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2010-12.

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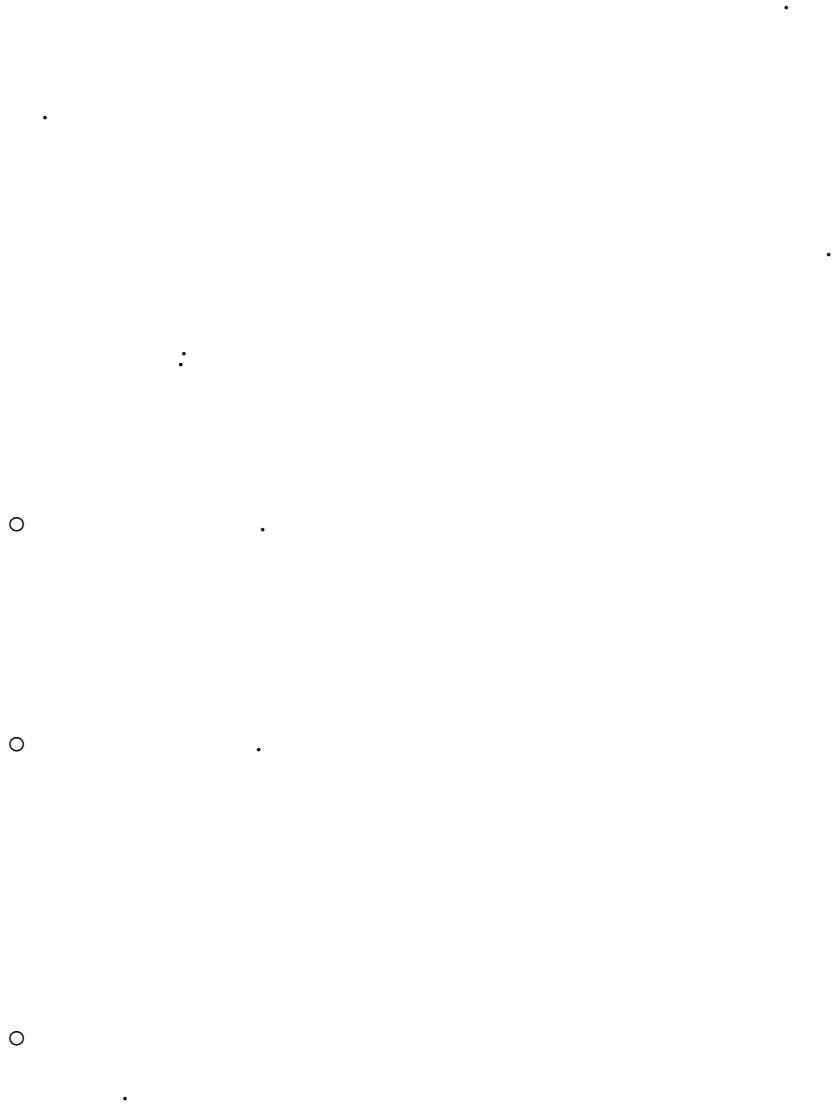
2012

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, 2012

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2:			(.3852/10)	83	
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13:			.	93	
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	(3)			
15:			3040/11(3)	99
16:			(3)	100
17:			.3852/10	121	
	(> 19)			

18:	. 3852/10	121
(> 19)		
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(> 19)		

(2010612)

Public Management (

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New

ABSTRACT

This paper examines the reforms that have taken place over the last three years (2010-12) and affect the function of urban services. The aim is to examine the impact of changes in both the services themselves and the wider area of influence of urban services. The theory of decentralization of public services and the theoretical basis of New Public Management have been used as a frame of reference for the evaluation of the results.

The key points of the theoretical framework and the benefits expected from the implementation of the public administration are initially examined. Then the reforms introduced over the last three years and the ways in which they affect the function of urban services are described. Comparing the changes that have taken place in urban services with the predictions of theory we arrive at certain preliminary conclusions.

To strengthen the above mentioned conclusions the primary data collection method is used. For this purpose, questionnaires are constructed and distributed. The case of the state of Messinia is examined and the civil servants of urban services are chosen as a sample. The conclusions are not so encouraging, at least insofar as the theory predicts. Although the majority of the reforms are moving in the right direction, there is still a long way to go to solve the problems which characterizes the services.

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(1998 ó 2010).

2010

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New Public Management (N.P.M.:)

(. 3852/10 -

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N.P.M.

New Public Management.

. 3852/10 (
) . 4030/11
. 4067/10, 3843/10 4014/11

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1.1.1 -

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» (Sharma. 2004: p 53, 59)

:) (dispersion)

delegation

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(Rondnelli 1983, 11-

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. (Tatsuro, 2006: 1)

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a) ó (rent seeking) « »

b)

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(: Martinez - McNab 2003, 1597-9, 1603-7)

(performance):

(efficiency):

(effectiveness)

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. (Conor O., Daniel Z., 2006: p328)

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(Reiter R., Grohs. S, 2010: p169-70)

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political decentralization:

administrative decentralization:

administrative deconcentration:

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- administrative decentralization:
- Fiscal decentralization:
- Devolution or democratic decentralization: , ,

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- Deconcentration:
- Delegation:
- Devolution: () -

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model).
ó (Multi purpose model)
- (Single purpose
model).

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_____ (Responsive local government):

(Network government):

_____ (Government partnership):

. (Tatsuro, N. 2006: 1-1)

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1.3

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«Impacts of decentralization: The French experience in a comparative perspective» (Reiter R. 2010: 172-76)

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1982-83 (Acte I)

2003-04 (Acte I).

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«Decentralization in Developing Countries» (Rondinelli

1983)

(1983)

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1.3.1

1980

1990.

. 2218/94 . . 1-2-96

. 2538/97 (

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2010 (3852/10)

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«Does Decentralization Make Government More
Efficient and Effective?» (Martinez-Vazquez J., McNab M.R. 2003: 326)

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Thushyanthan B. (2009: 485)

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«Government fragmentation versus fiscal decentralization and corruption» (Crowley G. R., Sobel S. R., 2011)

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NEW PUBLIC MANAGEMENT

2.1 New Public Management

H New Public Management

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New Public Management

Neo-Weberian State

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Max Weber

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New Public Management
1970.

õNew Public Managementö.

(Pallot, 2001).

Performance Review" (Gore, 1993).

(Kettl, 1997).

OECD (1990, 1993),

OECD.

2.2

õNew Public Managementö

New Public Management

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New Public Management.

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- (accountability)
2. _____ (standards) _____:
3. _____:
4. _____ ó _____:
5. _____:
6. _____:
7. _____:
õ (do
more with less)

N.P.M.

