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Searching for “G” in ESG: Policy Feedback of Public Service Delivery

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Why on the “G” in ESG?

- Within Environmental, Social, and Governance (ESG), “G” refers to the governance factors of decision-making.
- The “G” element is often forgotten, or neglected, amid considerations over emphasis on climate and social issues.
- Yet, poor governance stands at the core of the critical failure of private companies and government.

ESG and Government

- How “G” in a public organization, particularly in government, influence politics?
- People ask for accountability from the government for delivering public services – voting for politicians for successful delivery *or* voting against politicians for failing delivery.



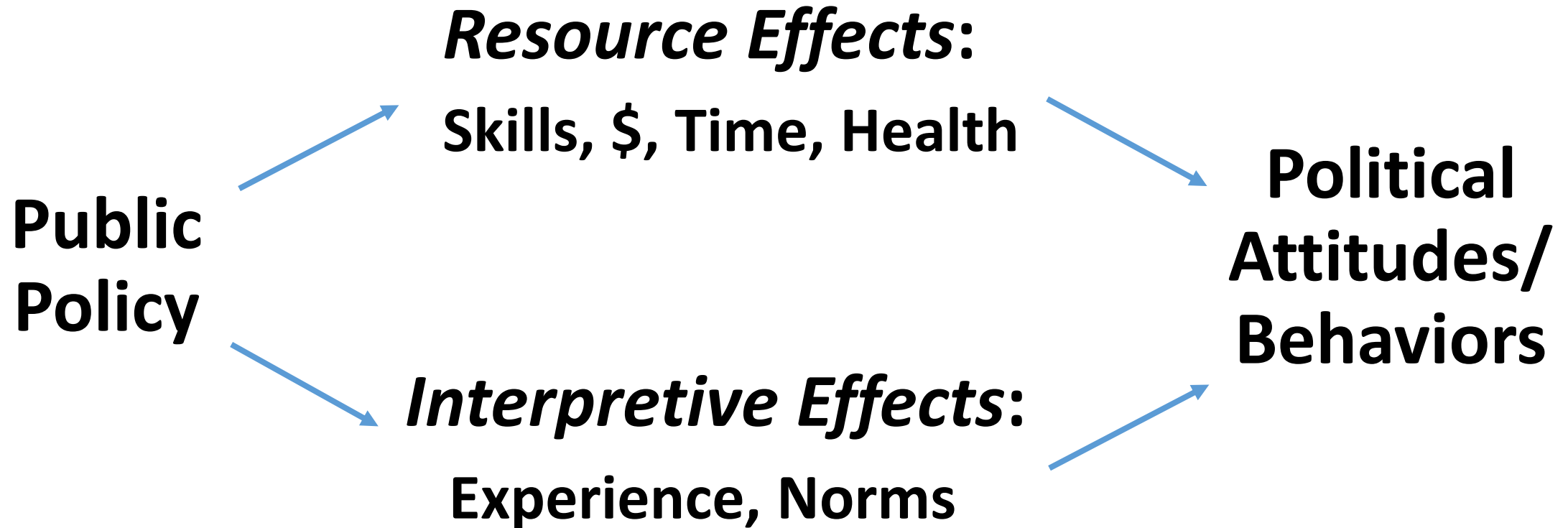
Theories of Policy Feedback

- “New policies create a new politics” (Schattschneider, 1935)
- Broader *governance* could shape the political landscape, including public policies, bureaucracies, or interest groups.
- Policies are not only *effects* but potential *causes* of politics (Pierson, 1993, 1994, 2000)

Theories of Policy Feedback

- *Examples:*
 - Social Security and Medicare enhanced seniors' political participation (Campbell, 2003)
 - G.I. Bill's effects on young veterans from WWII, their later life political socialization → "earned right" (Mettler, 2005)
 - Various welfare programs' effect on trust in government or political attitudes (Soss, 1999)

Mechanism of Policy Feedback



Theories of Policy Feedback

- *Resource effect*: material resources and incentive shape patterns of political attitude/behavior
 - Example: Affordable Care Act (ACA) on political participation
- *Interpretive effect*: cognitive and psychological processes lead to political attitude/behavior
 - Example: Perception of inequality on political trust

Efficacy: ability to produce an intended result



Political Efficacy:
ability to change / influence government



Political Efficacy and Politics

Public like me don't have any influence over what the government does.

