

Collaborative Public Service Delivery Modeling in Iran

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Abstract

The main task of the government in society is to provide public services to citizens in various and required fields. In Iran, the government has the duty to serve based on laws and regulations in various fields. This paper describes a model according to which the Iranian government offers citizens needed services in a collaborative and specific way. Public service practices in Iran and other parts of the article that explains the nature of the service. At the end of a pattern inclusive of all elements has been described.

Keywords: public services, public duties, nature of services, Assigning services, Collaborative public service, Iran

Introduction

Public service is in order to meet the needs of public service and public needs. In other words, public service, public interest and public interest and the government's philosophy is to provide public interests and offer public services and the government does some of the commercial and industrial activities, in order to spend these revenues on public affairs and services. This service can be offered by state and local institutions as well as by the private sector.

As the society is more concerned about government intervention in the individual and private life of people, the scope of government intervention will be limited, the

area of public services also reduces and conversely if a public phenomenon and affair be considered as a part of the public service and the society consider it as a public interest and need, the government would be allowed to intervene in these areas and take its managing or on how to monitor them, naturally, in this view, public service areas spread. (IMAMI, 2009)

Now the government has been intervening in such areas and as a result it is considered as public services which include: infrastructure, freight (rail and road, air and urban transport...) hobbies, organizing and tourism management and ... Involvement and intervention of government in such areas spread throughout the twentieth century. In spite of some privatization, this move is to be continued (Ramazanipour, 2016).

Iran's Government has much intervention in affairs so that some experts believe, about 75 percent of the affairs would be done by the government. Public services has a very wide range included by 22 ministries and a large number of organizations and government independent institutions. The need for swift government on the one hand, and the extent of these services on the other hand has caused the need to deliver them to the people, by the non-governmental sectors and using the platform of information and communication technology is increasingly felt.

Although the government administrative evolution plans in the last fifteen years has failed as expected fundamental change in the administrative system of Iran, but provided areas for the formation of some of the situational approaches such as collaborative the delivery of public services.

A Review of the Literature

The concept of public service: the theory of public services by the necessity of providing public services in social life, and over time there have been many developments. Accordingly, it is provided with different definitions, the common point of all these definitions, the general needs of the community.

Public service concepts of strategic and fundamental public administration is, because the concept of public service is not only lower than the position of public authority; it can be said that these two concepts side by side two basic undeniable public administration make up (Gorgi, 2011).

According to Dulubard: the special nature of public service that aims to provide the other services except public interest and the personal factor that gives a general description of the service (Musazadeh, 2008).

Professor Zhez the definition of public service, says: Public services unique to the needs of the public that the government of a country in a given period of time to decide to meet needs through public or government organizations, etc. (ibid).

Uniform French lawyer, denies the sovereignty of state and government on the basis of public service checks. He is for the government to deny the rule of law in domestic and international relations knows and believes is legitimate power and authority when the government has the power to do public service work to be And the tasks to be regulated (Tabatabayi, 2006).

And believes that the government should be organized as a series of public service and supervision by the authorities considered (Abbasi, 2011).

The Leon uniform serve the public welfare of the realization and development of social interdependence is essential and continually under the offer, as well as public services are all things that should the government regulate supply and Control, because its existence is essential for the realization and development of social cohesion, to provide its nature is such that it is impossible to properly only by government (Tabatabayi, 2007).

In the public service activities of the public who by the government or the legislative and decided to do it to be taken by a legal person of public, or a private entity an activity public to follow the rules of the specific rights that contain ratings or obligations to provide (Abbasi,2011).

The will of the people and the government has absolute control. According to the theory of public power, it was claimed that all the actions and decisions of officials and government agencies of state power and governance that will display is national. This theory has its roots in an authoritarian and unilateral approach to governance and attention to the wants and needs of the people and not their consent.

Administrative law and jurisprudence scholars of France in response to public power theory, the theory of public service raised. At that time the population was under

the influence of free market economy and the slogan "let nature alone and not interfere in it," the chanted.

In France, Bordeaux school promotes the idea that the duty of the government to enforce the rule of (power) and apply tenure (business and management) not just and basically thought that the tasks of governance and tenure divided into two parts.

The first part (the rule), and the validity of the ruling irresponsible act is not just governments but also public service should be the criterion for action (Ansari, 1998).

Common point of all definitions mentioned, the general needs of the community. So we can say that the public service activities are public or private organizations, under the supervision of public entities to meet public needs doing (Rezaizadeh & Kazemi, 2012).

The idea of public service is a key idea was that by which the jurisdiction of administrative courts and courts was determined what actions the government's actions, administrative and what is applied externally. For example, legislative or judicial acts recognized that the applied and what provisions of this act are related: The main objective of this exercise and that is in pursuit of what objectives should be set. Since the goal is profit and profit is the government's actions should be subject to private law and business, where profit is not the purpose of the rules of administrative rights and privileges.

Public service standards: Public service activities of public authorities in a country decides that it is through administrative agencies or private entities under the supervision of their own.

A variety of public services: public services can be classified aspects. Including the classification of public service in terms of scope and in terms of the issue.

