

Expectation and Trust

Service Delivery in Japan

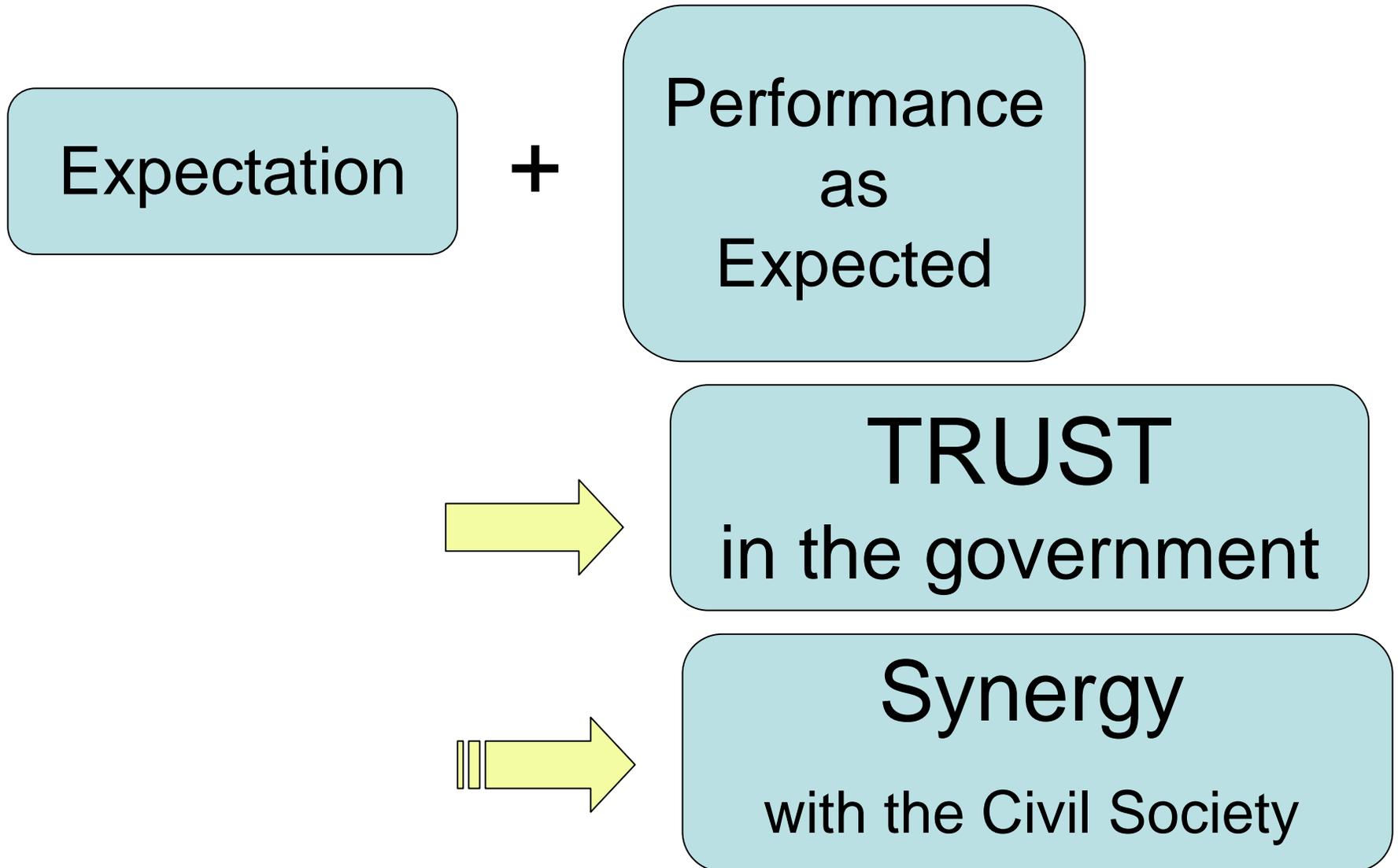
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1. Expectation and Trust



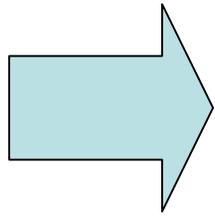
2. People's Expectation and the Gov't *-- in the Case of Japan --*

<background>

- Tradition of a strong central government
- A wide range of services delivered through local governments under the uniform policy of the central government

Equity and Effectiveness!

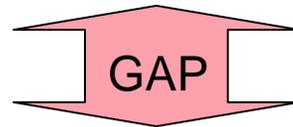
Rather than Efficiency...



