

Reform of the Public Administration in Angola with an Emphasis on the Quality of Public Service. Case Study of Integrated Customer Service to Citizen (SIAC)

ABSTRACT

The reform of the Public Administration in Angola is on the political agenda. Similar to what happened in the Europe, Angola also introduced changes in the administrative structures along with procedures in order to account the demands of the new economic, political and social order.

The PREA, presented in 2000, summarizes the reform procedures of the administrative capacity of the State, based on bureaucracy, decentralization and quality of services. Such principles are identified with the managerial model, who draw's attention to the role of leadership and people management in effecting reform.

The present study aims to evaluate the extent in which leadership and the management of human resources is related to the implementation of quality management model of public service.

The methodology used was the case study of the SIAC, being data collected through semi-structured interviews with four managers and three officials, according to the CAF model.

Content analysis revealed that the implementation of management procedures improved the quality of the service, thus citizen satisfaction. Although the centralization of decisions still prevails, the changes introduced materialize the Government reform.

Keywords: Angola; public administration; public service; quality; reform; SIAC.