(A) Public service division of the territory: in this kind of public service division can be divided into public services, national and local public services. The National Service is a service that benefits the entire country. National public service monopoly and exclusively in the hands of the government and sometimes with people they do not like providing security and order intervention. In cases where a person entitled to act in the public activities such as services related to education, higher education, health, insurance, mail, telephone, railway and ... Because in any

case, public service concessions and a lot of revenue, and in practice it is difficult to compete with them for the impossible, They will create the necessary parliamentary approval. In addition to the mentioned reasons, the administration and public services by government or other public figures more expensive that its budget must be approved by parliament before the law (Tabatabai, 2006) for the services of local public services that the benefits to a specific area of the country such as services that municipalities and councils in each region are doing....

(B) Division of the issue: the issue, the public service has long been used as so-called administrative activities. Now has a variety of public services including public service office, industrial and commercial public services, and public social services.

General administrative services, including traditional public services that identify and explain the most difficult because of the diversity. But can be negative or negative to provide a definition of them: These are services that are not subject of activity Industrial and Commercial (Rezaizadeh, 2011).

They included major public services, sometimes literally call them public service or services that the public service is the highest attribute. These services are provided by the Bureau and the purpose of them is profit, profit and income such as education, health, registration of documents, such as registration, real estate, civil registration and

Rules and regulations governing this type of public service is not very flexible, as the country's employment law, tax and accounting rules and regulations for the administration of state property and funds.

Industrial and commercial public service nature of the services performed by the subject becomes clear that any activity with industrial and commercial property. These economic aspects are related to the production and exchange of goods and services. These services are bought to resell or deformed. In fact, production companies, broadcasting, transport, credit, insurance and make up.

This problem often arises how to recognize a public service of industrial and commercial property possible. In some cases, the text does not specify their nature and sometimes mainly based on elements related to the nature of the operation, methods of organization and activities should be paid to the search and investigation. If the delivery related services pursuant to private law, or income and resources funded from the sale of its products, Or seeking financial balance, or even a profit

to be serving the public service of industrial and commercial. The main criteria for the diagnosis of such services that service activity and the activity is generally appearances.

Characteristics of an industrial and commercial activity of two things: production and exchange. As a result, when governments realize the production of goods and services or operate in the exchange of goods and services to industrial and commercial activity will be. Industrial and commercial activities as well as the State agency that offers the same type of activity is that of private companies. Public companies can be cited here because this type of activity is similar to that of private companies (Rezaizadeh, 2011).

Rights are usually applicable to this category of public service, private rights, but some of them are more or less followed public law. Their sovereignty against people and unleash a violation of the rights of persons provided. If the state industrial and commercial activity rates have public law can be used against people of their sovereignty and cause violations of the rights of persons provided. But if the government and private entities, both private law to comply with their differences in Court of Justice dealt And certainly will be more favorable to social justice. Or social service activities to benefit the community and help those in need, vulnerable groups or damaged. These may be in cash and in-kind.

In part of the history of the state, we are witnessing the development of social justice. The main slogan of social justice as the original design after World War 2 to the late 1970s colonial redistribution of wealth creation, social welfare and was supportive policies.

Liberal critics of the idea of such a government, as the government standard of living (in front of gendarmerie) or the welfare state is known. In Iran, social security, youth, welfare, issues related to women, some institutions, like the public, such as the Committee of Imam Khomeini and some sectors, such as the Foundation for veterans, including organizations whose mission is to provide public services, social responsibility have. Thus, the issue of public social services can be described as follows:

1. Supporting government policies such as providing services to some of the most vulnerable segments of society such as the disabled, youth, women, minorities, the sick, the elderly and the unemployed or cultural and disability insurance

2. Guiding and directing critical policies such as the Ministry of Culture and Islamic Propagation Organization or State financial support from churches and cultural centers in foreign countries.

Activities include a variety of services and most notably social security and social assistance. The purpose of this service is a social benefit, but most of them are operated under the same conditions, the same private entities.

Basic social service is sometimes done by the private sector with social and charitable purposes, such as the activities of charities that are subject to complex rights. To file a complaint of this institution should refer to the common courts of justice, but instead they can make some concessions and preferences of the public law of such technical assistance, discounts and tax breaks and customs and enjoy. The activities referred to as social services, the government in the post-World War 2 peak of activity is colonial. The major difference between charities and government agencies in the scope of public law in the activities of charity, exceptional and due to the different and changing, however, the use of ratings public's right to government agencies a general rule and a legal principle (Tabatabayi, 2006).

How to manage public services: all public services in a way not run, but depending on the type and quality of governance is different. Some of them exclusively by the government and by public entities and the private sector or by private entities are run.

(A) General Services Administration exclusively by public entities: Some public services are managed exclusively by public legal entities and private legal entities have no right to interfere in the affairs such as atomic energy services, documentation, security, etc. (Imami, 2009).

(B) General Services Administration by public figures and private for participation: some public services by public figures and by private entities operated as services and social assistance, both by government and by charities offered or education, culture, health, insurance and As mentioned earlier, the State and public services that ensure the needs and interests of the public and management of relationships and private initiative out to located in the state, as well

as other matters that are governed by the government and its subordinate institutions. Emory also run by private individuals and legal entities.

These two types are assigned. By the first through contracts with the private sector (individuals or private companies) signed and the government or the local administration and public services to the people leave in this manner from the General Services Administration also allows the assignment of public services and the possibility of transfer installations and facilities to deliver these services through contracts with the private sector.

Other types involving private parties in the management and operation of some public services, industrial and commercial administration, which called them (financial institutions complex) is said to be. This institution is an anonymous corporation that fifty-one percent owned by the government and those forty-nine percent owned by the government and private sectors, for example the establishment of a public bus, the mayor can forty-nine percent of its shares to private parties concede (Tabatabayi, 2006).