OECD (1990, 1993)

N.P.M.



2:

OECD

New Public Management

Kettl (2005: . 14)

N.P.M.:

(productivity),

(marketization),

(service orientation),

(decentralization),

/ (policy orientation), /

(accountability for results)

(integrity)

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M-form

(division)

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(2012: 18)

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(outsourcing).

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, Peters (1996) Groth
(1999) (Pollitt et.al. 2007b, p.3),

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1. (*apolitical*)
- 2.
- 3.
4. (*institutionalized*)
5. (*internal regulation*)
6. (*equality*)

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2.3

Public Choice

Public Choice

New Public Management,

Adam Smith

Public

Choice

William Niskanen, Bureaucracy and Representative Government 1971,

Public Choice

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Public Choice

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(Principal ó Agent)

(Asymmetric Information)

Joseph Stiglitz,

Principal ó Agent «

(principal)

(agent)

agent

principal» (Stiglitz 1993,

p.A12).

Agent

Principal

Agent

(

), Agent

Principal.

(ex-ante)

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Public Choice

(rent-seeking)

(logrolling).

logrolling

Public Choice

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2.4

õNew Public Managementö

New Public Management

N.P.M.

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. Frederickson (1997)

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Kolthoff et.al. (2006),
Government

Market and

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(outsourcing contracting out),

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(3843/10)
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(. 4014/11).

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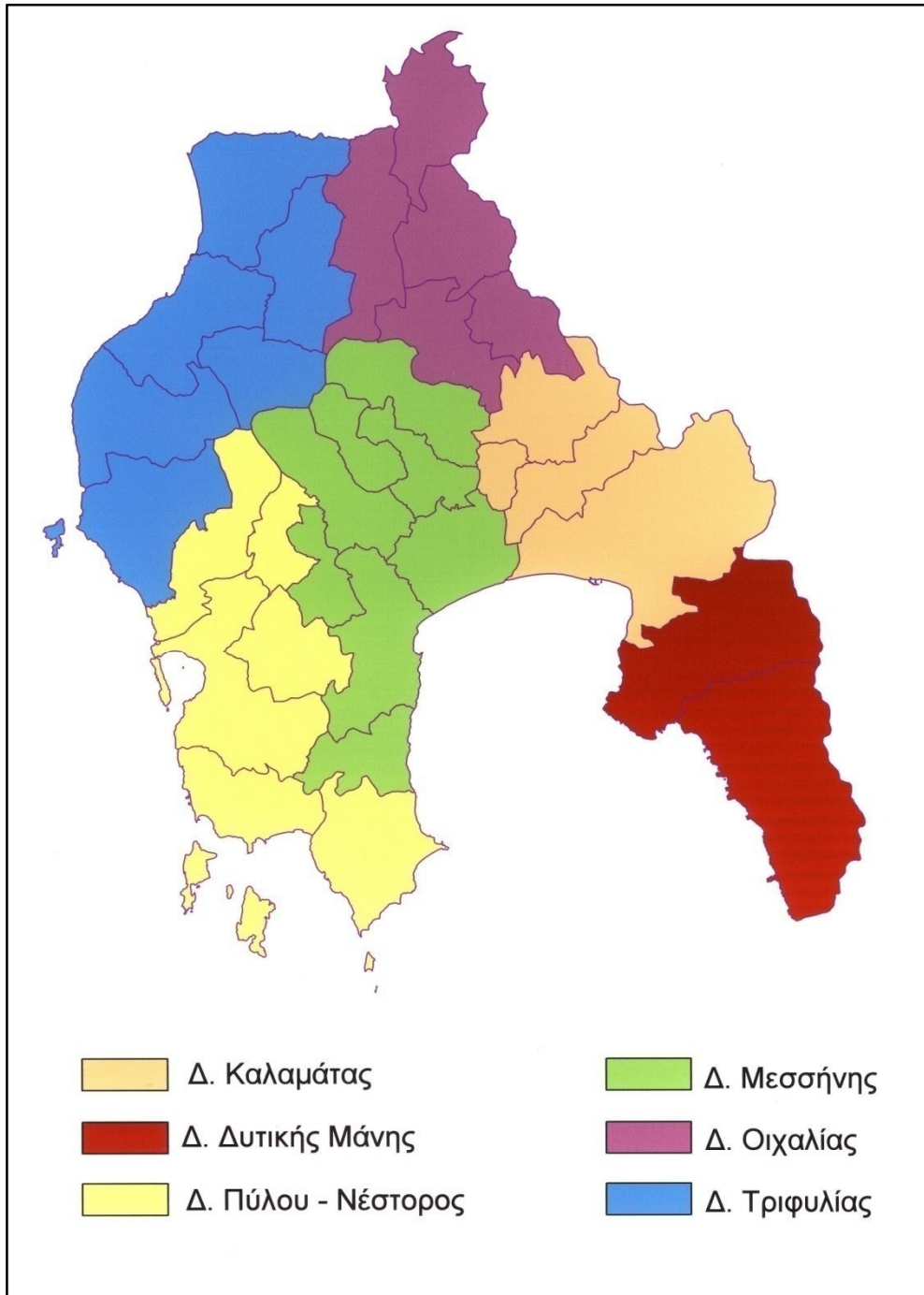
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3.3 . 3852/10

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3.5.3 . 3843/10

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(3843/10 4014/11)

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4014/11)

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	42	4	7	53
	38	4	7	51
	33	3	8	41
%	78,57	75,00	71,43	77,36

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75%

(41 51, 80%).

23-31/7/2012.

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4030/11, 3843/10
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4014/11.
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Sirkin (1999)

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			%
		23	56,10
		18	43,90
	<25	0	0,00
	25-35	6	14,63
	35-45	13	31,71
	45-55	14	34,15
	55<	8	19,51
		28	68,29
		13	31,71
		34	82,93
		1	2,44
		6	14,63
		10	24,39
		16	39,02
		8	19,51
		7	17,07
	<1	3	7,32
	2-7	7	17,07
	8-12	10	24,39
	13-18	5	12,20
	19<	16	39,02
	<1	10	24,39
	2-7	17	41,46
	8-12	6	14,63
	13-18	0	0,00
	19<	8	19,51

7:

75%

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45%

7

(36,59 %)

19 .

