





“Enhancing administrative service delivery practices of local government: Experiences from Nepal”

AUTHORS

Suman Kharel 
Khom Raj Kharel 
Yadav Mani Upadhyaya 
Shiva Raj Ghimire 
Prajwal Man Pradhan 

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Yadav Mani Upadhyaya, Shiva Raj
Ghimire, Prajwal Man Pradhan, 2024

Suman Kharel, Dr., Associate Professor
of Rural Development, Central
Department of Rural Development,
Tribhuvan University, Nepal.

Khom Raj Kharel, Dr., Associate
Professor of Economics, Department
of Economics, Saraswati Multiple
Campus, Tribhuvan University, Nepal.
(Corresponding author)

Yadav Mani Upadhyaya, Dr., Assistant
Professor of Economics, Department
of Economics, Saraswati Multiple
Campus, Tribhuvan University, Nepal.

Shiva Raj Ghimire, Assistant Professor
of Management, Department of
Management, Saraswati Multiple
Campus, Tribhuvan University, Nepal.

Prajwal Man Pradhan, Assistant
Professor, Central Department of Rural
Development, Tribhuvan University,
Nepal.



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Suman Kharel (Nepal), Khom Raj Kharel (Nepal), Yadav Mani Upadhyaya (Nepal),
Shiva Raj Ghimire (Nepal), Prajwal Man Pradhan (Nepal)

ENHANCING ADMINISTRATIVE SERVICE DELIVERY PRACTICES OF LOCAL GOVERNMENT: EXPERIENCES FROM NEPAL

Abstract

This study aims to examine the administrative service delivery practices within the local government of Nepal and explore the intricate perceptions of the interplay between governance, service delivery, and citizens. The objectives include understanding the contextual elements that shape states, addressing concerns of developing nations, emphasizing service delivery, prioritizing citizen viewpoints, and tackling governance issues. Utilizing a mixed-methods approach grounded on post-positivism, the study employs purposeful sampling to select rural municipalities in Nepal. Data collection involves a quantitative institutional survey to assess the current state of public administrative services, with survey respondents comprising service providers and citizens. The respondents reported higher levels of satisfaction with the efficiency, timeliness, and resource availability of administrative services. However, the study also revealed gaps and disparities in the knowledge and perceptions of administrative practices and governance among different respondent groups and ecological regions. Emphasizing the significant advantages of collaboration, decentralization, people-centric development, and meaningful engagement, the study highlights the need for further research and policy interventions to enhance public service delivery and governance of local government in Nepal.

Keywords

governance, perceptions, decentralization,
accountability, collaboration, development, reforms,
policy interventions

JEL Classification

O17, H72, H75

INTRODUCTION

The Nepalese local government administrative service delivery has improved recently. The practices ensure local citizens have access to essential services and government functions. Complex historical, global, and sociopolitical influences shaped modern statehood. Centralization, territorial dominance, and diplomacy have had major impacts on regional trends. Political awareness, urbanization, globalization, and social complexity affect state dynamics and sovereignty in developing countries. Decentralization was introduced to improve public services by addressing centralized issues and rising citizen demands. Government-society-individual relations depend on satisfaction, trust, and reliability, whereas governments build trust by providing efficient local services to meet citizens' needs.

This study focuses on local government communication and service delivery modes. Internationally, cities use direct management, privatization, decentralization, and alternative models. Success requires legal frameworks, human resources, finance, accountability, transparency,

and accessibility. Central-local collaboration is essential for resource allocation, macro stability, service efficacy, and corruption prevention, emphasizing decentralization. Nepal's Local Self Government Act promotes community planning. Strategic coordination, capacity, and resource distribution are needed to overcome Nepal's federal republic transition challenges.