(c) General Services Administration by private entities: Today, some private legal entities responsible for public affairs, such as professional and trade systems, such as the Bar Association, Association of notaries, Medical Council, the Nursing and these people ...including private entities that regulate and organize and have their careers and their professional and corporate interests they defend.

In terms of the importance of these institutions to the needs of the public for which points are considered public law. Of course, in these cases the government has the right to oversee the actions of these individuals.

These organizations and individuals common goals to pursue and public service offer and in the service of a particular person not among public institutions with but with this feature is that the purpose and activities of public institutions regarding the organization of occupations and professions, Of course, rules are approved for that purpose and focus of the debate about specific organization or professional career Because private interests are crucial in the face of public rights and duties among public laws are laws.

Such organizations are complex legal regime of diet, work organization and the general rules of public law and employment law, contracts and transactions and calculation rules of private law is (the source) For example, the Medical Council is one of the institutions of civil society that is able to meet some of the rights and security of those involved, the organization has an independent legal personality, but the activity monitor them and why has the legal regime is semi-private and semi-public.

General Services Cooperative

There are numerous definitions of public service partnerships (cogeneration) in the literature of public administration there. There is a common view in these definitions is that citizens and users of these services can be a potential source of public service an important and obvious idea to reduce public resources. (Boyle and Harris, 2009) Elements of this definition are: co-location services and location will be professional, which means that in the form of a productive, engaged citizens and users of public services. They are contributing to the receiver, and some of the activities previously carried out by professional's assigned (Norman, 1984, according to Loeffler and Watt, 2009; Boyle and Burns, 2006).

Participatory public service objective of value creation: Another way to measure cooperative services defined contribution partnership between citizens and service users and professionals concerned (Alford, 2009; Loeffler, 2008).

The emphasis on outcomes and / or creation of public value. Also argues that some of the consequences of the public can only be achieved through co-present (such as education services) services partnership requires a long-term relationship directly between the input of the citizens / users of the service participation can be in terms of relationships and values, as well as characteristics of the partnership between professionals and citizens / users to be defined (Bovarid, 2009; Loeffler and Watt, 2009).

The concepts of collaborative services can potentially be applied to domains and different types of services. All these models are a sign of change is toward more involvement of citizens and users. The difference in approaches, reflecting the diversity of public services (who will be involved in each stage, as well as the depth of inputs).

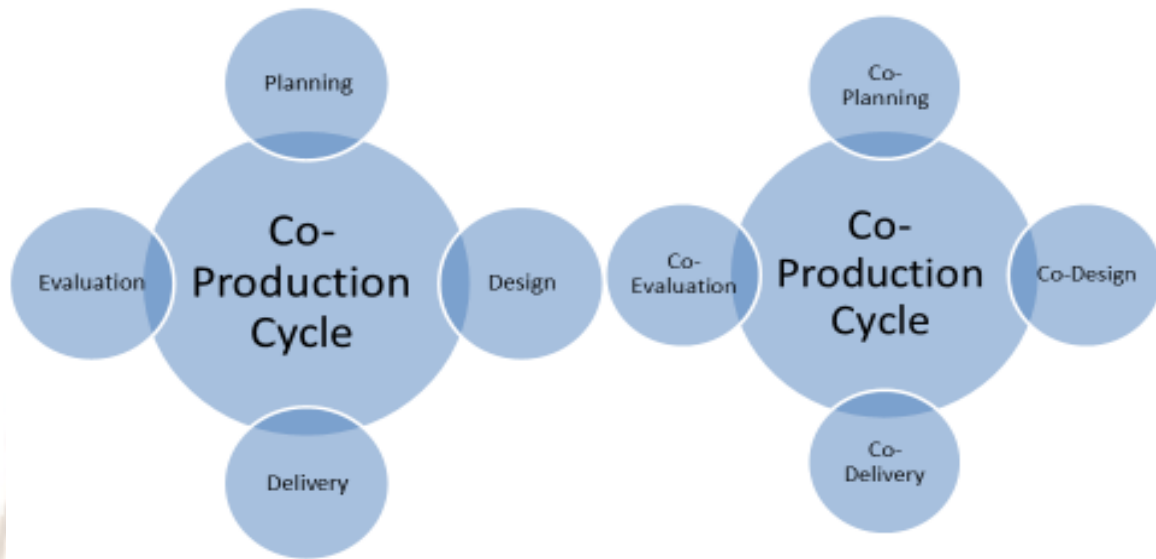


Figure 1. Traditional public service model based on participation by citizens and consumers (Pollitt, Bouckaert, Loeffler, 2006)

The nature and degree of change: participatory approaches in service delivery can be distinguished in terms of the change in service. These categories include:

- Change the minimum: services cooperative only a description of the services as inputs to some productive use self-service (such as children doing their homework, those who receive care, lawsuit) is.
- Changed Medium: There is a significant difference in the share accepted by users. In this case, active participation and service as a way to improve relations between professionals and consumers are encouraged to obtain a better understanding of the positions of others. This change in the primary health care system does not create such conflicts clients in assessing their needs.
- Changed Maximum: This shift of power and control by establishing a new mechanism-based service use planning, management and governance can be distinguished service. This new service structure for the partnership, and preferably free opportunities partners involved, such as personal budgets and patients

The type and amount of input: different levels of citizen participation to different approaches depends, of course (occasionally) to continuously, and with different levels of impact. User input level of participation can be classified as follows (Pestoff, 2009):

- Periodic (Sporadic) and remote (Distant)
- Turn (Intermittent) or short-term
- Concentrated (Intensive) and durable (long-term)

View different levels of input from citizens in terms of Hirschman (Hirschman, 1970) as follows:

- Feedback comments
- Services selectively chosen from a menu of options
- The participation of a service sector
- making control services and commission them

A recent study estimated additional contributions and succession distinguishes (Loeffler and Banks, 2009). In summary, this study between participation, citizens /users will be replaced by professionals, and partnerships with citizens to professional's ads, distinguished.

