

MPA 886 course description:

Public service leadership is being challenged as governments face an ongoing crisis of confidence. Trust in government has been falling for a decade with the rise of populism, distrust of organizations and elites, the corrosive impact of social media and permanent campaigning. This has led to questions about the ongoing relevance of our public institutions.

Governments have worked to rebuild trust by improving service delivery, creating new organizational forms and instituting target-driven programs. The question remains: are governments adapting as quickly or as radically as required?

Governments and their institutions move slowly, yet the challenges they face would appear to demand innovation and quick action if their relevance to citizens and social cohesion is to be maintained.

The program will explore the challenges facing public servants and politicians in transforming the Westminster system of government for the 21st century, and how public service leaders can work within the constraints of the system to both drive change and achieve results.

Toby Fyfe

Toby.fyfe@queensu.ca

613 218 5915