1. LITERATURE REVIEW AND HYPOTHESES

Nepal's local governments have been introduced since the 2017 election. Understanding the complex relationships between governance, service delivery, and individual perspectives is crucial to shed light on Nepalese local government organizations' efficiency and trustworthiness. Modern European states had monopolies, territorial dominance, and diplomatic systems (Loughlin, 2004). Urbanization and globalization expanded access to knowledge, resulting in more diverse demands from individuals (Hutahaean & Pasaribu, 2021).

To tackle centralized service delivery challenges and meet people's demands for decentralized services like administrative ones (e.g., citizenship certificates, land certificates, driver's licenses) and essential goods and services (food distribution, financial services, utilities), the decentralization principle was implemented (Sadat & Andika, 2022). This approach also encompasses public amenities, such as education, healthcare, and transportation.

Treisman (2007) stresses that the government must prioritize affordable, equitable access to services for all, regardless of socio-economic or cultural factors. Wahyurudhanto (2020) identifies different forms of public service delivery, including interactions, counters, procedures, and information functions, categorized as direct, indirect, individual, and collective. Local governments employ diverse communication methods to inform the public about service delivery.

Regarding the local administration, UNDP (2000) introduced four fundamental forms of public services: direct, privatization, decentralization, and alternative services. Municipal governments worldwide have adopted these approaches. However, achieving improved service delivery hinges on suitable legal frameworks, qualified human resources, financial resources, provider accountability, transparency, public access to infor-

mation, and effective collaboration between central and local governments (Ekpo, 2008).

Central government support is crucial for local governments to strengthen their systems. Decentralization, highlighted by the World Bank (1998), impacts resource allocation, macroeconomic stability, service delivery, and equity. Shah (2006) emphasizes the economic advantages of decentralized administration in reducing corruption. Localization empowers individuals, promotes citizen participation, and enhances government accountability (Angkasah et al., 2017).

The efforts enhance local governance efficiency and effectiveness (Sharma, 2017). The Nepal National Governance Survey (NNGS) surveyed 12,920 individuals across 43 districts. The survey found that media coverage of the executive, legislature, and judiciary, controlled by vested interest groups, led to a negative public perception. Local governments and municipalities' track records were also unfavorable, with over a quarter of respondents dissatisfied with their work (NASC, 2018).

Kyle and Resnick (2016) investigated how the new federal constitution of Nepal may affect the agricultural sector. It must be guided by coordinated planning, maintain adequate human capacity, and receive sufficient fiscal resources as Nepal transitions from a unitary to a federal republic. The weak coordination, limited human resource capability, and insufficient financial resources in Nepal's government make these factors crucial. A federal framework may complicate resolving these difficulties (IFPRI, 2016). The World Bank (2014) emphasized the importance of public benefits. In Nepal, local body revenues surged six-fold in six years without changes in the institutional framework. The administrative service delivery practices of local governments vary by municipality and rural municipality in Nepal.

As per Stoker (1998), the government operates as an autonomous self-governing network involv-

ing state actors and stakeholders. A. Shah and S. Shah (2006) emphasized that local governments create an enabling environment for the democratic participation of local stakeholders, promoting market-led and environmentally friendly local development to enhance the quality of local life. Saito (2011) suggested introducing flexibility in local government functions and responsibilities. The Anglo governance school underscores the importance of greater citizen participation in policy-making and service delivery practices at the local level (Ndema, 2022).

Governance is becoming a tool for progressive governmental reform. Promoting inclusive development, human rights, accountable governance, and transparent, informed policy-making (World Bank, 1992, 2004). Nepal became federal in 2015 after adopting a new Constitution (Nepal Law Commission, 2015). The Constitution delegated central government powers to local governments. Legal provisions allow local governments to provide a variety of administrative services to residents.

Egbon (2023) found that assumptions underpin much public administration research. These assumptions should help public administrators learn and perform. Delta State local government council leaders prioritized accountability to improve service delivery. Oluwaleye (2023) found that to improve administrative efficiency and development in Nigeria, local governments should possess more political and financial autonomy to boost sustainability.