- 나와 같은 사람들은 정부가 하는 일에 어떠한 영향도 미칠 수 없다.

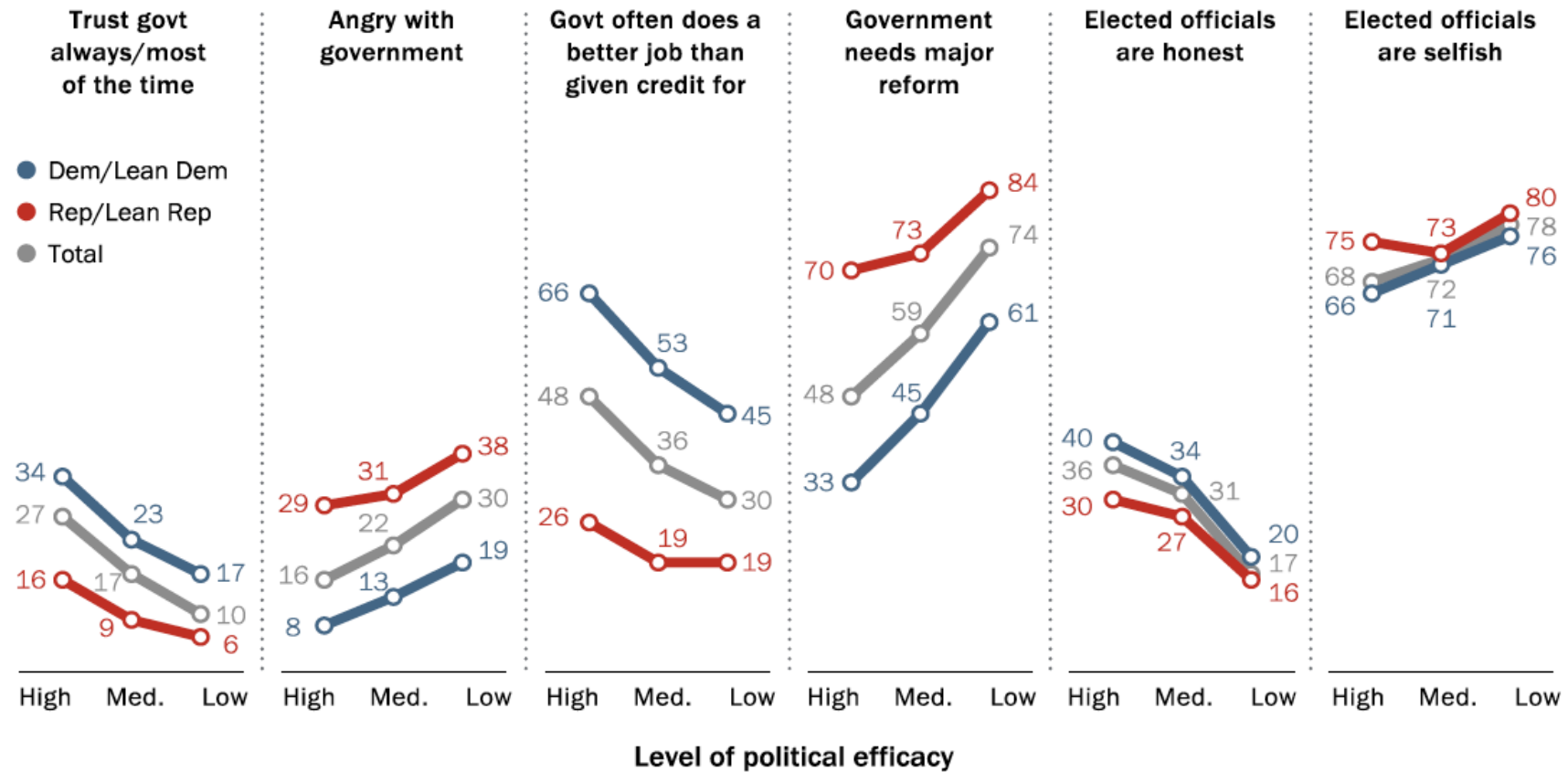
Public officials don't care much what people like me think.

