

People's Perception on Public Services in Cambodian Administrative Law:

A Case Study of the OWSO in Battambang

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국문초록

본 연구는 바탐방시에서 새로운 공공 서비스를 제공하는 단일창구 서비스 사무소(OWSO)의 지방분권과 집중배제(D & D)로 잘 알려진 새로운 행정 정책에 대한 사람들의 인식을 조사하는 것을 목적으로 한다. 참가자들은 단순 무작위 추출법을 이용하여 10개의 코뮌/공동체(Sangkat)에서 고르게 선정된 81명으로 구성 되었다. 결과에 따르면 응답자의 대부분은 지방 분권과 집중배제에 대해 잘 알려져 있지 않았던 것으로 나타났다. 그러나 그들은 D & D가 그 지역의 개발에 중요한 역할을 하는 것에 동의했다. OWSO 의해 제공된 서비스 요금은 적절하고 투명했으며, 사람들은 제공된 서비스에 만족했다.

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서비스를 사용하는 사람들은 서비스를 적용 할 수 있는 과정이 복잡하지 않다는 것을 느꼈다. 그 결과에 따르면, 여전히 고객의 문제에 직면해 있는 것은 서비스 비용이다. 여성이 서비스의 유효성에 대해서 조금 신뢰하는 반면, 남성은 더 많이 신뢰하는 것으로 나타났다. 그러나 응답자들은 단일창구 서비스 사무소에 대해 긍정적인 생각을 가지고 있었고 그들은 이러한 활동이 국가의 경제 성장에 기여한다고 동의했다. 이상의 결과를 토대로, 사람들은 이 서비스에 참여하고 더 나은 D & D에 대한 이해를 하도록 장려되어야 한다. 단일창구 서비스 사무소는 제공되는 서비스 비용을 고려해야 한다. 서비스의 질에 대한 사람들의 관심과 신뢰를 끌어내야 한다.

주제어 : 인식, 행정법, 단일창구 서비스 사무소, 바탐방시

I . Introduction

Decentralization refers to the full transfer of responsibility, decision-making, resources and revenue generation to a local level public authority that is autonomous and fully independent of the devolving authority; whereas Deconcentration can be seen as the first step in a newly decentralizing government to improve service delivery (Work, 2002 cited in Utomo, 2009).

Decentralization and Deconcentration Strategy Reform is a part of government strategy in which a long term policy are included: sustainable development, economic growth, sustainable environment and natural resource management, effective delivering of public services, poverty reduction, and special treatment for vulnerable, ethic, women, and children (Government of Cambodia, 2005). Decentralization and Deconcentration are not new for Cambodia; it is for a long time (Kaoetal, 2007). The introduction and implementation of “Decentralization” in Cambodia is faced with culture issues include patron-client relationship, power distance, lack of trust

between the local residents and local leader, collectivism, and gender discrimination (ChanandChheang, 2005).

Decision-making power to commune councils in Cambodia has been relatively little devolution demonstrates that decentralisation has faltered due to a lack of fit with Cambodia's socio-cultural and institutional context (Blunt and Turner, 2005). Administrative decentralization (deconcentration) improve services and encouraging popular participation but difficulties confront the deconcentration experiment include the piecemeal nature of the initiative, unfamiliar financial management practices, deeply embedded patterns of hierarchy in society and state, and limited managerial capacity (Turner, 2002). The communities provide material contributions but their participation in internal decision-making processes is still limited that found in the institutional set-up and, in the trauma caused by the conflict, and in Cambodian socio-cultural norms were shown by NGOs (Pellini, 2005).

Decentralization reforms and commune-level services delivery in Cambodia related capacity of Communes which constrained embryonic local administration and system-wide problems that include gaps in the regulatory framework, limited financial resources, lack of inter-communal arrangements, lack of an effective provincial system of state support and supervision, and retards in the deconcentration reforms that could provide for more responsive and cooperative inter-governmental relations between Communes and the national sector agencies most concerned with pro-poor services delivery (Romeo and Spyckerelle, 2004). The Remaining major challenges of the reform are divided into four categories include legal framework, vision and strategies, institutional design, mechanisms to achieve the aims of the reform, local dynamics (Rusten *et al.*, 2004).

To improve the service quality and poverty reduction, the One Window Service Office has been established for proving public service for citizens, businessmen, small entrepreneurs, students, etc. These public services shall

be provided with effective, efficient, transparent, accountable, timely, reliable, inexpensive approach. According to the proclamation of the Ministry of Interior (2008) in article 1, an office shall be established called “the One Window Service Office” in structure of each focused municipality, districts and Khan of good government project. Article 2 of the same proclamation stipulated that the One Window Service Office aims at enhancing a good governance policy, administrative reform through increasing the scope of services which were delivered by Municipality, District and Khan. Municipality, district and commune manage these relevant services that will be provided to clients in one place.

II. Research Problems

It is undeniable that there were some challenges when new policy and service were introduced and implemented in Battambang City. The problem arise in this study is to investigate the effectiveness of policy implement in the One Window Service Office. To find the result of its implementation, people’s perception should be conducted a survey in order to evaluate this effectiveness. Therefore, the findings might be useful for resolving some negative problems and providing some recommendation for the future implementation of this policy.

III. Research Objectives

This study was designed for the following objectives:

- To examine people’s knowledge on the One Window Service Office
- To investigate people’s perception on the One Window Service Office for

social interest

- To investigate people's perception on the OWSO for economic interest

IV. Research Questions

In order to achieve the purpose of this study, three questions were developed:

- What is people's knowledge on the One Window Service Office?
- How do people perceive on the One Window Service Office for the social interest?
- How do people perceive on the OWSO for the economic interest?