5.2

5.2.1 . 3852/10 -

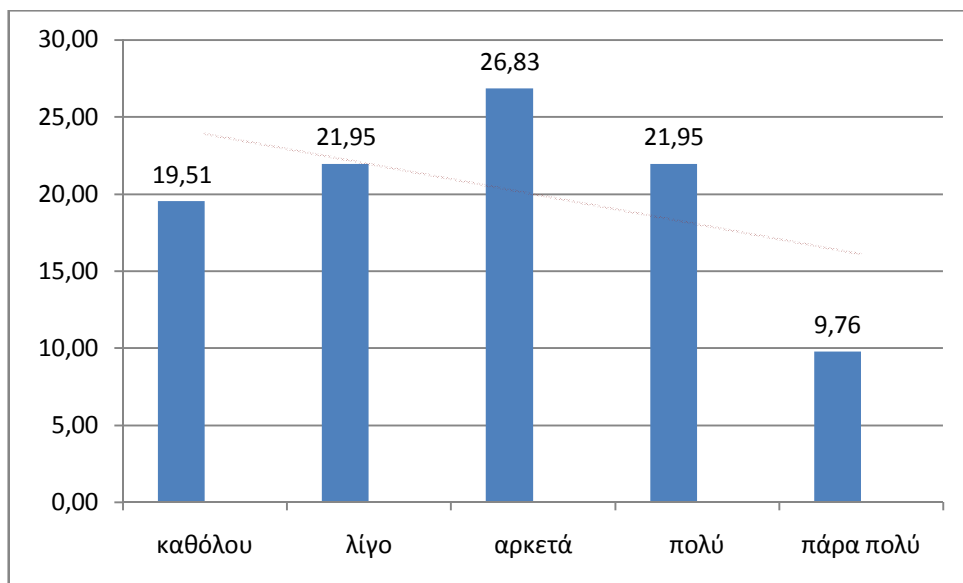
(8)

3852/10 ().

απαντήσεις	Προτάσεις							
	α	%	β	%	γ	%	δ	%
καθόλου	8	19.51	10	24.39	10	24.39	10	24.39
λίγο	9	21.95	10	24.39	14	34.15	16	39.02
αρκετά	11	26.83	13	31.71	8	19.51	11	26.83
πολύ	9	21.95	4	9.76	6	14.63	4	9.76
πάρα πολύ	4	9.76	4	9.76	3	7.32	0	0.00
σύνολο	41	100.00	41	100.00	41	100.00	41	100.00

8:

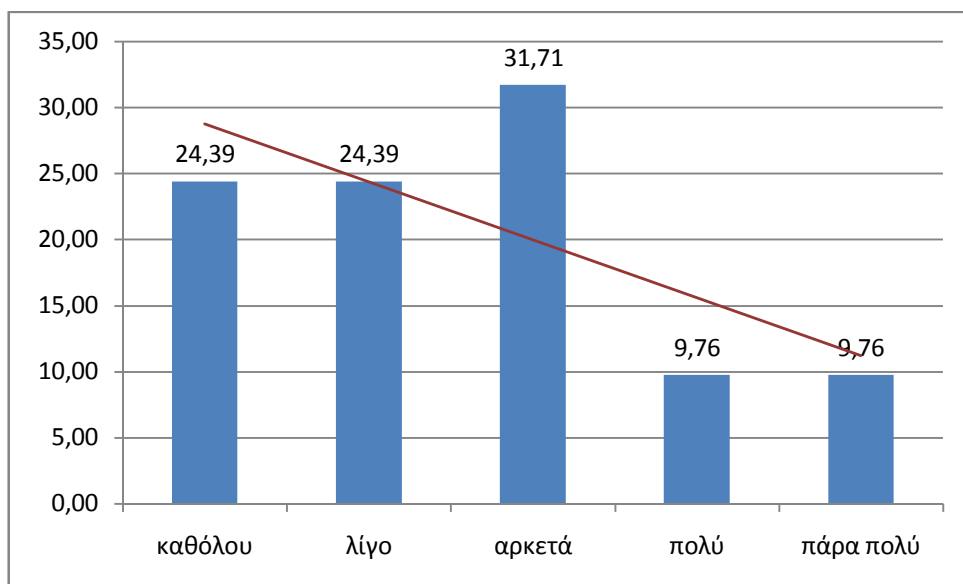
. 3852/10.



2:

(. 3852/10)

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3: (. 3852/10)

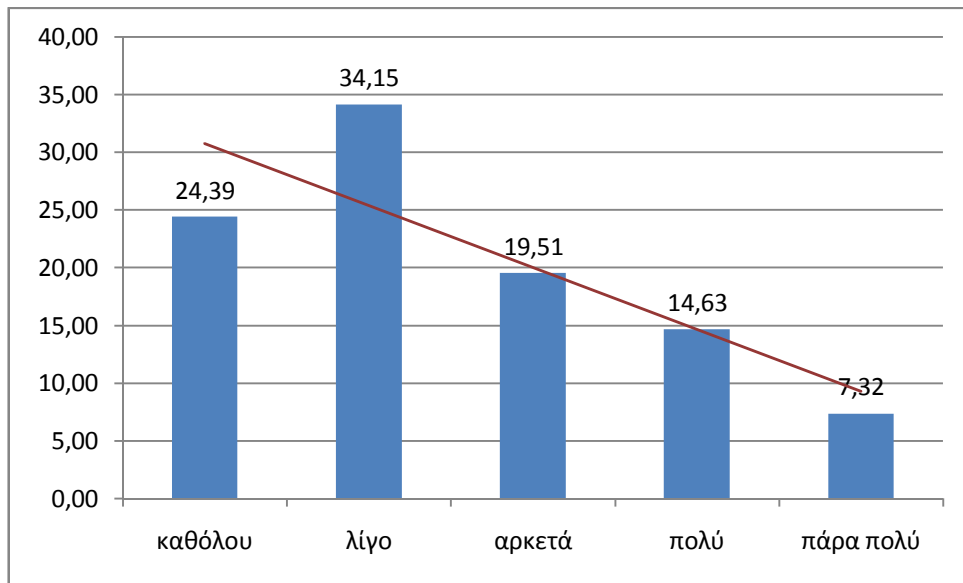
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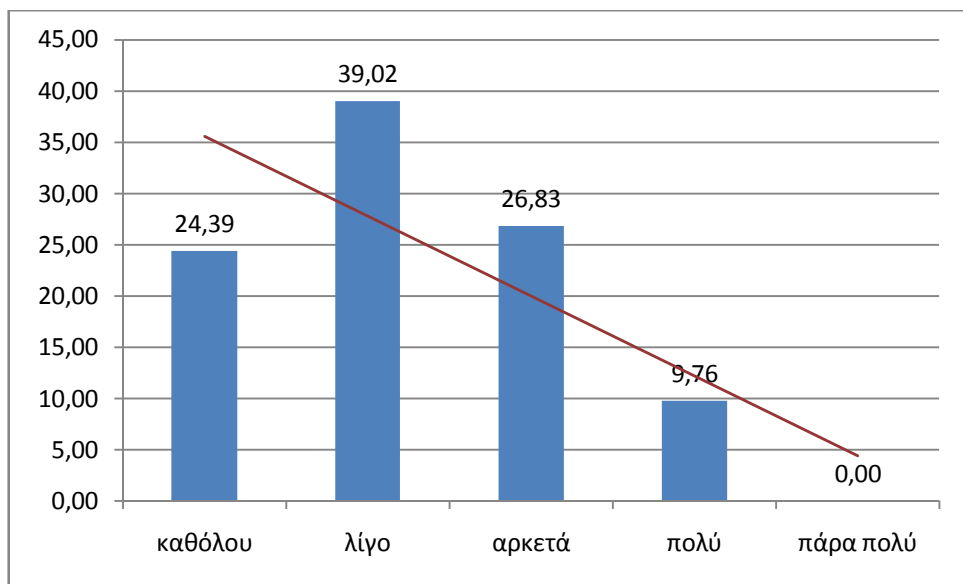
(4)