- 정부는 나와 같은 사람들의 생각이나 의견에 관심이 없다.

Political Efficacy and Politics

Those with higher levels of political efficacy hold more positive views of govt

% who say ___ by party and level of political efficacy ...



Source: Pew Research Center (2015)

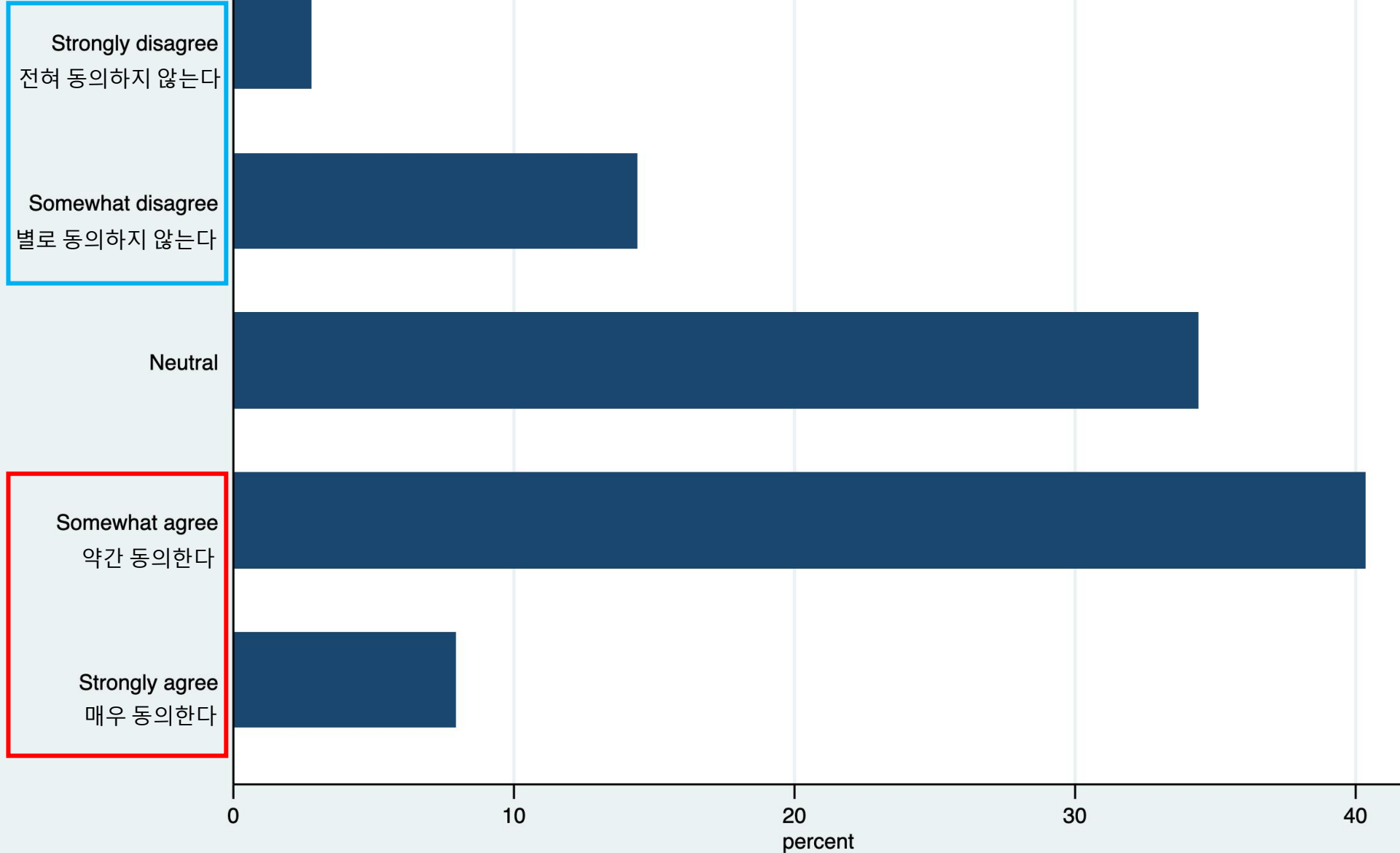
Political Efficacy and Politics

Korea Social Integration Survey (사회통합실태조사)

- Published annually since 2013, by the Korea Institute of Public Administration (한국행정연구원).
- Representative population of 8,000 individuals over 4,000 household.
- Survey social & political participation, trust, governance, public services, fairness, and others.