A Variety of Common Tasks

In Iran, the government has two main duties, one of sovereignty, and others Policies. And separation of the duties of the Civil Service Management Code adopted by Parliament in 2007 has been determined.

Under Articles 8 and 11 of the Civil Service Management Act, Governance Issues those things that make it happen under the sovereignty of the country and its interests, including without limitation all walks of life and benefit from this type of service limited to use another does not.

Article "d" and "b" of paragraph 8 of the Civil Service Management Act of the civil service of justice, social security, income redistribution, poverty and unemployment among the governance and management of the affairs and social services in the hands of central government institutions such as the Ministry of Welfare social Security Organization, Islamic revolution housing Foundation, committee and so on. However, under Articles 68 and 71 of the boards, do some social services to city councils and village has been deposited.

Governance Issues include: a) policy, planning and monitoring in the areas of economic, social, cultural and political; b) justice and social security and income distribution; c) create an atmosphere of healthy competition and prevent monopoly and violate people's rights; d) provide opportunities and benefits for growth and development and the alleviation of poverty and unemployment; e) legislation, the registration, the establishment of order and security and the administration of justice; and) preserve the territorial integrity and defense preparedness and national defense; f) promote the ethics, culture and Islamic principles and to protect the identity of Iranian, Islamic, g) internal affairs, public finance, regulation of labor relations and relations Foreign h) protection of the environment and conservation of natural resources and cultural heritage; i) fundamental research, statistics and national information and manage the frequency country; j) promoting public health and education, control and prevention of diseases and pests contagious, and mitigate the effects of natural disasters and crises confronting the public; k) other matters in accordance with the general policy adopted by the Supreme Leader in the constitution of this state of affairs is part of the normal rules.

Jobs governance indices include: the type of organizational unit duties in accordance with Article 8 of the Law governing the civil service management, geographic location of positions, jobs sensitivity (post), and inability to perform the duties of positions by the non-governmental sector.

State Policies include: a) the social, cultural and Services: those tasks that social benefits are to the interests of individual excellence, and improve the lives of individuals, such as public education and technical professional, science and research, treatment, rehabilitation, physical education and sports, information and public relations and cultural affairs, art and Islamic Development; b) infrastructure: those projects, acquisition of capital assets, strengthening infrastructure the economy, such as: design of soil and water and energy networks, communications and; c) economic Affairs: those Affairs is The government, in charge of administration and operation of community property and acts like natural and legal persons of private law, such as: enterprises in the industrial, agricultural, transportation, trade, housing and operation of plans.

Principles Governing Public Services in Iran

According to the constitution of the Islamic Republic of Iran, Iran's principles can be seen in the delivery of public services. Based on the principles of three (goals Islamic Republic of Iran), 29 (social security, health care, insurance, etc.), 30 (free education), 43 (the delivery of basic human needs, housing, food, etc....), the constitution, the main public service theory is the existence of the government bureaucracy. The public service principles are derived from the principle of equality, the principle of the primacy of the principle of free, continuity principle, the principle of adaptation (Rezaizadeh and Kazemi, 2012).

1. The principle of impartiality (equality) in the delivery of public services. The principle of equality is one of the important foundations of the Islamic Republic of Iran's constitution and protect the rights of citizens is. Based on this principle, all people should enjoy equality of public services and measures should not be political, ideological, racial, or ethnic or priority on having people be using this service. The government cannot, under the pretext of citizens discriminate people from public services denied or for some in the public service privileged account (Imami, 2011,

38). The principle of fairness (equity) in Articles 3, 19, 20, 29, 30, 34, and 43 is considered. In addition, Article 27 of the Civil Service Management Tool is expressed.

2. The continuation or continuation of public services. According to this principle, public service because of the necessity to continuously meet the needs of the public holidays not given up. The principle of public officials and administrative require that the continuation of administrative services to adequately guarantee (Hadavand, 2010, 201). The principle of continuity of public service explicitly in the constitution does not say, but it seems that the concept of 63, 68, 119, 130, 131, 132, and 135 can be inferred that the principle.

3. The principle of compatibility. This is the logical continuation of the principle of continuity of public services. Update and adapt public services to the new situation, both for the administration and the state and the interests of users of public services to better meet (Gorgi, 2010, 226) the compatibility is clearly in the constitution is not stated, but perhaps the concept of principles such as 2, 28, 43, and 100 it was concluded.

4. The principle of the primacy of public service. Based on this principle, since the public service belongs to the public and its benefits accrue to all people, to protect the public interest against private interest, the government has the right of way and privileges that no one but he has the right to use them no. The aim of this principle, it is necessary to advance the cause of public administration have power. (Tabatabayi Motameni, 2009, 239). This principle is also expressly in the text of the constitution has not been mentioned but there are concepts such as public rights (Article 40), public interest (Article 28), public interest (Article 40) could be a reason for it.