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4: (. 3852/10)



5: (. 3852/10)

(5) «

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90%.

5.2.2 . 4030/11 ό

. 4030/11 ()

απαντήσεις	προτάσεις							
	α	%	β	%	γ	%	δ	%
καθόλου	5	12.20	4	9.76	4	9.76	10	25.00
λίγο	11	26.83	11	26.83	14	34.15	10	25.00
αρκετά	13	31.71	10	24.39	13	31.71	13	32.50
πολύ	6	14.63	13	31.71	7	17.07	6	15.00
πάρα πολύ	6	14.63	3	7.32	3	7.32	1	2.50
σύνολο	41	100.00	41	100.00	41	100.00	40	100.00

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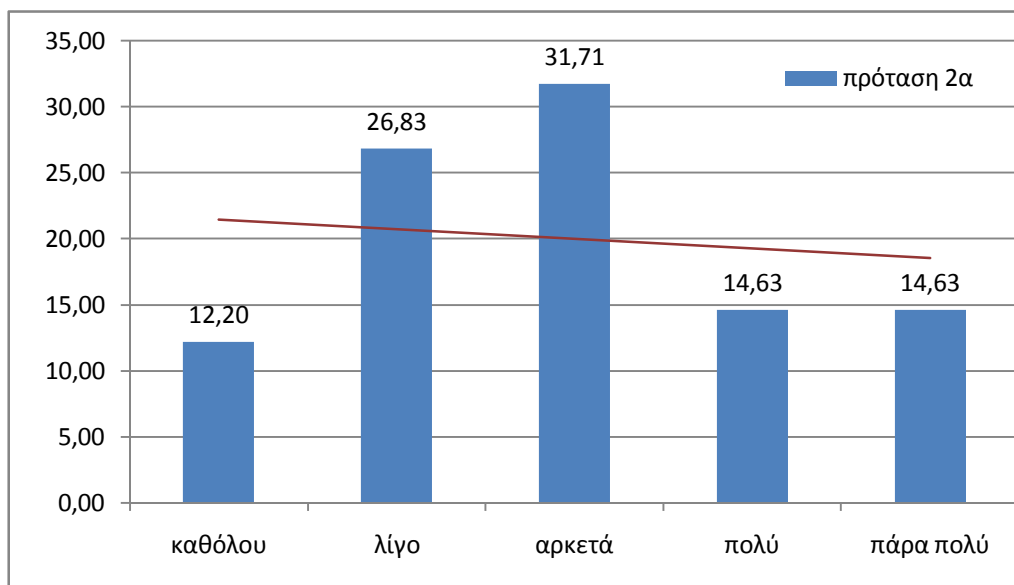
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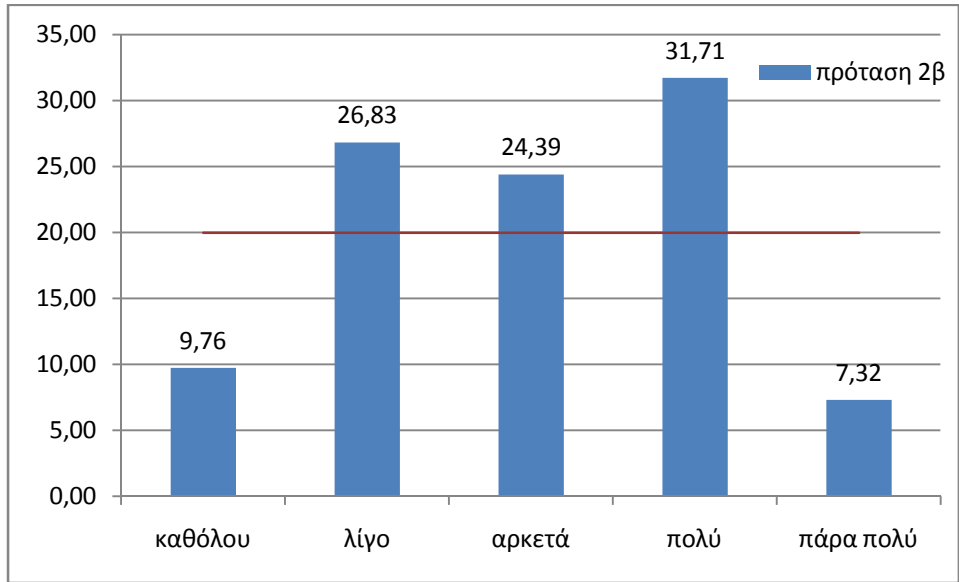


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(. 4030/11)

