

## PREFACE

Over the years, a large number of philosophers, academicians and public functionaries have been discussing ways and means of governing societies. They have advocated different forms of political and administrative systems and methods of governance to reconcile the interests of the citizens with that of the role of the state. The debate is still inconclusive. During the last decade or so, in the aftermath of the onset of globalisation process there has been a remarkable change in the role of government in different societies. The World Bank's report of 1992 and the emergence of New Paradigm in Public Administration have added a new dimension to the whole issue of Governance.

Development assistance to the Third World countries in the globalisation phase has, thus been subjected to the new politics of 'good governance'. In 1989, the notion of 'governance' was for the first time highlighted in a World Bank document on Sub-Sahara Africa. By, good governance was meant, at that time, sound development management. Four dimensions were identified in this context were: public sector management, accountability, legal framework for development and information and transparency.

Recounting its wide experiences, the Bank document narrates vividly the problems of 'governance'. Against this background of mal-governance, the bank has attempted to focus on some of the key dimensions of 'governance', such as public sector management, accountability and legal framework for development, and information transparency. Economic, human and institutional developments are considered important in bringing about sound development management.

The factors dealing with the administrative and political aspects specified by the Bank are political accountability, freedom of association and participation by groups in the process of governance, an established legal framework based on the rule of law and independence of judiciary, the bureaucratic accountability, freedom of information, a sound administrative system and cooperation between the government and the civil society organisation.

Thus, Governance in the Age of Globalisation has come to be associated with efficient and effective administration in a democratic framework. It is equivalent to purposive and development oriented administration which is committed to improvement in quality of life of the people. It implies high level of organizational effectiveness. It also relates to the capacity of the center of power of political and administrative system to cope up with the emerging challenges of the society. It refers to adoption of new values of governance to establish greater efficiency, legitimacy and credibility of the system. In simple terms, Good Governance in the new phase has acquired citizen-friendly, citizen-caring and responsive administration connotations.

The thesis is an attempt to examine the extent of bureaucratic accountability ensuring a system to monitor and control the performance and government offices and officials in relation to quality of service, inefficiency and abuse of discretionary power. The related determinants include openness and transparency in administration. The freedom of information and expression needed for formulation of public policies, decision-making, monitoring and evaluation of government policies and performance. It also includes independent analysis of information by the professional bodies including the universities and others needed for a civil society.

The sound administrative system in terms of its effectiveness and efficiency, its cost/value effectiveness, responsiveness to public, redressing of grievances, etc. Good governance depends on the cooperation and involvement of a large number of citizens and organizations. These requirements are considered not only essential for good governance but are also important for sustainable human development. In this context, both Kuwait and India being multicultural democracies and both the polities are beset with the problem of grappling with the forces unleashed by globalisation the focus of study is largely the emergent changes witnessed in India and Kuwait in their respective public administration setup. As a matter of fact both the societies are in a great dilemma in adjusting indigenous values and norms with that of the globalisation norms which are in certain respects a contradiction of the local cultural values.

The study is divided into five-chapter and the conclusion and has been descriptive and analytical in nature. The study is based on data combined in books, articles and government policies on the nature and status of information technology and the changing dynamics of political and bureaucratic institutions in the third world countries especially Kuwait and India. The empirical data about Kuwait and India were gathered from various sources that included documentary analysis of reports, studies, and other documents. The documents were either gathered directly from the institutions or from official Web sites of the related bodies. The information about Kuwait and India was mainly taken from official Web sites of related agencies in both countries.

Chapter I of the thesis entitled "Globalisation- Concept and Objectives" deals with the concept, objectives and contours of globalisation

and its ongoing impact on the developing societies particularly Kuwait and India.

Chapter II entitled “Globalisation and Good Governance” focuses on the emergent notion of good governance following the onset of process of globalisation since 1991. An attempt has been made to understand the weaknesses in the traditional models of governance that made it necessary to bring in correctives in order to collate the current requirements of the globalised society with an entirely new set of governance with elements of transparency, flexibility and decentralization.

Chapter III of the thesis entitled “Good Governance and public administration” largely focuses on the emergent notion of good governance that has brought about structural and operational changes in public administration in both Kuwait and India. While chapter IV entitled “Good Governance experiences” documents interesting experiences consequent upon the changes in the process of governance in the countries under study.

Chapter V entitled “Emerging trends in Public Administration: India and Kuwait” focuses on the growing compulsions on public administration to ensure decentralization and participation as a result of the exotic influence of Information Technology in the context of globalisation.