

On. New public service approach is an improvement over its predecessor, NPM. Discuss.

NPS approach has its roots in the democratic theory, where citizen is the centre of administrative focus. As a strand of New Public Governance, the NPS is an improvement over NPM.

<u>NPM</u>	<u>NPS</u>
why it was developed → NPA gave value objectives, however by 1980s bureaucracy still inefficient. So NPM thinkers like promoted more <u>competition</u> , <u>decentralisation</u> , <u>principal agent theory</u>	Pub administration remained unresponsive to citizens. Even though its very existence is to uphold citizen's interest
focus on → more privatisation, contracting out, Bureaucracy as a <u>stewer</u> of the governance ship.	Bureaucracy as serving the citizen.
Values → <u>disciplinarity</u> , <u>NPS approach</u> , <u>Cost reduction</u>	Entrepreneurship Citizenship

Thus unlike NPM, which focused on responding in a manner that a business would to a customer, <sup>in</sup> the NPS approach (as Dehhardt and Denhardt put in) public administration is not lone responsible for public interest, rather it is the key actor within larger system

of governance including citizens, civil society and private participants.