Neo-liberal Reforms for a Small Government

- De-centralization
 - Transfer of authority and money to local governments
- Marketization for efficiency and a small government

□ Diminishing resources for the gov't
Issues of prioritization & efficiency

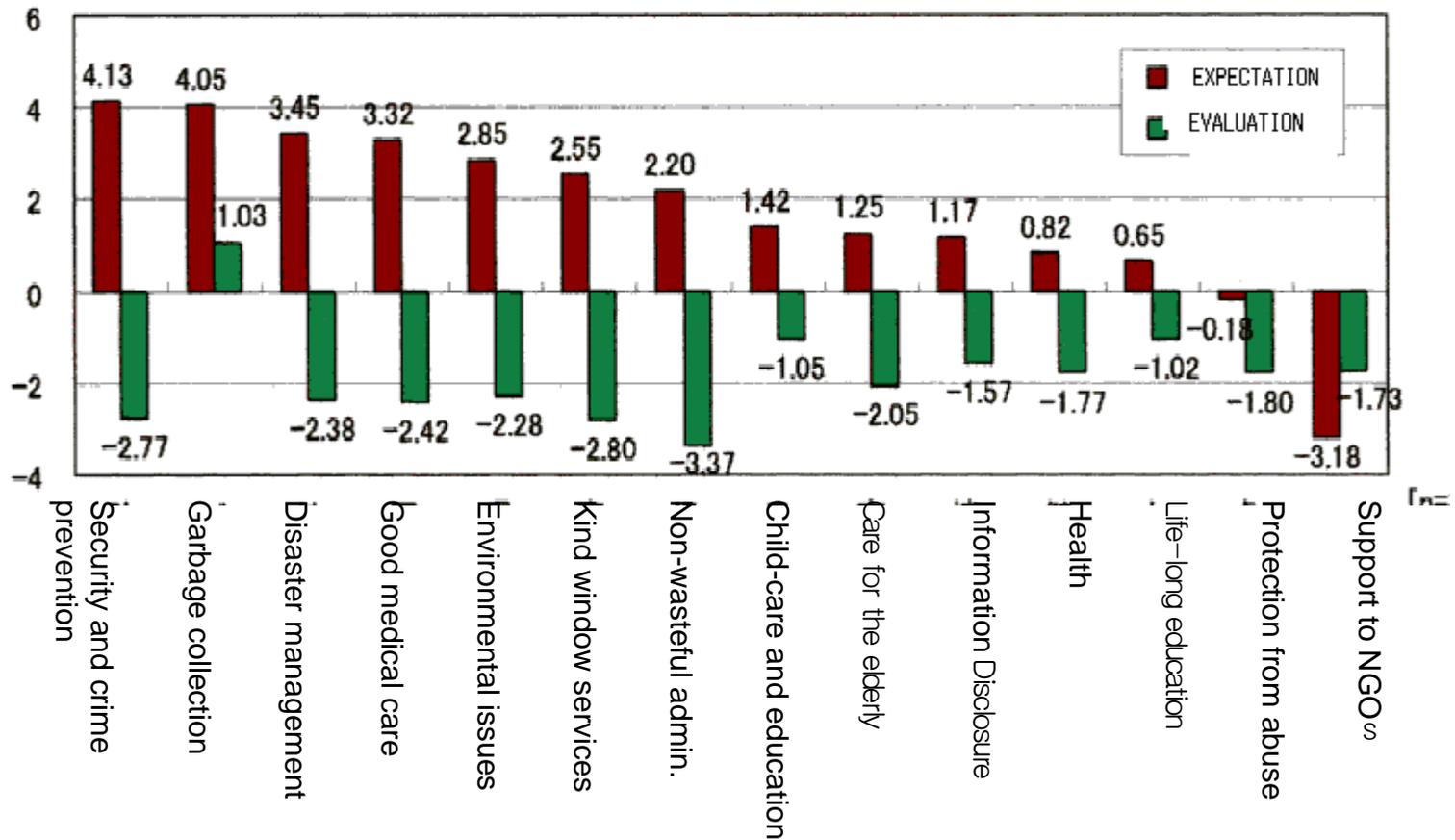


Expanding needs for more
diversified services

□ End of the uniform service delivery
Issue of equity

Expectation on the local government (1)

--- from a survey on the Citizen's Evaluation on the Local Government



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Expectation on the local government (2)

--from an opinion poll by the Cabinet Office—(Oct. 2005)

Satisfied with the administrative services

Yes 35.2% No 29.0%

Reasons for the dis-satisfaction

Wasteful facilities/services(60.8%)

Inappropriate attitude of the window officials (39.6%)

No need to be done by the public sector (34.9%)

Troublesome and lengthy procedures (33.9%)

Expected means for improvement

Rationalization of the services/facilities and relocation of officials (58.7%), Grasping real needs (49.4%)

Expectation on the local government (3)

--from various opinion polls by the Cabinet Office—
(2005)

On Regional Reinvigoration

Main people/bodies to act:

Citizens (47.1%), Local governments (37.7%),
Local shop-owners (23.0), Local communities
(22.6%), Private firms (17.9%)

On the Policies for Aging Society

More emphasis to be placed on the policies for
the elderly (53.0%)

3. Challenges for the Government and the Civil Society

- Efficiency needed, but privatization/marketization is not always a panacea
- Issues of equity, transparency, accountability
 - Support for those in need