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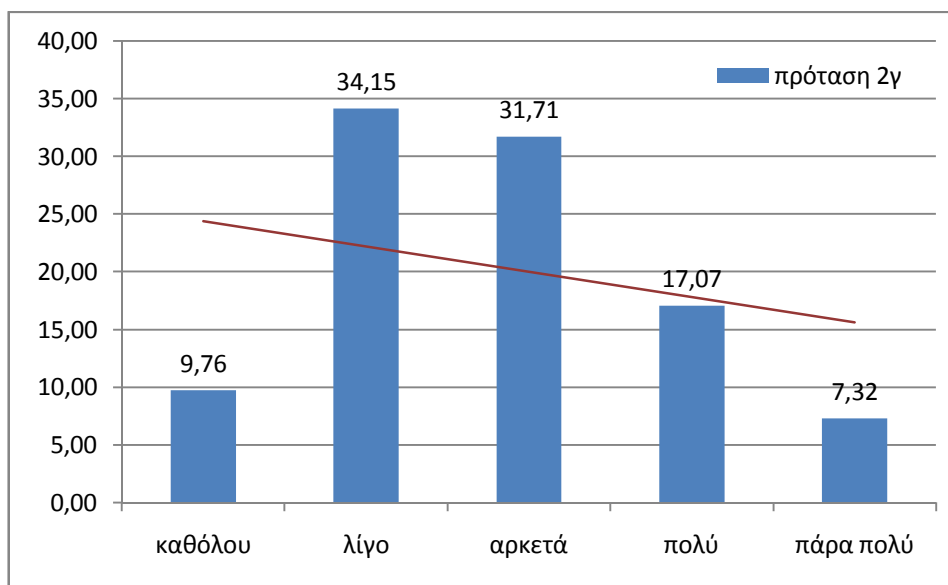
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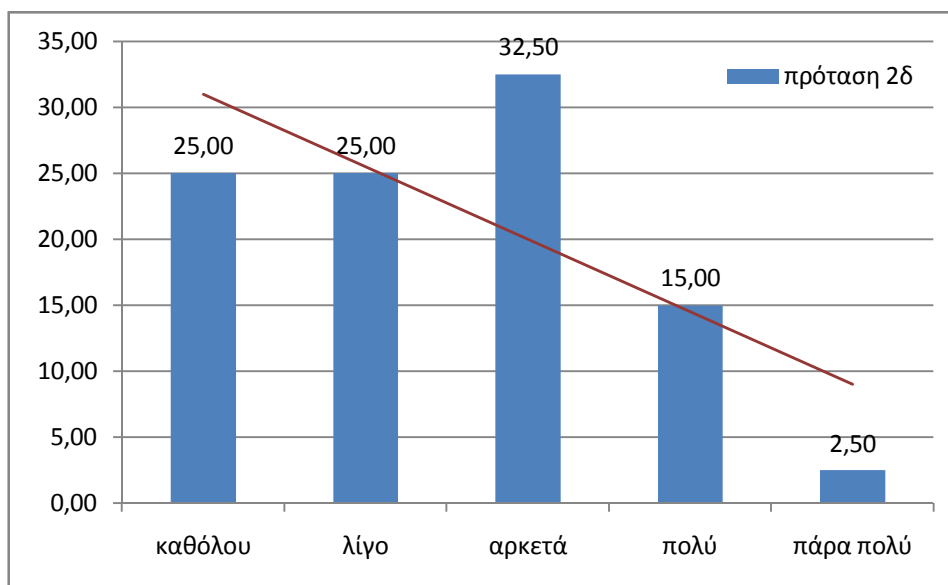
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(9)

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8: (. 4030/11)



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5.2.3

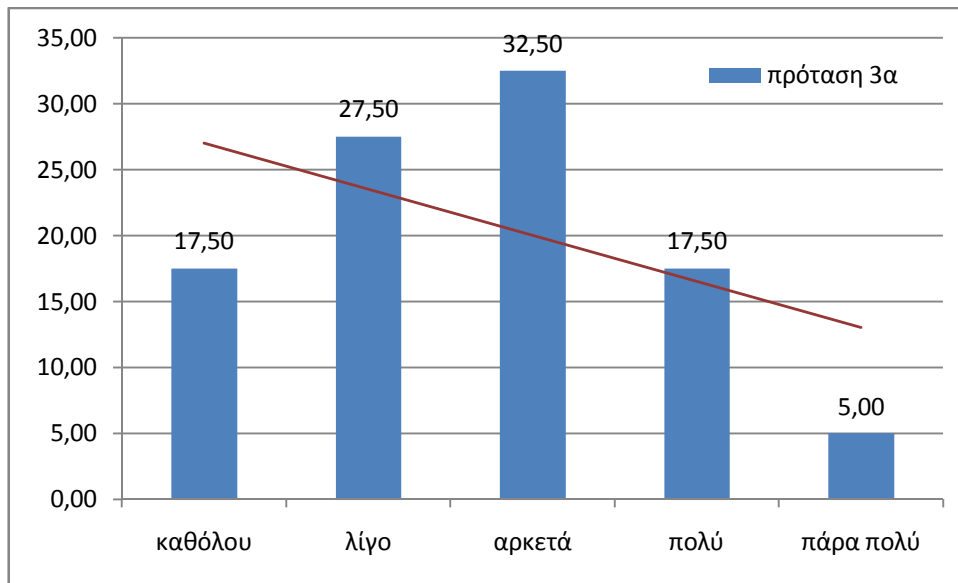
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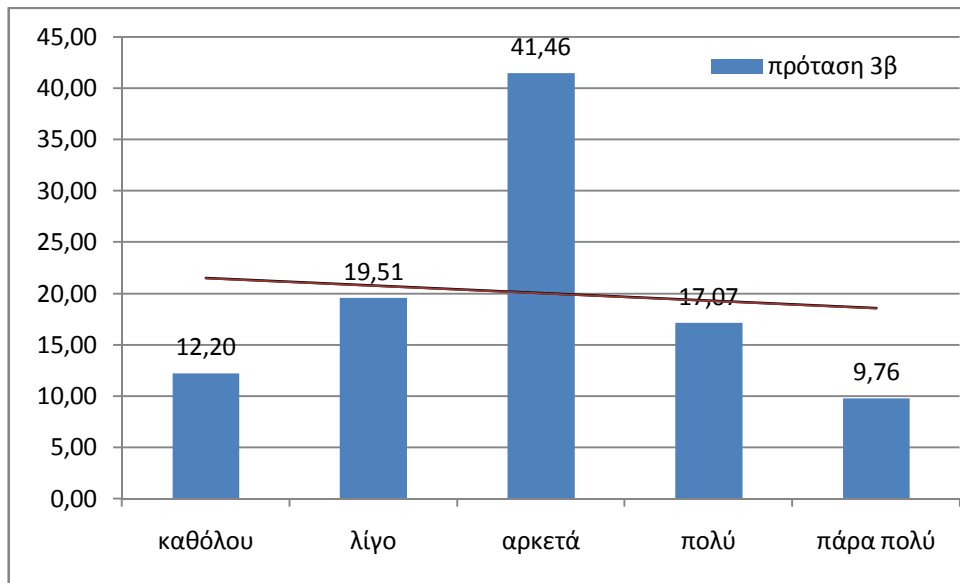
(10 - 13)