People like me don't have any influence over what the government does

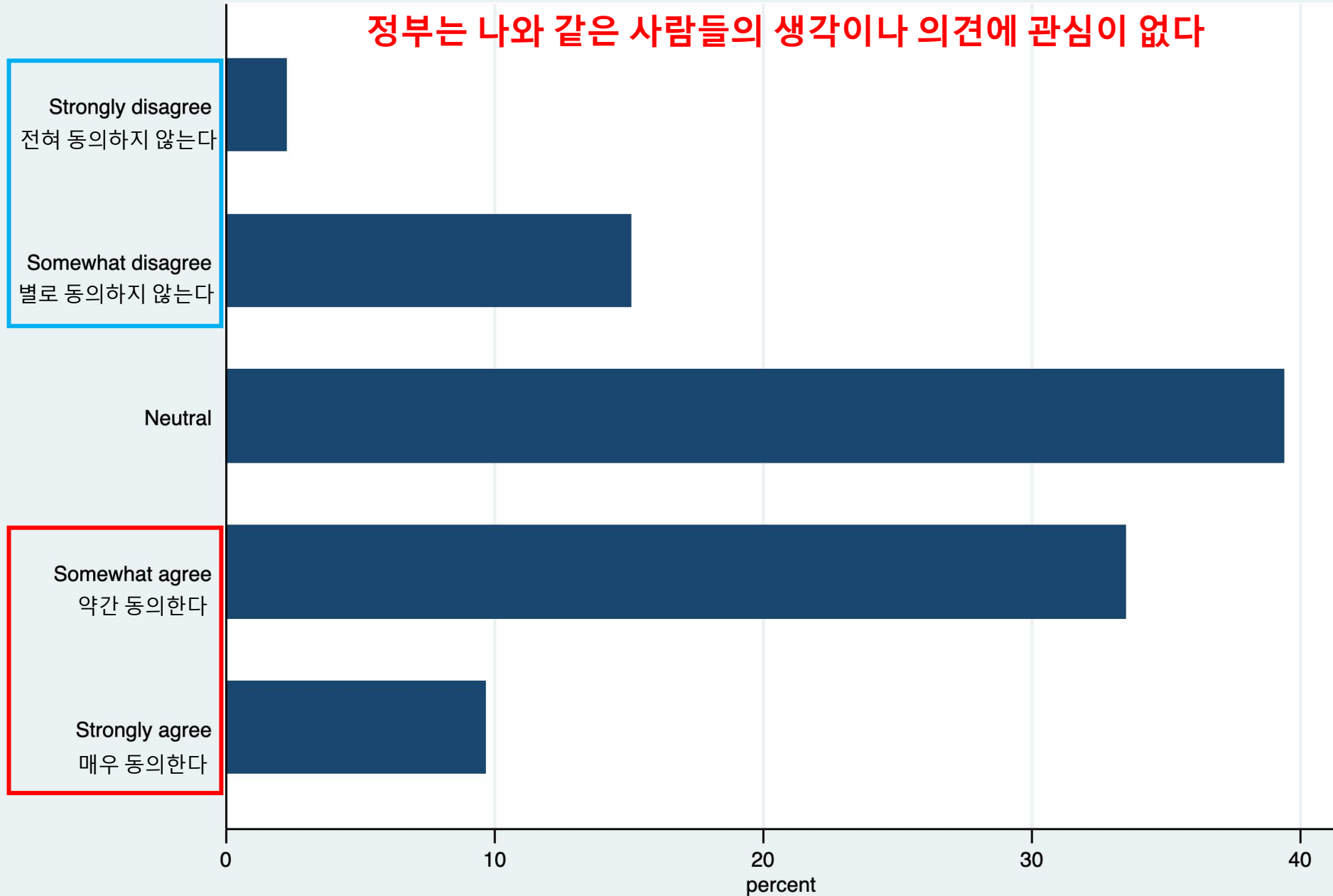
나와 같은 사람들은 정부가 하는 일에 어떠한 영향도 미칠 수 없다



Source: Korea Social Integration Survey (2021)