Otutu et al. (2023) focused on Uganda's innovative use of the Local Government Management and Service Delivery (LGMSD) framework to improve local service delivery. The study suggests ways to improve local government service delivery in similar African settings by strengthening the LGMSD model. Ngumbela (2022) expected the local government to manage and provide services better than many municipalities. Bello and Mackson (2022) examined Nigerian local government staff competency and service delivery. Therefore, for local governments to effectively provide services, management and finances must be fully autonomous to ensure practical service delivery, and staff must be skilled and trained through workshops, seminars, and other capacity-building activities.

Chisanga et al. (2023) examined how equalization funds affect Zambian local government service delivery. The study found significant Chongwe Municipal Council equalization fund utilization issues. Lerio and Bandiola (2023) examined how work environment, HR practices, and organizational culture affect service quality. The study found high ratings for work environment, HR practices, organizational culture, and service quality. The work environment can affect service quality. Soublière and Cloutier (2015) examined how local governments and development partners like donors, NGOs, and private companies provide community services.

Jumanne et al. (2023) assessed how legal factors affect administrative structures in Taita Taveta and Makueni Counties, Kenya. The study found that legal factors affected strategic leadership and decentralized administrative structures. The findings help national and county policymakers overcome barriers to decentralized administrative systems in county governments. Mngomezulu (2020) explored service delivery administration. The study aimed to examine the political-administrative interface, service delivery in South African local government, and the overlap of legislative and executive roles in local government and evaluate local government performance and inadequate service delivery in South Africa.

This study is conducted in the ecological belts of Koshi Province, assessing regulatory public administrative services, service receiver satisfaction, and good governance practices. The analysis aims to explore modern state development, encompassing both its historical and contemporary aspects. It seeks to uncover the challenges faced by emerging nations as they navigate the intricate realm of citizens' aspirations. Moreover, the study recognizes the pivotal significance of efficient public service delivery and underscores the importance of collaborative interactions among different levels of government. This study elaborates on the following hypotheses:

H1: There is a positive correlation between citizen perceptions of local government performance and the quality of governance and service delivery in Nepal.

H2: *Enhancements in governance and service delivery practices positively affect citizen perceptions in Nepal.*

H3: *Psychological, social, and institutional factors significantly contribute to the impact of citizen perceptions on public trust and satisfaction in Nepal's government-administration relationship.*

2. METHODOLOGY

The research design primarily adopts a quantitative approach, utilizing an institutional survey to systematically assess the current state of the institutional environment responsible for public administrative services in selected rural municipalities of Nepal. Purposeful sampling is employed to select study areas, ensuring representation from diverse ecological regions.

Table 1. Sampling and population of the study

Rural Municipality	Study Population			Total
	Service Provider		Service Receiver	
	ASs	VAMs		
Faktanglung (Taplejung)	32	36	126	194
Mai Jogmai (Ilam)	48	39	182	269
Kamal (Jhapa)	46	41	248	335
Total	126	116	556	798

Note: ASs = Administrative Staffs; VAM = Village Assembly Members.

Table 1 depicts the sample population in the study areas. The sample population in the rural municipalities of Faktanglung, Mai Jogmai, and Kamal, respectively, is 126, 182, and 248 service recipients.

Table 2. Sample size determination

Sample Size	Service Provider		Service Receivers
	ASs	VAMs	
Sample size from formula	95	89	227
Non-response and refusal (10%)	10	9	23
Total estimated sample size	105	98	250
Observed sample size	100	84	320
Response rate (%)	95.2	85.7	128.0

Note: Ass = Administrative Staffs; VAMs = Village Assembly Members.

Table 2 displays the target sample size, 504, calculated for each district using Krejcie and Morgan method (1970). Reliability in quantitative research

is concerned with precision and accuracy in measurement. The study applied Cronbach's alpha, which provides a coefficient of inter-item correlations that measures the internal consistency among the items (Cohen et al., 2007). The pilot Cronbach's alpha coefficient was 0.871. This calculation was based on a sample size of 52 respondents, which represents more than 10 percent of the total sample size of 504. Similarly, Cronbach's alpha coefficient for the entire set of tools was 0.802, indicating a high level of internal consistency and reliability.

