



Davao del Sur State College
Brgy. Matti, Digos City, Davao del Sur

PAEL 606

Service Delivery System



PREFACE

Welcome to this course pack designed to help undergraduate students better understand Service Delivery System (SDS). This course pack is designed to provide students with a comprehensive understanding of the Service Delivery System in the context of public administration and governance. It introduces the fundamental concepts, principles, processes, and challenges associated with delivering public services and examines the important relationship between government institutions, public servants, citizens, communities, and other stakeholders. The course pack recognizes that service delivery is more than the simple provision of government programs. It involves a continuing interaction between government and citizens. Effective service delivery requires competent public servants, appropriate policies, adequate resources, effective organizational systems, reliable information, appropriate technology, accountability mechanisms, and meaningful citizen participation.

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