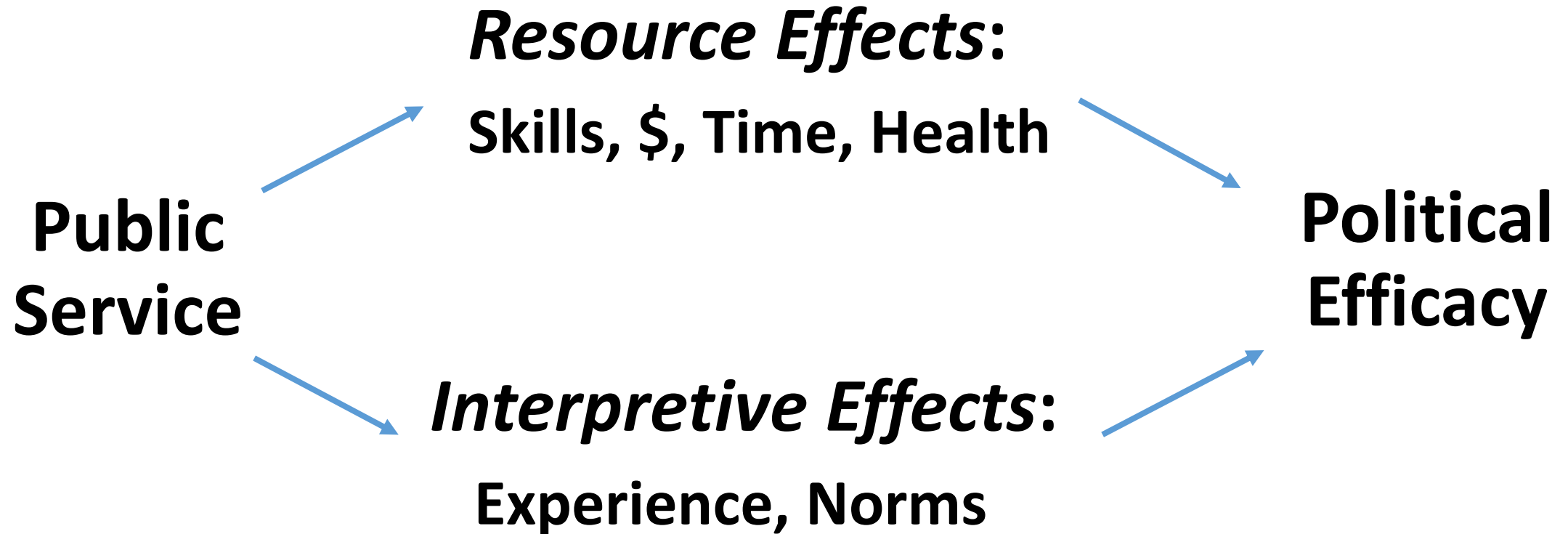
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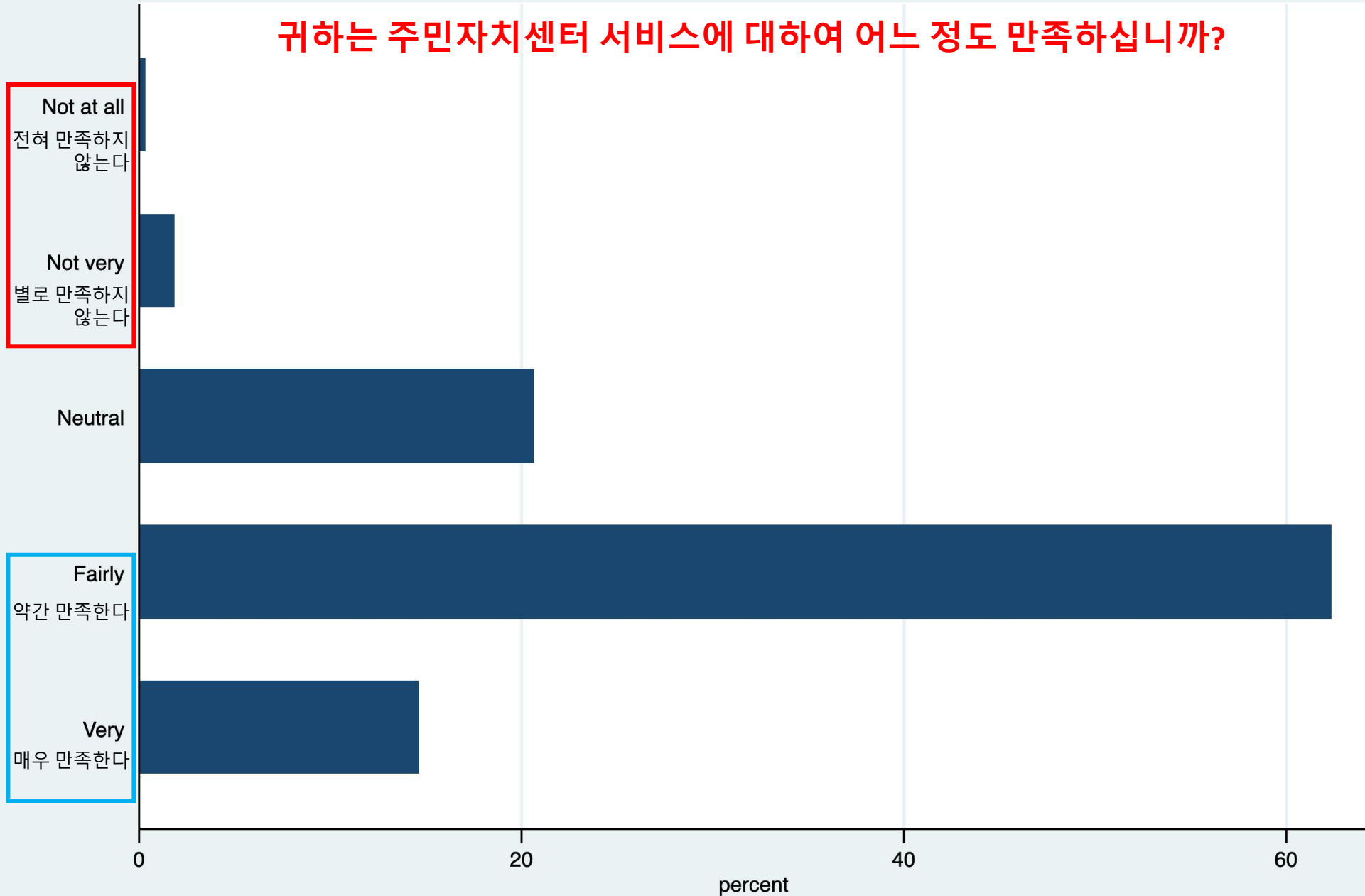
Source: Korea Social Integration Survey (2021)

Mechanism of Policy Feedback



Based on your experience, how satisfied are you with community center?