3. RESULTS AND DISCUSSION

The respondents' social and demographic traits are divided into categories based on their gender, age group, caste or ethnicity, and level of education. The majority of participants, 63.5%, were service recipients, followed by office personnel, 19.8%, and village assembly members, 16.7%. Age, which may be broadly divided into younger (those under 30 years old) and mature (those beyond 30 years old), is a critical component in defining a person's physical and mental health.

Table 3 displays that out of 504 responses, 154 (or 39%) were younger respondents. Quite mature individuals make up the bulk of the chosen law-makers (69.4%). Male respondents make up 63.5% more of the total population than female respondents (36.5%). Only 14% of the 28 administrative workers in Taplejung who were questioned were women. Similar statistics apply to the district's 40% female local legislators. Out of 44 bureaucrats in Jhapa, 36% were female. About 56% of the 28 government employees in Ilam were female. Similar to this, they make up between 14 and 55% of the municipal bureaucracy staff.

The majority (47.2%) were of Brahman/Chhetri ethnicity, and the second-highest percentage of respondents were Janajatis (40.3%). Both Brahman/Chhetri and Janajati groups have almost the same number of village assembly/elected members across the research locations, out of a total of 84. In Jhapa, all of the administrative staff members were from Brahman/Chhetri groups, whereas in the Taplejung district, around 75% of them were Janajati.

Table 3. Distribution of respondents by socio-economic characteristics

Socio-demographic characteristics of respondents	Administrative staffs	Village assembly members	Service receivers	Total
Mountain (Taplejung)				
Gender				
Male	24	20	53	97
Female	4	8	27	39
Age				
Up to 30 years	8	12	23	43
30 years and above	20	16	57	93
Caste/Ethnicity				
Brahman/Chhetri	3	0	11	14
Janajatis	21	28	57	106
Dalit and Others	4	0	12	16
Literacy Status				
Illiterate	0	0	24	24
Literate	28	28	56	112
Primary education	1	1	4	6
Secondary education	14	7	1	22
Higher education	13	20	39	72
Total	28	28	80	136
Hill (Ilam)				
Gender				
Male	18	22	90	130
Female	10	6	18	34
Age				
Up to 30 years	10	2	26	38
30 years and above	18	26	82	126
Caste/Ethnicity				
Brahman/Chhetri	22	14	76	112
Janajatis	4	7	23	34
Dalit and Others	2	7	9	18
Literacy Status				
Illiterate	0	0	18	18
Literate	28	28	90	146
Primary education	1	2	39	42
Secondary education	7	3	33	43
Higher education	20	23	18	61
Total	28	28	108	164
Tarai (Jhapa)				
Gender				
Male	28	11	92	131
Female	16	17	40	73
Age				
Up to 30 years	15	2	56	73
30 years and above	29	26	76	131
Caste/Ethnicity				
Brahman/Chhetri	44	20	64	128
Janajatis	0	0	49	49
Dalit and Others	0	8	19	27
Literacy Status				
Illiterate	0	0	19	19
Literate	44	28	113	185
Primary education	4	6	40	50
Secondary education	1	16	46	63
Higher education	39	6	27	72
Total	44	28	132	204

Table 3 (cont.). Distribution of respondents by socio-economic characteristics

Socio-demographic characteristics of respondents	Administrative staffs	Village assembly members	Service receivers	Total
Gender				
Male	70	53	235	358
Female	30	31	85	146
Age				
Up to 30 years	33	16	105	154
30 years and above	67	68	215	350
Caste/Ethnicity				
Brahman/Chhetri	69	34	151	254
Janajatis	25	35	129	189
Dalit and Others	6	15	40	61
Literacy Status				
Illiterate	-	-	61	61
Literate	100	84	259	443
Primary education	6	12	108	126
Secondary education	22	31	104	157
Higher education	72	41	47	160
Grand Total (N)	100	84	320	504

