

Panel: Social Service Delivery in Conflict Areas

A key way to improve public perception of the state's functions is to enable it to be seen as a provider of effective services, which meet citizen's needs. Thus improved service delivery is presumed to trigger an improvement in public attitudes towards the State, which in turn helps it gain legitimacy, all of which is supposed to lead to an improvement in State-society relations.¹ This presumption, if true, is particularly relevant to areas either currently undergoing, or recently affected by conflict, insofar as the State has a strategic interest in establishing its legitimacy in these situations. The formulation of service delivery as a potential peace-building agent places considerable responsibility on the shoulders of public service providers, and policy documents should reflect this realization, if indeed it exists.

The broader questions for this panel to deliberate are:

- Have the recent investments in service delivery, which were instituted in the post-conflict era, had an impact on State-Citizen trust?
- How has the investment in service delivery, and the re-institution of governance systems in these areas been perceived by citizens?

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¹ For a brief discussion on this, see Denney, Lisa;, Richart Mallett and Dyan Mazurana. "Peacebuilding and Service Delivery." United Nations University, Centre for Policy Research. February 2015.