

# Bureaucrat response to citizen-state programs in developing countries

## Abstract

Over the past two decades, international development donors have invested in programs that bring citizens and their governments together to improve services in developing countries. The success of these programs largely depends on the government's response to pressure by the active citizenry. However, there needs to be more understanding of state response (Joshi & Mc Cluskey, 2017; Grandivoynet, 2015). Understanding how, why, under what circumstances, and which state officials respond is a crucial addition to improved program theory for these interventions. How bureaucrats respond is significant for improved access to and quality of services, which play a vital role in human development outcomes. This presentation on the realist research findings of the causal processes for outcomes of one citizenstate program in Bangladesh, Senegal, and Uganda explores participating local bureaucrats' intrinsic and extrinsic motivations. These include the skills and confidence they developed to advocate for increased resources from higher government levels for services, the admissions by some that they previously had low expectations about citizen competence, why the program did not work as intended for all bureaucrats, and how the program improved relationships between different actors in the governance of service delivery.