The percentage of Janajati and Dalit legislators, together with other groups, makes up close to 60%. The Constitution of Nepal (Nepal Law Commission, 2015), which allows the populace to choose their local representative, is to thank for the devolution of political power to the local level and for this representation. However, the contemporary bureaucracy is dominated by favored caste groups. As per the Asian Development Bank, the dominant group maintained its control over the bureaucracy of Nepal due to their proficiency in Nepalese, ease of access to and influence over those who dominate governance structures, and their ability to influence those individuals (Pradhan & Shrestha, 2005). Local government stakeholders' education affects their performance, service delivery, and critical awareness. The definition of literacy used in this study was taken from CBS and relates to the capacity for comprehending reading and writing as well as basic mathematical computations (CBS, 2011).

3.1. Administrative services and local government

Based on respondents' perspectives, three indicators were used to measure their knowledge of good governance, the efficacy of public administrative activities, and the supply of public services and administrative functions. The paper uses five-point Likert assessments to quantify the perceptions: strongly agree (1), agree (2), neutral (3), disagree (4), and strongly disagree (5) (Subedi, 2016).

Thus, the proportion of respondents and their agreement with the aspects of administrative service delivery and good governance are determined using descriptive statistics.

3.2. Perception on administration

Regarding methods used to offer public services, respondents were given the following six statements. They are: the public's opinion of the administrative system, including service delivery before and after, receiving local services, access to information for the general public, the availability of elected officials and administrative employees, and an increase in the number of service recipients. Each category of administrative function has a median value of 2, a mode value of 2, and a mean value that ranges from 1.71 to 1.97 (Table 4).

According to these descriptive data, the majority of study participants feel that the administration services are satisfactory. As per the decentralization theory, it is critical to evaluate how the new administrative systems, implemented after the local election, are perceived by the administrative staff, elected village assembly members, and service recipients. The first rule is that a representative government functions better the more closely it is connected to its constituents. The second rule is that citizens should have the ability to vote for the types and numbers of public services they want under this system generally (A. Shah & S. Shah, 2006).

Table 4. Proportion of responses on administrative system evaluation

Ecological region	ASD is more accessible than before	SRs are getting administrative services locally	PI is becoming more accessible at present	ELs are accessible after the local election	ASs are more accessible after the local election	SRs have increased after the local election	Have to say "Agree" for all dimensions
Mountain (Jhapa)	87.8	90.6	79.1	97.1	79.1	92.1	52.9
ASs	100.0	100.0	59.3	100.0	100.0	100.0	53.6
VAMs	100.0	100.0	100.0	100.0	65.6	100.0	60.7
SRs	78.8	83.8	77.5	95.0	77.5	86.3	50.0
Hill (Ilam)	91.5	82.4	87.9	92.1	91.5	92.1	68.9
ASs	100.0	100.0	82.8	89.0	100.0	89.7	64.3
VAMs	100.0	100.0	100.0	100.0	100.0	100.0	100.0
SRs	87.0	73.1	88.9	90.7	87.0	90/7	62.0
Tarai (Jhapa)	84.5	89.5	90.0	93.0	94.0	97.0	69.6
ASs	100.0	100.0	100.0	97.7	100.0	90.0	88.6
VAMs	100.0	100.0	100.0	100.0	100.0	100.0	100.0
SRs	76.5	84.1	84.8	90.2	90.9	98.5	56.8
Total	87.7	87.4	86.9	93.8	89.1	94.0	64.9
ASs	100.0	100.0	84.0	96.0	100.0	93.0	72.0
VAMs	100.0	100.0	100.0	100.0	86.9	100.0	86.9
SRs	80.6	80.3	84.4	91.6	86.3	92.8	56.9
N	442	441	438	473	449	474	327

Note: ASD = Administrative Service Delivery; PI = Public Information; EDs = Elected Leaders; ASs = Administrative Staffs; VAMs = Village Assembly Members; SRs = Service Receivers.

