

1. Record Nr.	UNINA9911020415103321
Autore	Mollah Awal Hossain
Titolo	Service Delivery and the Pulse of Citizen Satisfaction in Urban Governance of Bangladesh // by Md. Awal Hossain Mollah
Pubbl/distr/stampa	Singapore : , : Springer Nature Singapore : , : Imprint : Palgrave Macmillan, , 2025
ISBN	981-9675-64-2
Edizione	[1st ed. 2025.]
Descrizione fisica	1 online resource (209 pages)
Collana	Political Science and International Studies
Disciplina	307.76095492
Soggetti	Urban policy Political science Political planning Public administration Urban Policy Governance and Government Policy Evaluation Policy Formulation Public Management Policy Adoption
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Nota di contenuto	Understanding Urban Governance, Service Delivery and Citizen Satisfaction in Bangladesh.-Theoretical Foundations and Conceptual Framework -- Institutional and Policy Framework of Urban Service Delivery in Bangladesh -- Technology and Innovation in Service Delivery -- Citizen Expectations and Public Service Delivery -- Key Sectors of Urban Service Delivery -- Measuring Citizen Satisfaction in Urban Services of Bangladesh -- Theoretical Frameworks vs. Real-World Applications -- Major Findings of Empirical Research.
Sommario/riassunto	This book offers a comparative analysis of municipal service delivery in four major Bangladeshi cities: Dhaka, Chittagong, Khulna, and Rajshahi. Using the SERVQUAL model, it evaluates service quality through five dimensions—Tangibles, Reliability, Responsiveness, Assurance, and Empathy—providing a detailed understanding of citizen satisfaction in

varied urban settings. The book's strength lies in its comparative framework, which examines the distinct challenges and governance structures of each city. This analysis identifies common issues while uncovering unique dynamics, enabling a thorough exploration of service delivery systems. It highlights effective practices and areas for improvement, fostering a balanced view of urban governance. Key municipal services such as street lighting, waste management, water supply, sewerage systems, and birth registration are assessed in detail. By focusing on practical reforms and innovations, the book bridges academic research with real-world application, offering actionable insights for policymakers, urban planners, and practitioners. With its emphasis on practical solutions and comparative insights, this book is an essential resource for those involved in urban development. It provides valuable lessons for enhancing service quality and citizen satisfaction, contributing to more effective governance in developing countries. Professor Md Awal Hossain Mollah, PhD, a distinguished scholar in the Department of Public Administration at the University of Rajshahi, Bangladesh, is a leading author in the field of Public Administration and Governance. With over 23 years of experience, his academic credentials are robust, including a Bachelor's, Master's, and PhD in Public Administration. He has further refined his expertise through advanced courses at prestigious institutions such as Harvard University, the University of Oxford, the University of Pennsylvania, and the University of London. His research spans a diverse array of topics within Public Administration and Governance, with a particular focus on Bangladesh and South Asia.
