

# Ensuring Good Leadership & Improved Service Delivery:

## The role of Citizens & Communities

Ms. Arianne Kassman, Interim Executive Director, TIPNG  
CIMC Southern Regional Forum, Thursday 4<sup>th</sup> May 2017



# Contents of Presentation

- Transparency International PNG
- Good Leadership
- Service Delivery
- Challenges
- Civic Participation and Action
- Resources
- Summary and Discussion

# Transparency International PNG

## Aims & Activities



Strong Movement



Values



People & Partners



Enforcement & Justice

## Good Leadership:

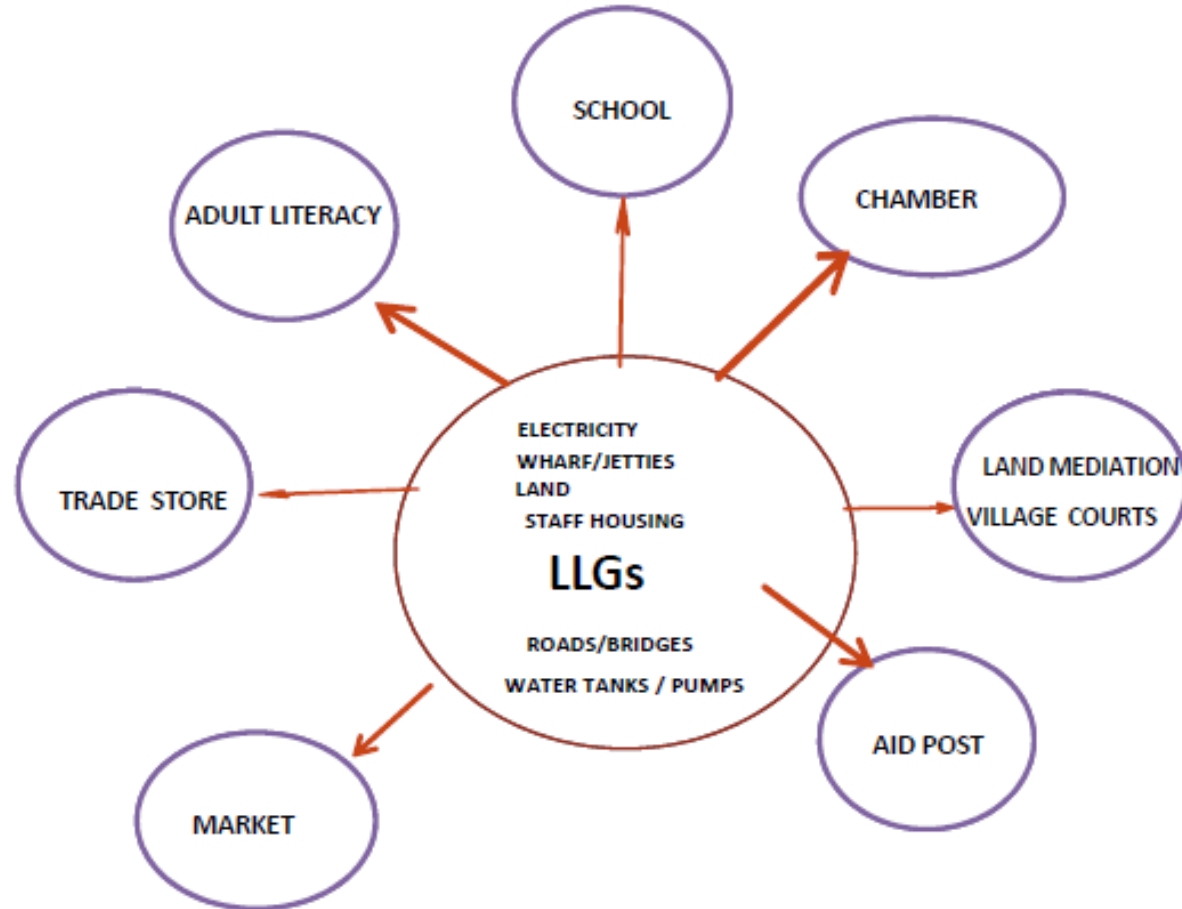
What does it look like?