The decentralization theory also suggested that each public service should be provided by the jurisdiction having control over the minimum geographic area for the internalizing benefits (Oates, 1972).

3.3. Efficiency of administrative services

The effectiveness of administrative functions may be evaluated using several metrics, such as staff productivity, administrative service time, administrative service cost, and the accessibility of physical resources for effective service delivery at the

local level. All stakeholders and recipients of local services have seen positive changes. According to the review in Table 5, approximately 93% of all respondents agreed with the statements of the first two dimensions (working efficiency staff and time for administrative services), but only about 67% claimed that the cost of administrative staff had increased after the election, followed by greater availability of resources (70.9%).

Significantly, a minority of respondents (specifically, 44.4%) possess knowledge of the whole set of four characteristics that govern the efficiency

Table 5. Efficiency of administrative service delivery by place of residence

Ecological region	WESs increased after the local election	TASs were reduced after the local election	CASs were reduced after the local election	GPRs are available in the office for effective service	Have an "Agree" for each statement
Mountain (Taplejung)	89.0	85.3	59.6	49.3	25.7
ASs	100.0	53.6	71.4	46.4	10.7
VAMs	100.0	100.0	100.0	60.7	60.7
SRs	81.3	91.3	41.3	46.3	18.8
Hill (Ilam)	94.5	94.5	64.0	75.0	48.2
ASs	85.7	92.9	46.4	67.9	35.7
VAMs	100.0	100.0	100.0	100.0	100.0
SRs	95.4	93.5	59.3	70.4	38.0

Table 5 (cont.). Efficiency of administrative service delivery by place of residence

Ecological region	WESs increased after the local election	TASs were reduced after the local election	CASs were reduced after the local election	GPRs are available in the office for effective service	Have an "Agree" for each statement
Tarai (Jhapa)	93.6	95.5	74.0	81.9	53.9
ASs	100.0	100.0	70.5	82.7	43.2
VAMs	100.0	100.0	100.0	85.7	85.7
SRs	90.2	93.2	69.7	84.	50.8
Total	92.7	92.5	66.9	70.8	44.4
ASs	96.0	85.0	64.0	64.0	32.0
VAMs	100.0	100.0	100.0	82.1	82.1
SRs	89.7	92.8	59.1	70.0	38.4
N	467	466	337	357	504

Note: Ass = Administrative Staffs; VAMs = Village Assembly Members; SRs = Service Receivers; WESs = Working Efficiency of Staffs; TAS = Time for Administrative Services; CAS = Cost of Administrative Staffs; GPRs = Greater Physical Resources.

degree of administrative service delivery practice. The village assembly members residing in Hill (Ilam) possess comprehensive understanding of all four dimensions (100.0%), whereas elected representatives from Tarai (85.7%) and Mountain (60.7%) regions have little familiarity with the local physical resources.

3.4. Respondent's knowledge of good governance

The number of composite international governance indicators, which aim to assess several aspects of governance quality, has grown dramatically during the last 20 years. The analysis is based on the study of Ivanyna and Shah (2018), who provided four criteria for assessing local government: accountable governance (AG), fair governance (FG), responsible governance (RBG), and responsive governance (RG). The dearth of questions focused on perceptions of effective government-imposed constraints on the selection of these aspects. The goal of responsive governance is to support both formal and informal norms while actively promoting and facilitating the welfare of society.

This activity is necessary to develop a government that can respond to the needs and desires of its citizens. In order to guarantee the formation of a fair and unbiased system of governance, the government plays a crucial role in encouraging communication between disparate interests and placing an emphasis on inclusivity and compromise. The program encourages community involvement while advancing and defending the rights of persons who are facing financial difficulties, un-

derrepresented minority groups, and economic adversity.