απαντήσεις	προτάσεις							
	α	%	β	%	γ	%	δ	%
καθόλου	7	17.50	5	12.20	7	17.50	10	24.39
λίγο	11	27.50	8	19.51	14	35.00	14	34.15
αρκετά	13	32.50	17	41.46	12	30.00	14	34.15
πολύ	7	17.50	7	17.07	4	10.00	2	4.88
πάρα πολύ	2	5.00	4	9.76	3	7.50	1	2.44
σύνολο	40	100.00	41	100.00	40	100.00	41	100.00

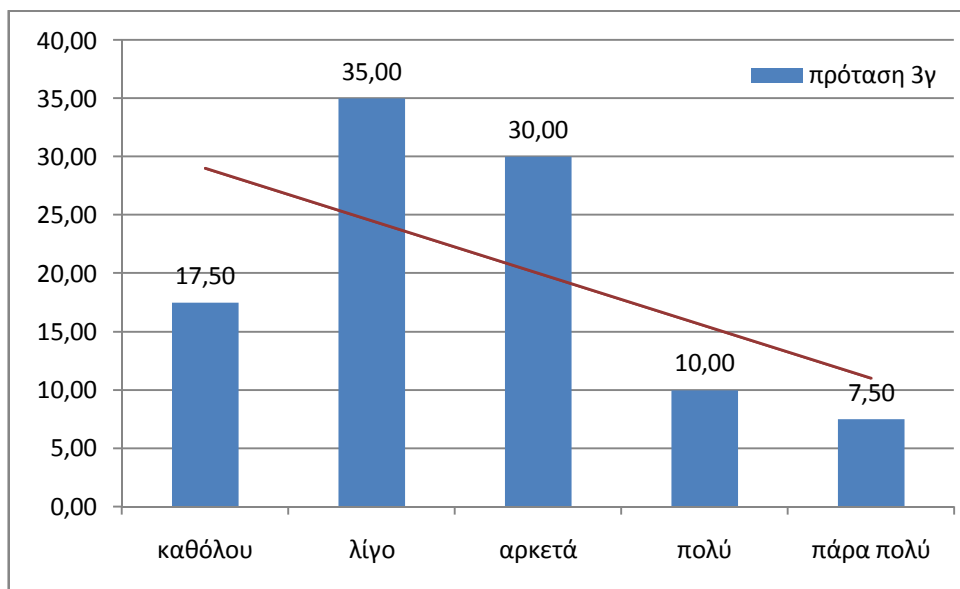
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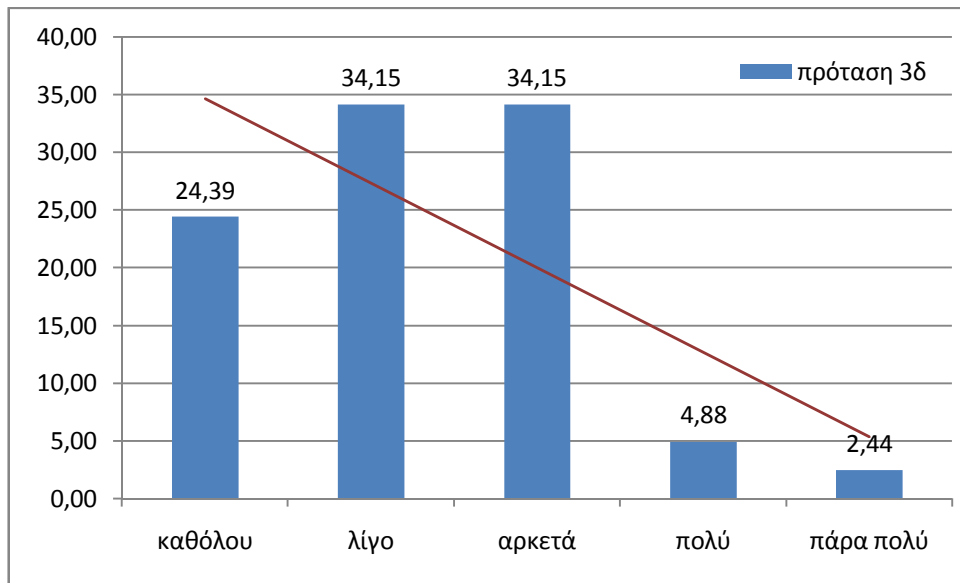
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		17	54,84
		14	45,16
	<25	0	0,00
	25-35	6	19,35
	35-45	10	32,26
	45-55	10	32,26
	55<	4	14,29
		21	67,74
		10	32,26
		27	87,10
		0	0,00
		4	12,90
	<1	3	9,68
	2-7	6	19,35
	8-12	7	22,58
	13-18	5	16,13
	19<	10	32,26
	<1	8	25,81
	2-7	16	51,61
	8-12	3	9,68
	13-18	1	3,23
	19<	3	9,68