5. The principle of free, public service. The principle of relative, this means that, given that the aim of public figures, unlike private individuals, not to earn profit but to secure the public interest and the needs of the public, one of the characteristics of public service, cheap prices compared to private services is (Abbasi,2011,178) in the constitution of the services are free. Only services related to education and physical education that is referred to in Articles 3 and 30.

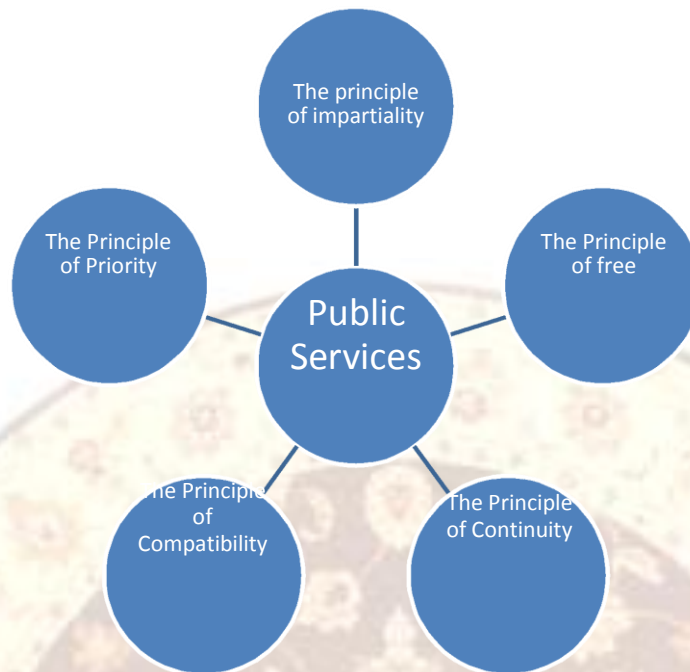


Figure 2. Principles governing the delivery of public services in Iran

Types of Public Services in Iran:

In the Assistance of Iran, the country has been divided into four types: the affairs of the government, social and cultural affairs, infrastructure, and economic affairs. Based on this classification, the nature of the activities that various government departments and government are doing in Iran, is the government, or social and cultural, infrastructure, and economic. So we can provide services that government agencies and government classified in one of four divisions. The public services are divided into four categories of government services, social and cultural services, infrastructure services, and economy services.

- Government services. Government services are services that are provided general and regardless of the identified client. The purpose of this service is applying general rule the country and the public interest community. Services such as public policy, public planning, public scrutiny, distribution public interest, protect public interest, and create public interest are among them.

- Social and cultural services. Which are the services that improve the lives of individuals and provide intangible benefits overseeing total interest over individual interests.
- Infrastructure services. Refers to those services in order to benefit from the country's economy and productive infrastructure public offer.
- Economic services. These services are considered to services that cause Administration and operation of community property management.

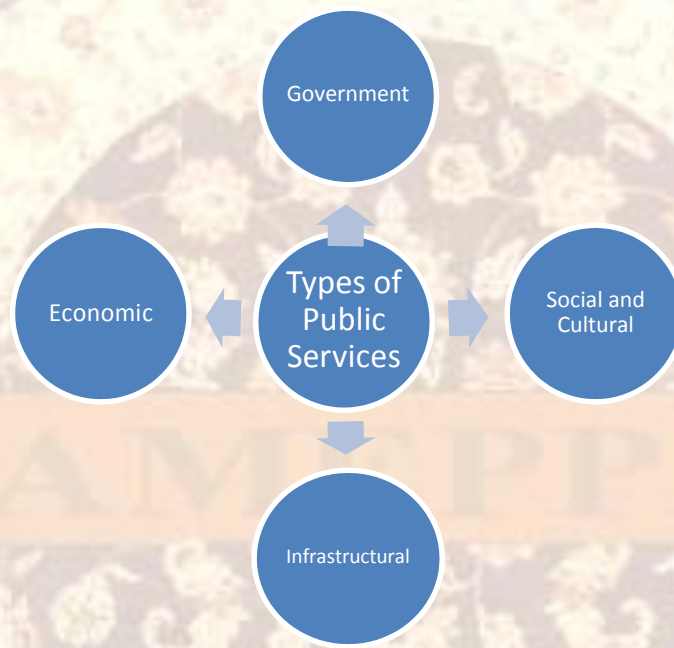


Figure 3. Types of public service in Iran

Service Sectors

According to the article 44th of the constitution of the Islamic Republic of Iran, Iran's economic system is based on three sectors: state, cooperative and private.

- The public sector includes all major and mother industries, foreign commerce, major mines, banking, insurance, power generation, dams and large-scale water supply networks, radio and television, post and telephone, aviation, shipping, roads and railroads.

- The cooperative sector, including production and distribution companies and institutions.
- The private sector includes part of the agriculture, animal husbandry, industry, business and services that supplement the state and cooperative economic activities.