Table 6. Indicators of good governance by place of residence

Ecological region	RG	FG	RBG	AG	Having "Yes" for each dimension
Mountain (Taplejung)	72.1	89.0	77.9	90.4	67.6
ASs	75.0	89.3	78.6	100.0	75.0
VAMs	60.7	100.0	60.7	100.0	60.7
SRs	75.0	85.0	83.8	83.8	67.5
Hill (Ilam)	78.0	80.5	58.5	87.2	51.8
ASs	89.3	75.0	32.1	89.3	32.1
VAMs	100.0	100.0	75.0	100.0	75.0
SRs	69.4	76.9	61.1	83.3	50.9
Tarai (Jhapa)	63.7	63.7	47.5	77.9	37.3
Ass	79.5	50.0	50.0	93.2	36.4
VAMs	100.0	100.0	85.7	100.0	85.7
SRs	50.8	60.6	38.6	68.2	27.3
Total	76.1	76.0	59.3	84.3	50.2
Ass	81.0	68.0	53.0	94.0	46.0
VAMs	86.9	100.0	73.8	100.0	73.8
SRs	63.1	72.2	57.5	77.2	45.3
N	504	504	504	504	504

Note: RG = Responsive Governance; FG = Fair Governance; AG = Accountable Governance; RBG = Responsible Governance.

Table 6 depicts that around 50% of respondents stated that good governance is still lacking in the study areas. The service receivers living in Tarai were found to be comparatively dissatisfied (45.3%) with the current process of local governance compared to the other two respondents (73.8% of village assembly members and 46.0% of administrative staff). The government was found to be highly responsible (84.3%), followed by re-

sponsive governance (76.1%) and fair governance (76.0%). This fact indicates that the government should be responsible for offering efficient public service delivery practices in all ecological regions for all seasons.

This study extensively investigates participants' views on public service delivery, administrative competence, and effective governance in local governments. A large number of respondents were satisfied with administrative service improvements, notably in time use, resource availability, and efficiency. Effective governance and administrative processes were seen and viewed differently by various populations and biological zones. The study found different social and demographic features among respondents. Most participants were service receivers (63.5%), followed by office workers (19.8%) and village assembly members (16.7%). The age distribution was divided as younger (< 30) and mature (> 30). Most elected MPs were mature, while 39% were younger. Men made up 63.5% of the sample, while women made up 36.5%. Brahmin/Chhetri (50.4%) and Janajati (37.5%) ethnicities dominated.

Most of the respondents reported increases in administrative service performance and public perception. After the local elections, most respondents reported improved administrative performance, service turnover time, and resource availability. Only 67% of interviewees said administrative costs have increased. Respondents understood the four administrative service delivery aspects differently. The study also assessed effective governance based on four characteristics: responsive, fair, responsible, and accountable. About 50% of participants said governance was poor. Government accountability (84.3%) and responsiveness (76.1%) were high. The study found that 76% of respondents believed in responsible and equitable government.

The findings support a positive correlation between citizen perceptions of local government performance and the quality of governance and service delivery in Nepal. The majority of respondents expressed satisfaction with improvements in administrative service delivery, efficiency, resource availability, and reduced service turnover time. Thus, H1 is accepted.

The results confirm that enhancements in governance and service delivery practices positively influence citizen perceptions in Nepal. Post-local elections, there were reported improvements in administrative efficiency, reduced service turnover time, and increased resource availability, contributing to favorable citizen perceptions. Thus, H2 is accepted.

The results suggest that psychological, social, and institutional factors significantly contribute to the impact of citizen perceptions on public trust and satisfaction in Nepal's government-administration relationship. Thus, H3 is accepted. While there were variations in perceptions among different demographic groups and ecological zones, there was overall high recognition of government accountability and responsiveness, which are essential components influencing public trust and satisfaction. However, mixed opinions regarding effective governance highlight the complexity of factors influencing citizen perceptions.