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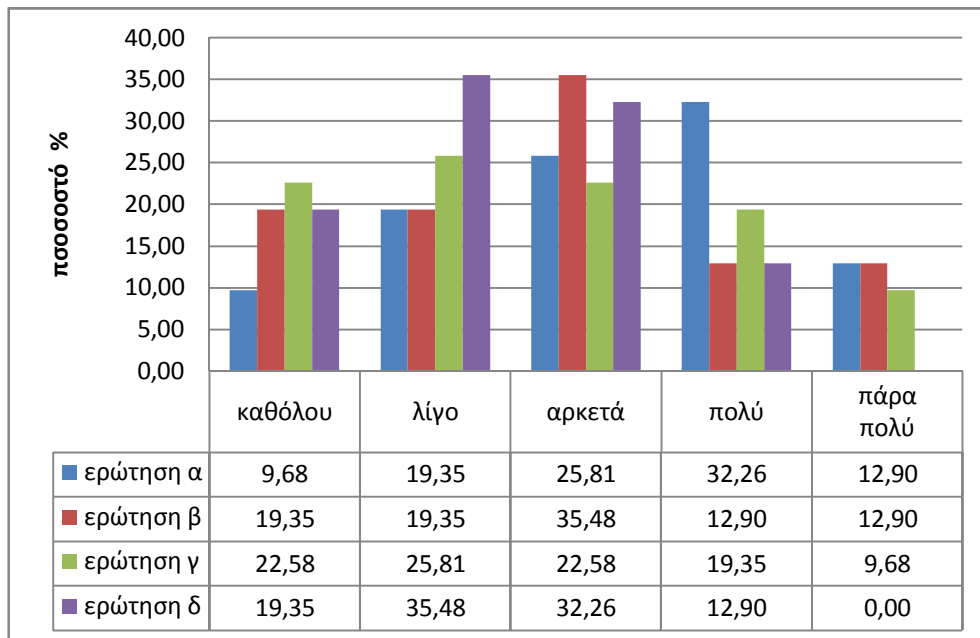
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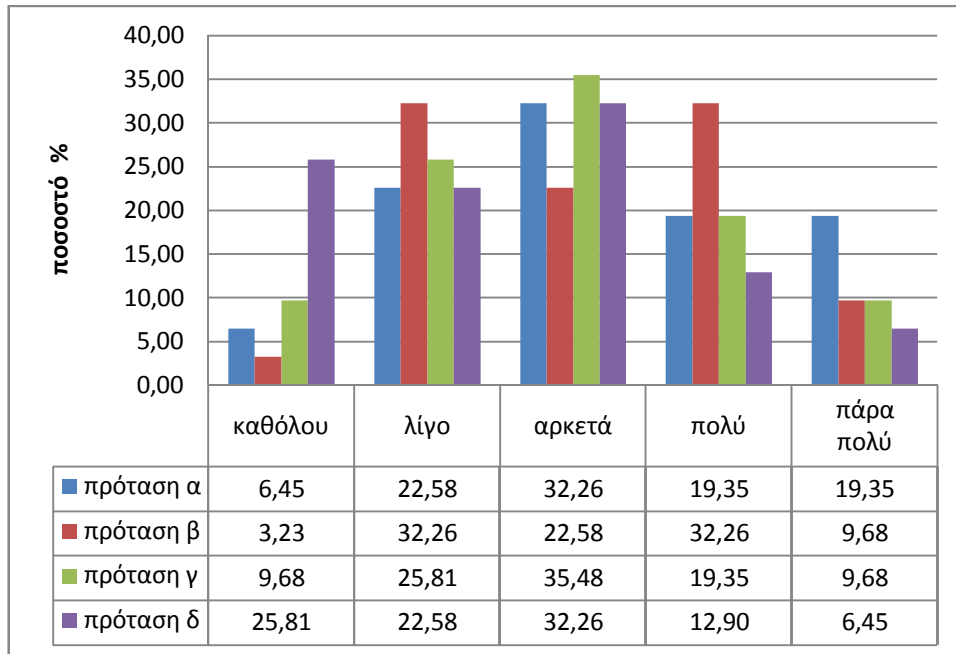
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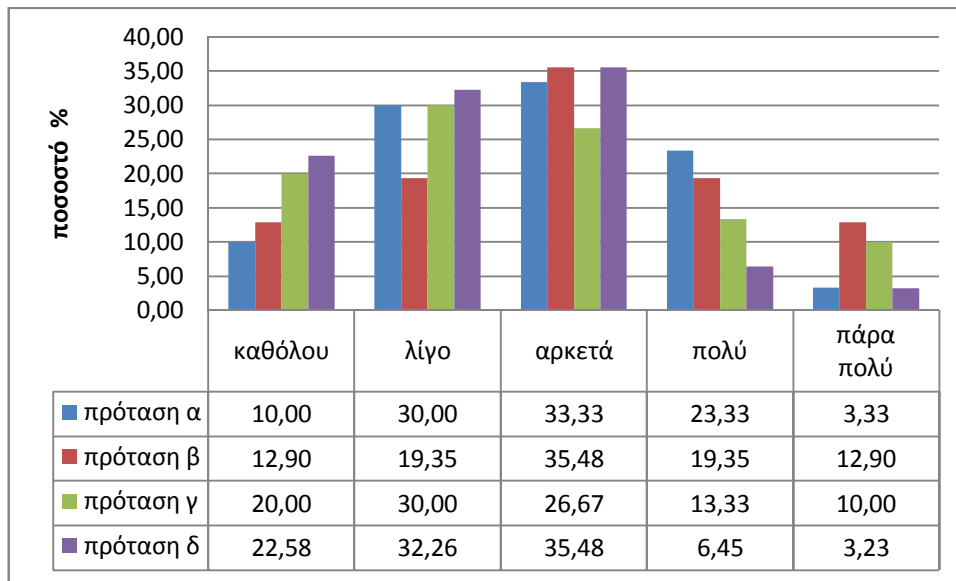
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			%
		9	56,25
		7	43,75
	<25	0	0,00
	25-35	0	0,00
	35-45	2	12,50
	45-55	7	43,75
	55<	7	43,75
		13	81,25
		3	18,75
		16	100,00
		0	0,00
		0	0,00
	<1	3	18,75
	2-7	4	25,00
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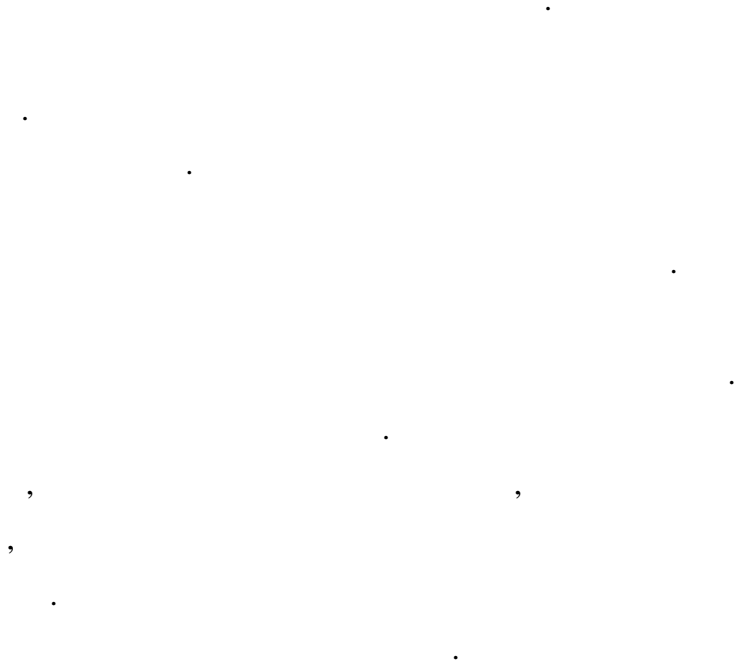
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απαντήσεις	προτάσεις							
	α	%	β	%	γ	%	δ	%
καθόλου	3	9.68	6	19.35	7	22.58	6	19.35
λίγο	6	19.35	6	19.35	8	25.81	11	35.48
αρκετά	8	25.81	11	35.48	7	22.58	10	32.26
πολύ	10	32.26	4	12.90	6	19.35	4	12.90
πάρα πολύ	4	12.90	4	12.90	3	9.68	0	0.00
σύνολο	31	100.00	31	100.00	31	100.00	31	100.00