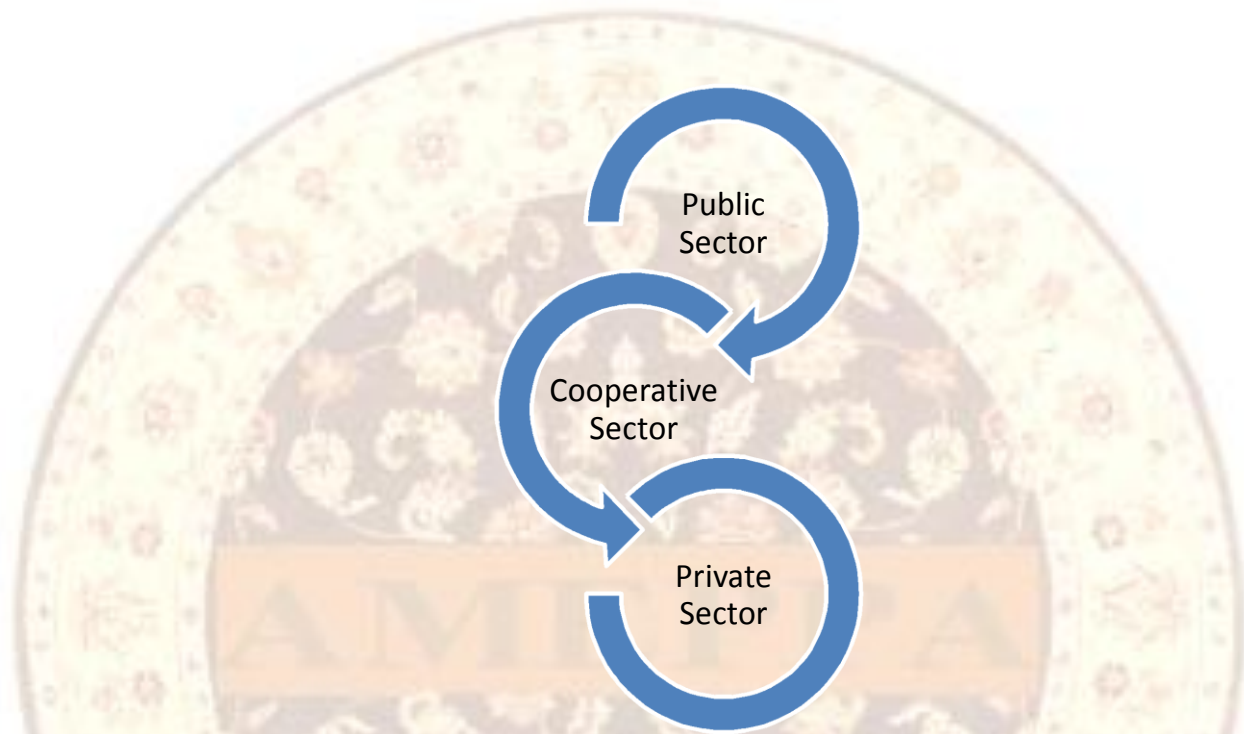


Figure 4. The service sector in Iran

Public Service Delivery Methods

Enterprise social, cultural, and service affairs in compliance with the articles of the twenty-ninth and thirtieth constitution of the Islamic Republic of Iran are qualifying through the development of cooperative and private sectors and non-governmental organizations, public institutions and under the supervision and support of the government and will be done in the following ways:

- 1- Apply the necessary support from the cooperative and private sectors, institutions and non-governmental public organizations executing these duties.

- 2- Buy service from private and cooperative sectors, institutions and non-governmental public organizations.
- 3- Cooperate with the private and cooperative sector and institutions and non-governmental public organizations through leasing, assigning facilities, equipment and physical resources.
- 4- Assign government units management to the cooperative and private sectors, institutions and non-governmental public organizations by paying all or part of the cost per service.
- 5- Create and manage government units by executive agencies.