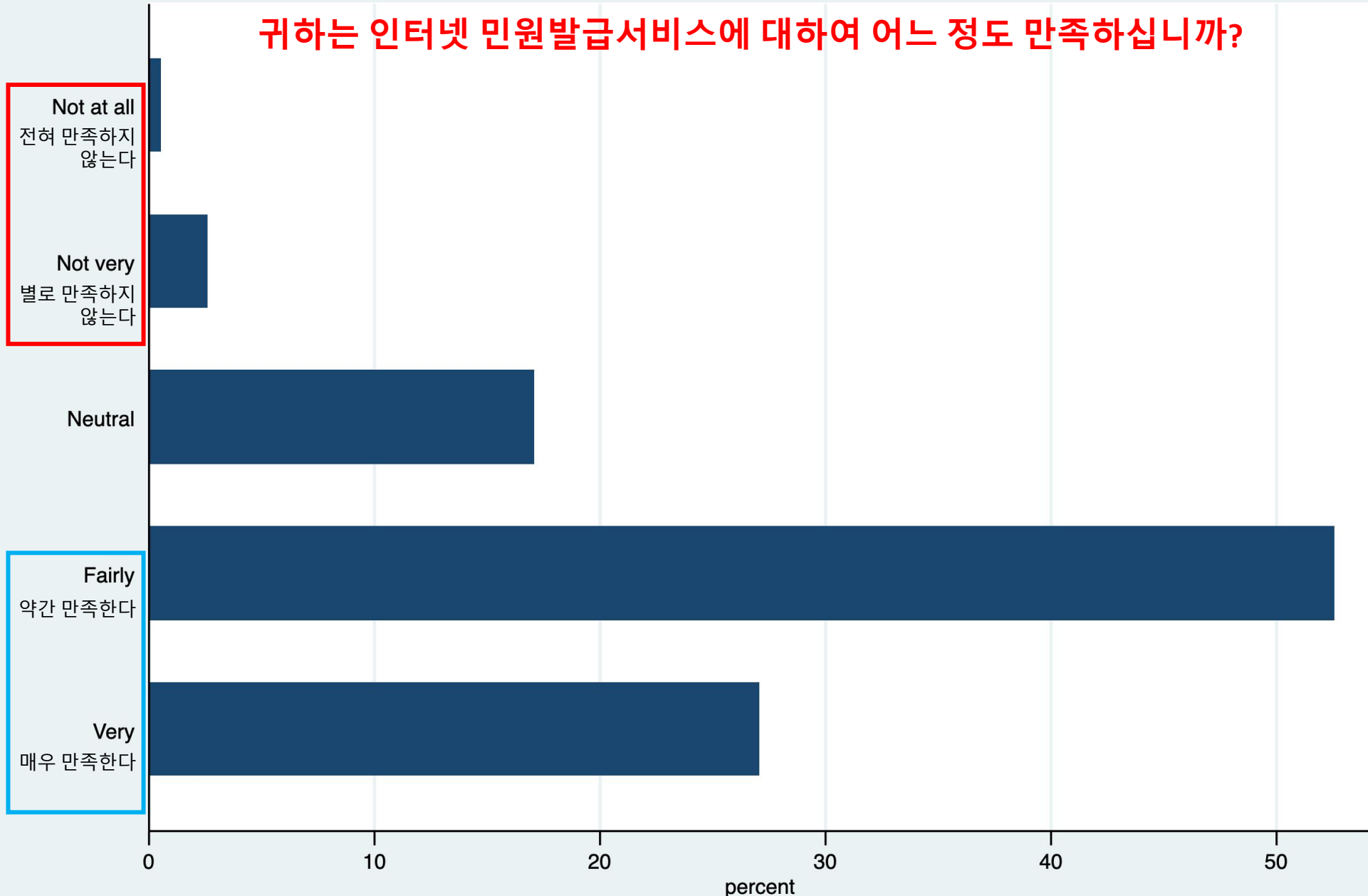
귀하는 주민자치센터 서비스에 대하여 어느 정도 만족하십니까?



Source: Korea Social Integration Survey (2021)

How satisfied are you with issue of identity document via internet?

귀하는 인터넷 민원발급서비스에 대하여 어느 정도 만족하십니까?