V. Research Method

One Window Service Office located in Battambang city was selected for the study. With a completed list of the whole population who used the service of the OWSO in 2014, was selected as sample while simple random sampling was attempted to use in this study. Sample size was calculated by formula of Yamane Taro. Finally, 81 respondents as clients of the OWSO were interviewed by using a simple random sampling method. The respondents were interviewed by questionnaires that interrogate their opinion on delivering service provided by the OWSO.

VI. Result and Discussion

1. People's knowledge on One Window Service Office

Battambang city is selected to implement decentralization and deconcentration, so citizens in this area have opportunity to use public services of the One Window Service Office. To date, people in this city seemly don't know the OWSO. The finding show majority of the people were not know the service fees of the OWSO; even though, it advertises through leaflet, internet, workshop and other mass-media. There are 24 percent of respondents knew service fees (22 percent agreed, 2 percent strongly agreed). The main reason of this problem may be some people were not interested in service fees. Moreover, 8 percent of respondents knew other type of service that offered by the OWSO. However, the results show that people's knowledge on the OWSO is negative (Table 1).

Table 1: People's knowledge to One Window Service Office

People's knowledge to OWSO	SD	D	N	A	SA
Know services fees	1%	42%	32%	22%	2%
Know types of services	15%	58%	19%	6%	2%
Offer official business certificates	20%	58%	12%	7%	2%
Know other news	46%	48%	2%	4%	0%

2. People's perception on One Window Service Office for social interest

Table 2 show respondents' opinions about the contribution of the One Window Service Office to the social interest in Battambang. The findings show services provided by the OWSO is good. The OWSO can reduce corruption in providing public services (58 percent of respondents agreed, 14 percent strongly agreed), while 75 percent of respondents thought that that the OWSO help people know how to run their formal business (69 percent agreed and 7 percent strongly agreed). Regarding service of the OWSO, 74 percent of respondents reported that the OWSO reduce complicated form of

services (59 percent agreed, 15 percent strongly agreed). When asking about any concerns related to formal letter and efficiency, 66 percent of respondents thought that it was confident and fast service for people (9 percent strongly agreed, 57 percent agreed, while 64 percent of respondents insisted that it has accountability for delivering services (7 per cent strongly agreed, 57 percent agreed). Moreover, 67 percent of respondents claim that it provides necessary public services for people (10 percent strongly agreed, 57 percent agreed).

Table 2: People's perception on the OWSO for social interest

People's perception on OWSO	SD	D	N	A	SA
Reduce corruption in providing services	12%	9%	7%	58%	14%
Make people know how to run formal business	12%	5%	6%	69%	7%
Reduce complicated form of services	12%	5%	9%	59%	15%
Receive official letter and efficiency	17%	7%	10%	57%	9%
Make confident and fast services	11%	16%	21%	44%	7%
Have accountability for delivering services	10%	15%	11%	57%	7%
Provide necessary public services for people	15%	5%	14%	57%	10%

3. People's perception on the OWSO for economic interest

The survey used five likert scales to measure respondents' opinions about the OWSO for developing economy. When asked that OWSO can increase job their area, respondents tended to agree 40%. While 57 percent of respondent raised that the OWSO increase their income and develop their area (1 per cent strongly agreed, 46 percent agreed), 47 percent of respondent argued that it establishes the free market (5 percent strongly agreed, 42 percent agreed). In adding, 24 percent reported that budget from delivering service is supported their area (5 percent strongly agreed, 19 percent agreed) and 48 percent of respondent said that investment will interest if we have the OWSO (2 percent strongly agreed, 46 percent agreed).

Table 3: People's perception on the OWSO for economic interest

Description	SD	D	N	A	SA
Increase jobs in their areas	21%	26%	14%	40%	0%
Increase incomes and development	12%	28%	12%	46%	1%
Establish the free market	22%	21%	10%	42%	5%
Earn incomes from delivering service for developing their areas	40%	26%	11%	19%	5%
Economic interests from the investment	20%	15%	17%	46%	2%

VII. Conclusions

The majority of people in Battambang city were not aware of the OWSO such as service fees, types of services, and other provided services. People views that the OWSO plays a significant role to reduce corruption in delivering the services. People are motivated to run their small business because they are easier to process their commercial documents. In addition, the application form of requested services is easy and simple. Furthermore, the OWSO might be attracted investors to run their business in Battambang because of its fast and reliable services, and it provides detailed information for both people and investors. To sum up, people positively perceive on the One Window Service office because of its efficiency, quality, and transparency.

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[Abstract]

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This study aims to investigate the people's perception on the new administrative policy well-known as Decentralization and Deconcentration (D&D) of the One Window Service Office (OWSO), which provided a new public service in Battambang city. The participants consisted of 81 people chosen equally from ten communes (*Sangkat*) using the simple random sampling method. Results show that most of respondents were not know well about Decentralization and Deconcentration, but they agreed that D&D plays a significant role in developing their regions. Service fees were provided by the OWSO was suitable and transparent, and people were satisfied with service provided. People who used services perceived that the process of applying and obtaining services were not complicated. According to the result, the service fees were still faced problems with customers. For the effectiveness of services, males were more trusted on delivering these services, whereas female were a little bit trusted. However, the respondents had positive ideas toward the One Window Service Office, and they agreed these activities contributed to the economic growth of the country. Based on the result above, people should be encouraged to participate in these

services and to better understanding of the D&D. The One Window Service Office should consider the service fees provided; it should draw people's attention and trust on the quality of services.

Key words : Perception, Administrative Law, One Window Service Office,
Battambang City