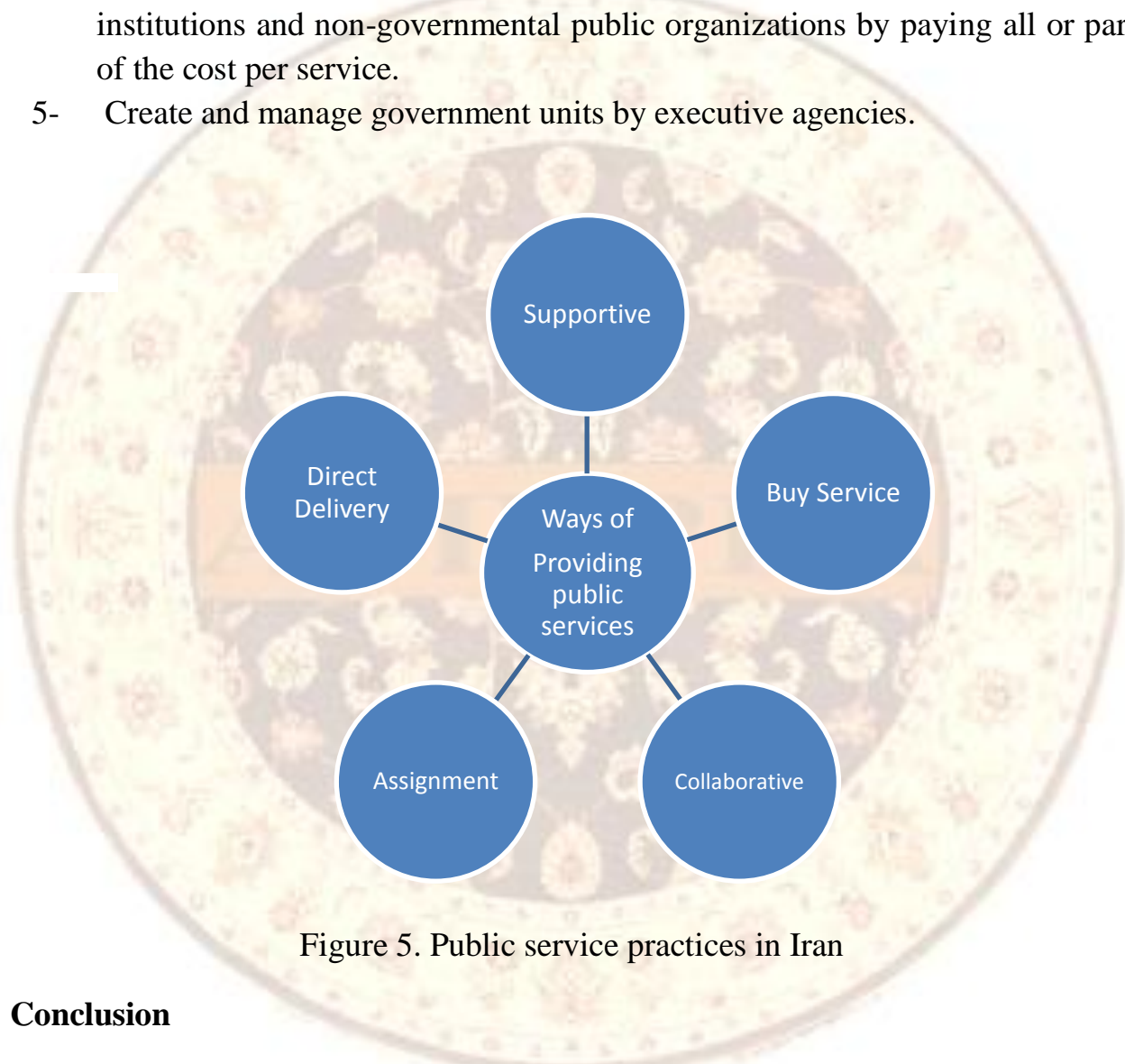
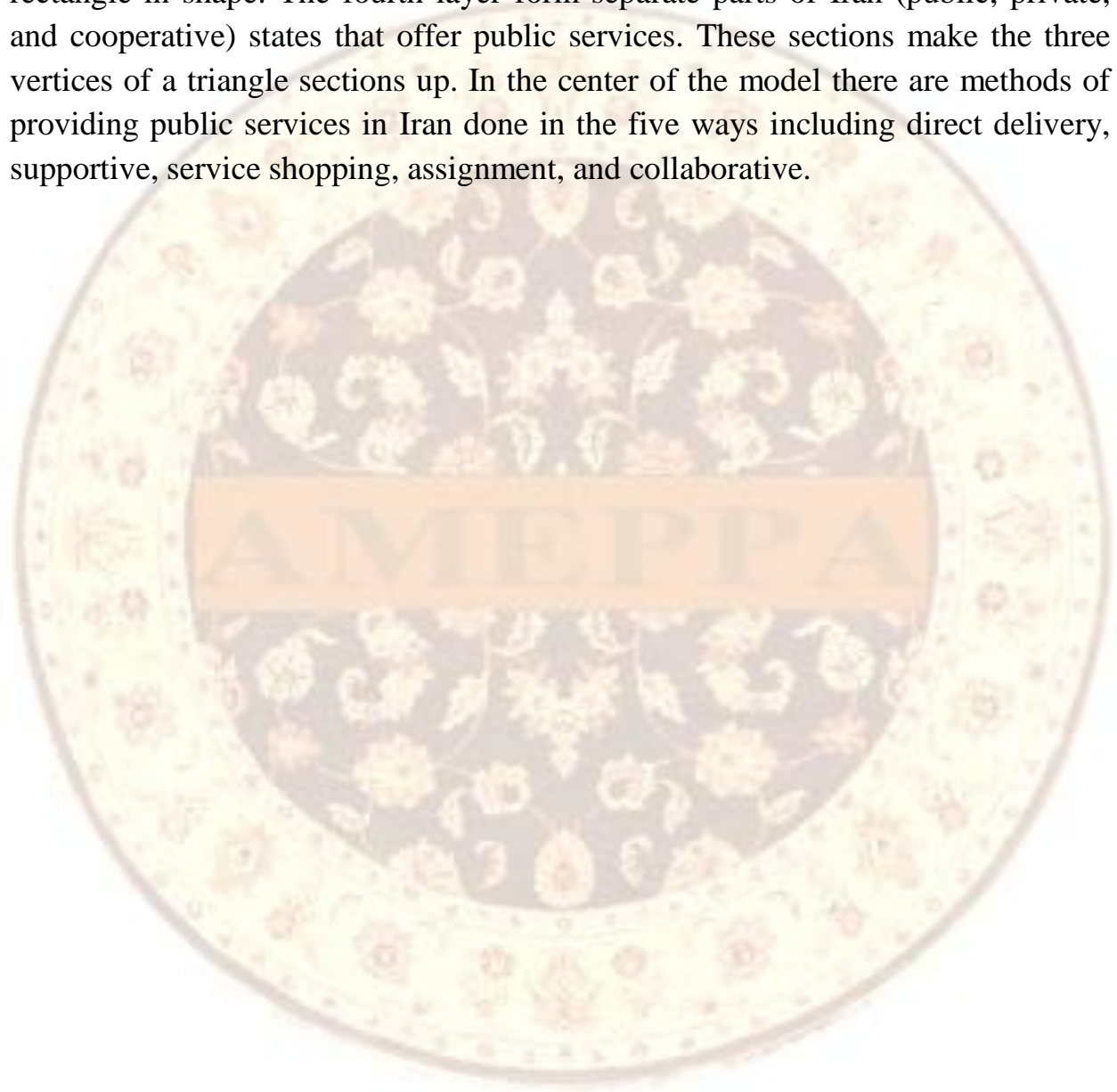