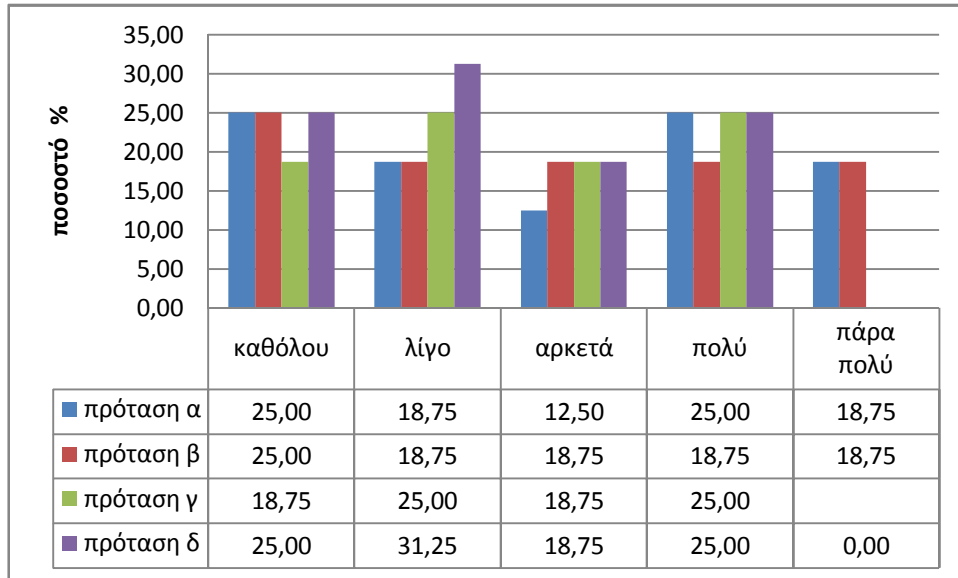
12: . 3852/10 (3)

απαντήσεις	προτάσεις							
	α	%	β	%	γ	%	δ	%
καθόλου	2	6.45	1	3.23	3	9.68	8	25.81
λίγο	7	22.58	10	32.26	8	25.81	7	22.58
αρκετά	10	32.26	7	22.58	11	35.48	10	32.26
πολύ	6	19.35	10	32.26	6	19.35	4	12.90
πάρα πολύ	6	19.35	3	9.68	3	9.68	2	6.45
σύνολο	31	100.00	31	100.00	31	100.00	31	100.00

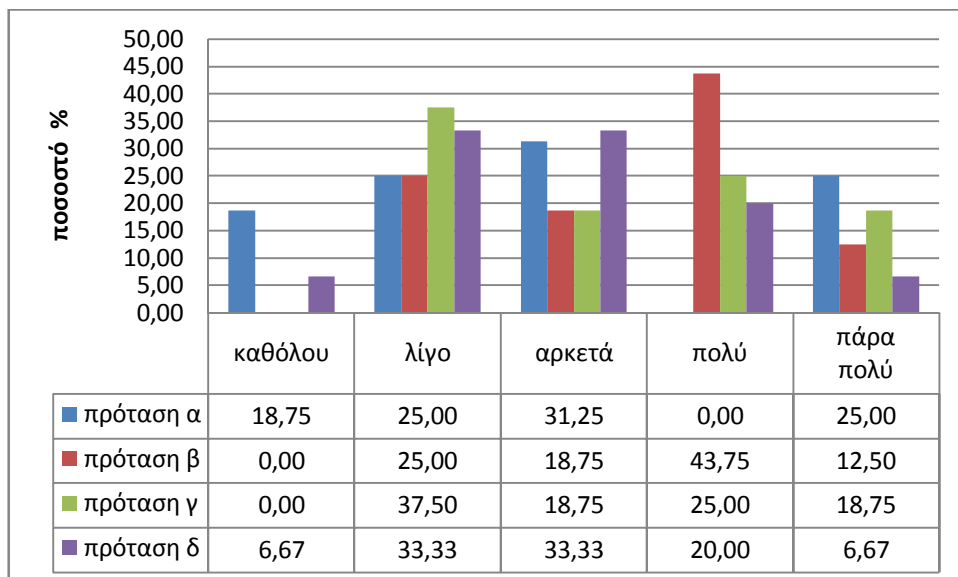
13: . 4030/11 (3)

απαντήσεις	προτάσεις							
	α	%	β	%	γ	%	δ	%
καθόλου	3	10.00	4	12.90	6	20.00	7	22.58
λίγο	9	30.00	6	19.35	9	30.00	10	32.26
αρκετά	10	33.33	11	35.48	8	26.67	11	35.48
πολύ	7	23.33	6	19.35	4	13.33	2	6.45
πάρα πολύ	1	3.33	4	12.90	3	10.00	1	3.23

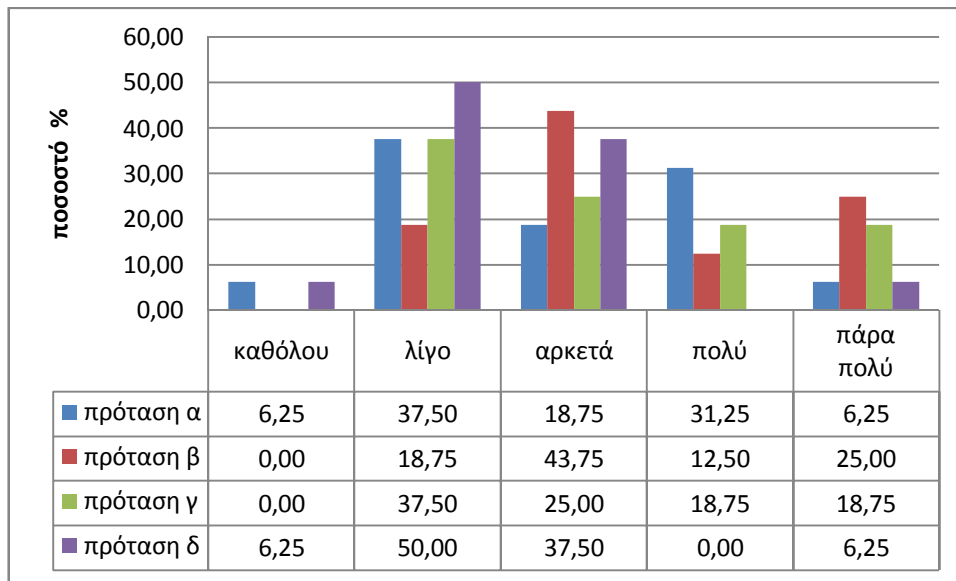
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