKER AND BENEFICIARY OF PUBLIC MANAGEMENT

In our country after the 1990 citizens have regained the freedom of opinion. In fact, they became aware that not only have obligations in relation to local authorities, but they have rights, which, of course they began to ask them. And the institution that may come in contact is the easiest administration. This is true both for the individual who has chosen to be a citizen of that city, as well as the legal entity seeking a location for business. Local government representatives are elected by secret ballot by the citizens, who in turn have expectations of local authorities. Frequently the relationship between local authorities and citizens is through the media, at the expense of face to face meetings with elected representatives. An important role in the relationship between citizens and administration plays communication. Citizens give a positive or negative rating to administration, depending on how they are heard by the authorities, but also by the speed and effectiveness with which problems are solved. Local government must be responsive to the needs of citizens and businesses, that is to give them the best quality service. I can say that between the administration and citizens to create a positive direct relationship, such as the elected representatives listen to the wishes of citizens and try to solve them as possible, so they continued to lead local administration. There are situations in which services provided by the authorities does not always raise the standards of citizens, and such authorities should be aware of this and try to improve them. In the current period, there is the desire of the authorities to bring about change for the better by strengthening citizen participation, the fight against corruption and improving management skills. After Romania joined the EU, it appears that the administration begins to see the citizen as a customer who needs quality service, working less understood before accession. Representatives of themselves begin to understand that citizen satisfaction is essential.

Elected representatives must win the confidence of citizens in decision-making transparent. Gaining trust is the first responsibility of government¹¹ policy.

Reliability is another key element in the relationship between citizens, governments as organizations and society in all its aspects, citizens as individuals, businesses, civil society organizations.

Primary responsibility is to the representatives of make promises credible people and they can respect. Good performance of local government has the effect of strengthening the local economy. Conversely, a low reliability, as well as the provision of poor quality, it is

¹⁰ Lucica Matei, *Public Management* (Bucharest: Economica, 2006), 208.

¹¹ Octavian Manolache, *Treaty of Community law, 5th edition* (Bucharest: All Back, 2006), 799.

disastrous for the image and municipal autonomy. Government transparency contributes to reliability, provide explanations and contribute to the search for alternatives. And last of all, integrity is a component of reliability. This also applies to the¹²administration. Costs of services provided by the administration to be as accessible as possible, given that there are situations where citizens consider that these services should be free, due to the fact that they come "from the¹³government". The introduction of new technologies in the administrative system administration strengthens the relationship with citizens, in that they can have faster access to information.

Administration was created to serve citizens and can not exist without them. In these circumstances, the administration must be at the service of every citizen to ensure the common good. As mentioned above, democracy has made the people to participate in society. An eventual disengagement thereof would entail the monopolization of power by the government and thus support their interests. Therefore, citizens have a duty to constantly remind the government that they elect their¹⁴representatives. The more a society citizens are more competent and active, the democracy is stronger. The problem is that most of the population of Romania is just beginning to fully realize the power of the democracy. Democracy involves "support the creation of civic institutions and participatory processes that facilitate the construction, maintenance and development of democratic¹⁵ identities. "The democracy is not enough to understand just the right choice, but that cooperation that must exist between us as citizens and leaders we have invested trust. It requires authorities to support public participation in daily governance. Those whom are elected by the political power, and we, the citizens are the beneficiaries of this absolute power.

Example, to do an imagination exercise, where to consider a village located at a distance of 50 km from the city, we all know that the primary local government dealing with all matters municipality and assume that it operates within a small number of officials. First of all citizens will be informed that officials will speak to them respectfully and to solve problems in the best way possible, will also benefit public utilities as well as urban citizens. Also, people want to partake in decision making at local level. Local authorities must adapt to the needs of citizens depending on the environment they are in, urban or rural. You should be aware that rural citizens are concerned with the fields, given the current conditions, the vast majority of rural people consume what they produce in their own household, due to the lack of jobs and benefit information most often are those in the media. The particular emphasis is on transparency of decisions and accurate information from top to the bottom and vice versa.

Citizens can not be indifferent to the social and economic environment in which they live, as to how local government as public service is concerned with the improvement. Also, I think the Romanian administrative system must prioritize creating the conditions necessary to assume responsibilities regarding the development of communities.

Participation of citizens in decision-making can not be achieved overnight, but it takes going through a route. The need for accurate information to citizens in the administration, in fact the administration has a moral duty towards them. This level takes into account the economic man model that imagines a fully informed individual, possessing a complete overview of all action alternatives and the consequences of these actions are¹⁶predictable. It is

¹²Law no.52/2003 on transparency in public administration, published in the Official Gazette of Romania, Part I-a, no.70/03.02.2003

¹³Emanuel Albu, "European Charter of Fundamental Rights - Right to good administration" *Commercial Law Review* 9 (2007): 75.

¹⁴ Alexandru Ioan, *Structures, Mechanisms and Administrative Institutions* (Bucharest: Sylvi, 1996).

¹⁵ Anne Mette Kjaer, *Government* (Cluj Napoca: CAPublishing, 2010): 12-13.

¹⁶Lucica Matei, *Local Development Management* (Bucharest: Economica, 1999): 208.

possible that an informed person does not always take the best decisions. In the current period, government can provide citizens all plans and programs established electronically, the homepage, making it easy to work as local representatives and citizens. Citizens need to show and responsibility. Our country is going through a difficult period in which citizens have lost confidence in the local, during which the administration must cross with tact and skill. Therefore, the decision to participate in public must be informed citizens and responsible.

The second level relates to consulting citizens, which is an action of the various means of collecting the information from citizens to identify problems they face in order to be solved.

A good collaboration between citizens and administration leads to making as many correct decisions and thus boost local development.

CONCLUSION

In conclusion, people need to know how to take decisions, as approved and allocated to local budgets requires an involvement in all economic, environmental and social order to promote community economic development. As we all know, needs localities are costly, complex and lengthy, and they can not cope with the volume of investment required to improve or maintain quality of life in each community. The complexity of these projects requires funding can not be secured only from their own sources, alternative sources are needed. As such, the balanced economic development of local communities can be achieved by combining the attributes of public authorities and the private sector.

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