Figure 5. Public service practices in Iran

Conclusion

Based on what is described, two categories have been given as the duty of the government, one of them is the government duties and the other one is policies duties. In the figure (5), the first and outermost layer of the public service modeling forming two task categories that create two separate but interrelated section in the model. The five principles governing the delivery of public services

are in the context of these duties including the principles of impartiality, free, continuity, compatibility, and priority. These principles create the second layer of the model and are shown as circles. The third layer of the model consists of a variety of public services in the nature of services and include government, economic, social and cultural, and infrastructure services. These are marked with a rectangle in shape. The fourth layer form separate parts of Iran (public, private, and cooperative) states that offer public services. These sections make the three vertices of a triangle sections up. In the center of the model there are methods of providing public services in Iran done in the five ways including direct delivery, supportive, service shopping, assignment, and collaborative.



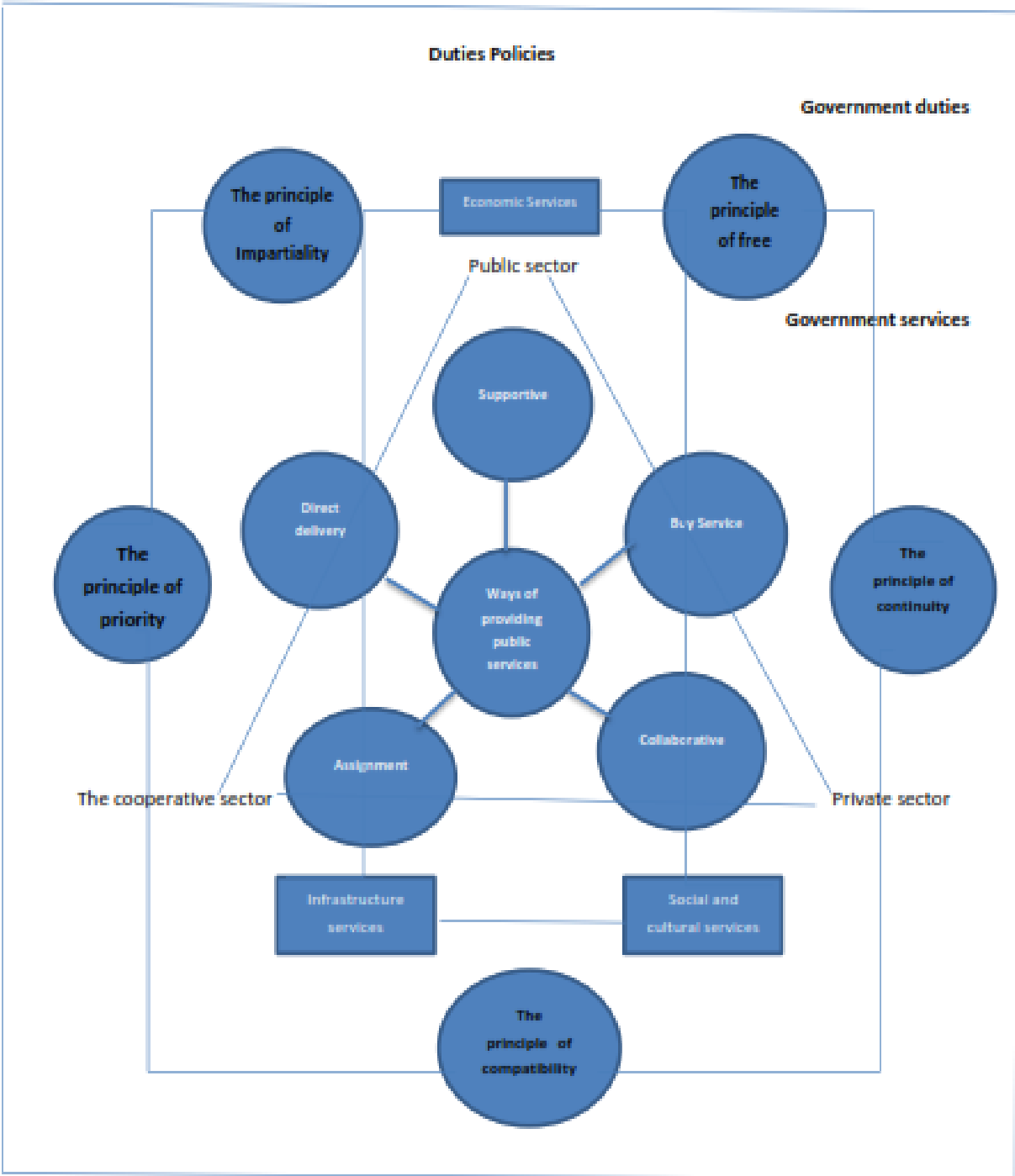


Figure 6. Model of public service delivery in Iran

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