- ✓ **Integrity** Is she a well respected person in the community?
- ✓ **Honesty** Is she a an honest person?
- ✓ **Fairness** Is she fair to everyone?
- ✓ **Accountability** Is she responsible for her actions?
- ✓ **Transparency** Does she make public decisions without fear or favour?
- ✓ **Servitude** Does she serve of the people?



# Model LLG HQ

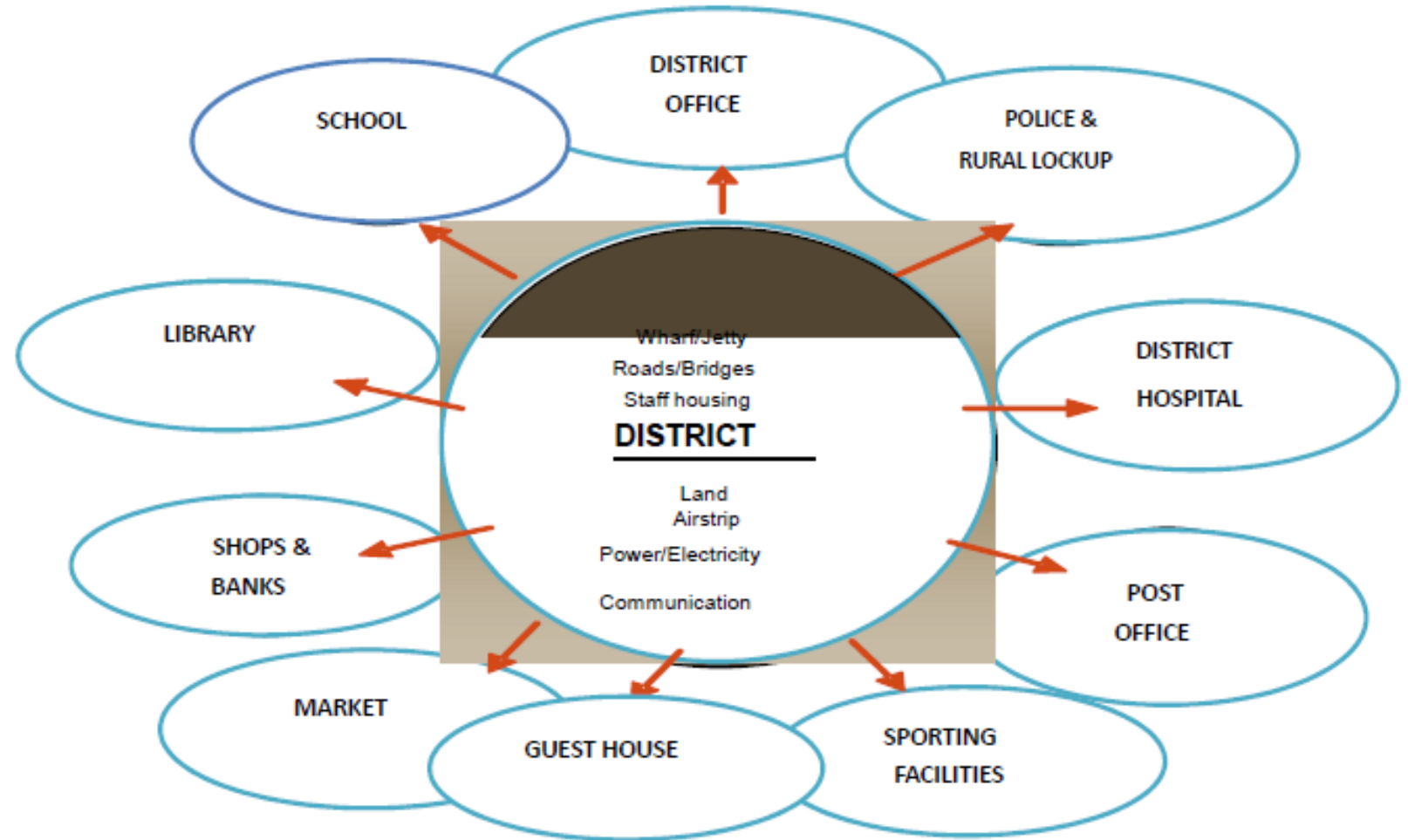
Service  
Delivery





# Model District HQ

Service  
Delivery

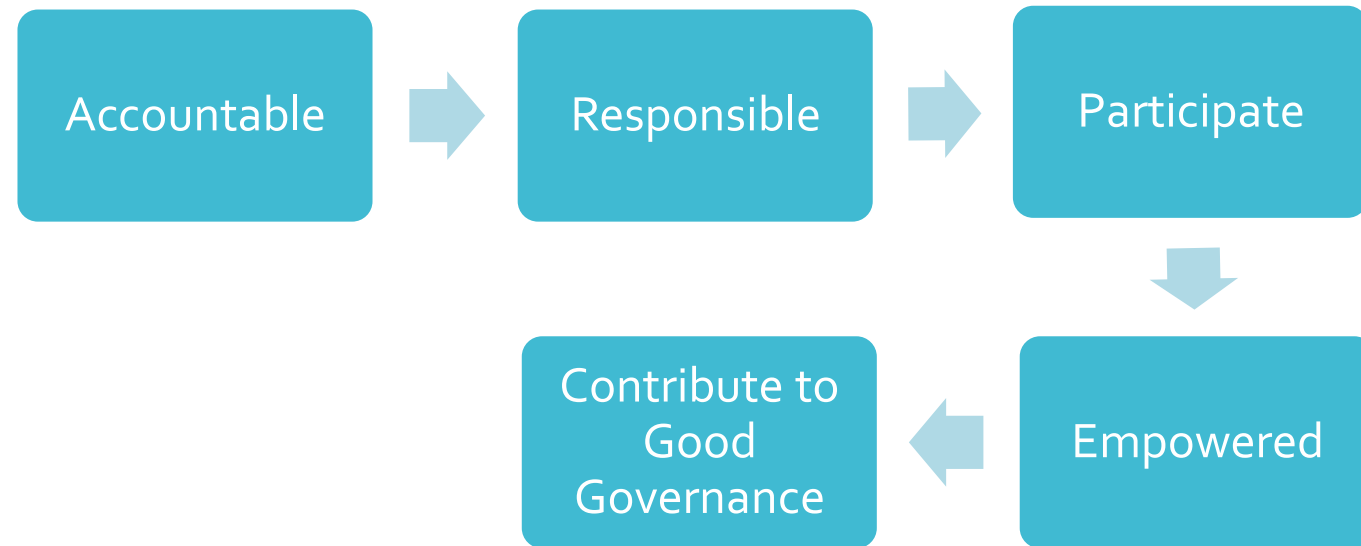


# Challenges for citizens

- Lack of understanding and information on service delivery
- Unresponsive Government Structure
- Lack of participation in decision making
- Increased funding from Government with limited oversight
- Procurement and appropriation processes not clear
- Unfair distribution of services

# Civic Participation and action

- Citizens should feel that the developmental activities or government services are for us
- Transparency & Accountability are not possible unless citizens participate in governance process
- Citizens must demand service delivery





# Civic Participation and action

- Citizen monitoring/oversight/feedback on public sector performance
- User-centred public information access/dissemination
- Public complaint and grievance redress mechanisms, e.g. participatory budgeting

# Citizen Participation

- Grassroots knowledge and understanding of community needs
- Public discussion and debate
- Reduce dependency and promote responsibility
- Discussions with government on needs, expectations and quality of service

# Summary

- Be informed and engaged
- Form coalitions to advocate
- Choose good leaders and hold them accountable

# End of Presentation

“Accountability, and the acceptance of responsibility, does not imply guilt. In fact, accountability is the mark of true leadership. The reasons why a leader or someone in authority would reject accountability can only be either because that person is corrupt himself, or because he is cowardly, incompetent, or incapable of decisive action.

The lack of accountability in leadership allows subordinates to act dishonestly, corruptly, and with deliberate incompetence. It is a guarantee of ineffective service. The presence of accountability is a guarantee of honesty, integrity and effective, productive service.”



**Fr. John Glynn,**

Director, TIPNG

Founder, Youth Against Corruption Association