This study investigates the complex relationship between people, society, and government in service provision. This study emphasizes the relevance of public happiness, confidence, and reliability in service delivery. The argument also claims that reliable local services are essential for satisfaction and that the government should lead this effort. The study discusses service delivery practices, focusing on local administrations' communication strategies. This paper proposes that legal frameworks, human resources, financial variables, accountability, transparency, and accessibility interact to enhance service delivery. The rhetoric emphasizes central-local collaboration in governance. Teamwork improves public health.

The analysis recognizes the considerable benefits of collaboration, decentralization, people-centric development, and meaningful engagement, regarding them as crucial elements that enhance different facets of the research process. This paper credits collaboration, decentralization, people-centric development, and meaningful engagement for its benefits. The findings exhibit similarities with previous studies conducted by Treisman (2007), Subedi (2016), Angkasah et al. (2017), and Hutahaeon and Pasaribu (2021). Conversely, the findings contrast with those of Sadat and Andika (2022), Wahyurudhanto (2020), and Stoker (1998).

These findings can be explained by the fact that administrative service delivery improved after the elected local government handled the responsibility.

The study highlights the ever-evolving and dynamic nature of governance practices. The paper

argues that there is an ongoing need for adaptation and innovation to ensure the optimal efficacy of local governance mechanisms. The results reiterate the core message that the nexus between governance, service delivery, and citizen perceptions remains pivotal in the context of modern state development.

CONCLUSION

This comprehensive study examines key objectives related to historical and contemporary state development, acknowledges the challenges faced by developing nations, and emphasizes the significance of efficient public service delivery, collaborative governance, and public opinion influence while also recognizing current governance shortcomings. Post-elections, the local government of Nepal has initiated significant reforms, demonstrating its commitment to aligning with citizens' and federal government's goals through proactive engagement and decentralization efforts.

This study underscores the vital role of stakeholder collaboration in sustaining development and highlights the importance of successful reform implementation, particularly in budgetary policies and ordinances, and addressing issues related to uncooperative authorities. It emphasizes the necessity of ongoing policy interventions and reforms to achieve sustainable progress through increased collaboration, decentralization, citizen engagement, and local governance participation. The paper contributes to both theory and practice by offering insights into the dynamics of state development, particularly in the context of developing nations like Nepal.

AUTHOR CONTRIBUTIONS

Conceptualization: Suman Kharel, Khom Raj Kharel, Yadav Mani Upadhyaya, Shiva Raj Ghimire, Prajwal Man Pradhan.

Data curation: Suman Kharel, Khom Raj Kharel, Yadav Mani Upadhyaya.

Formal analysis: Suman Kharel, Khom Raj Kharel, Yadav Mani Upadhyaya, Prajwal Man Pradhan.

Funding acquisition: Khom Raj Kharel, Shiva Raj Ghimire, Prajwal Man Pradhan.

Investigation: Suman Kharel, Khom Raj Kharel, Shiva Raj Ghimire.

Methodology: Suman Kharel, Khom Raj Kharel, Yadav Mani Upadhyaya.

Project administration: Suman Kharel.

Resources: Yadav Mani Upadhyaya, Shiva Raj Ghimire, Prajwal Man Pradhan.

Software: Suman Kharel, Khom Raj Kharel, Yadav Mani Upadhyaya, Shiva Raj Ghimire, Prajwal Man Pradhan.

Supervision: Suman Kharel, Khom Raj Kharel, Yadav Mani Upadhyaya, Shiva Raj Ghimire, Prajwal Man Pradhan.

Validation: Yadav Mani Upadhyaya, Shiva Raj Ghimire, Prajwal Man Pradhan.

Visualization: Suman Kharel, Shiva Raj Ghimire, Prajwal Man Pradhan.

Writing – original draft: Suman Kharel, Khom Raj Kharel, Yadav Mani Upadhyaya, Shiva Raj Ghimire, Prajwal Man Pradhan.

Writing – review & editing: Suman Kharel, Khom Raj Kharel, Yadav Mani Upadhyaya, Shiva Raj Ghimire.

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