Source: Korea Social Integration Survey (2021)

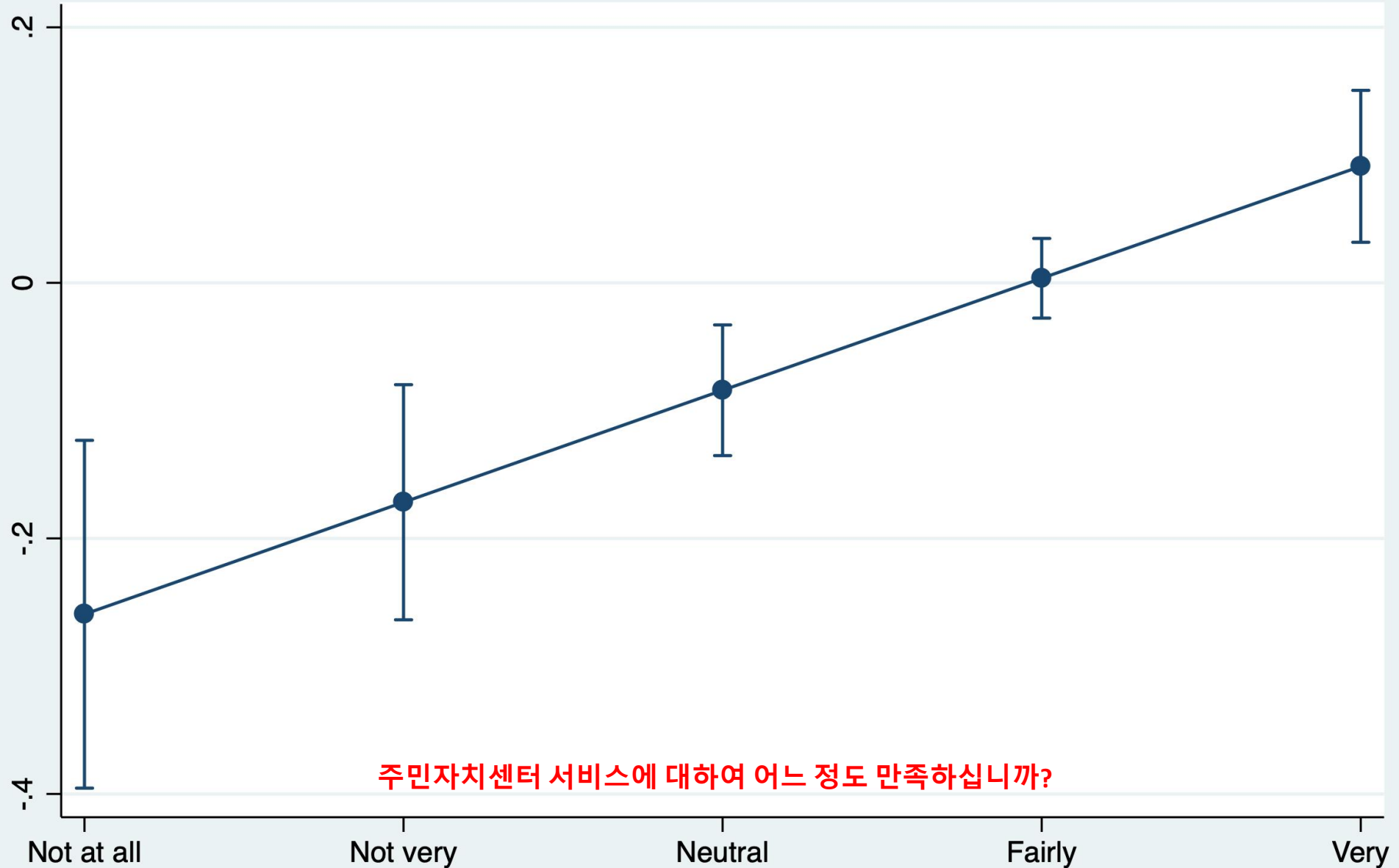
ESG and Government

Question:

How does governance influence political efficacy via public service delivery?



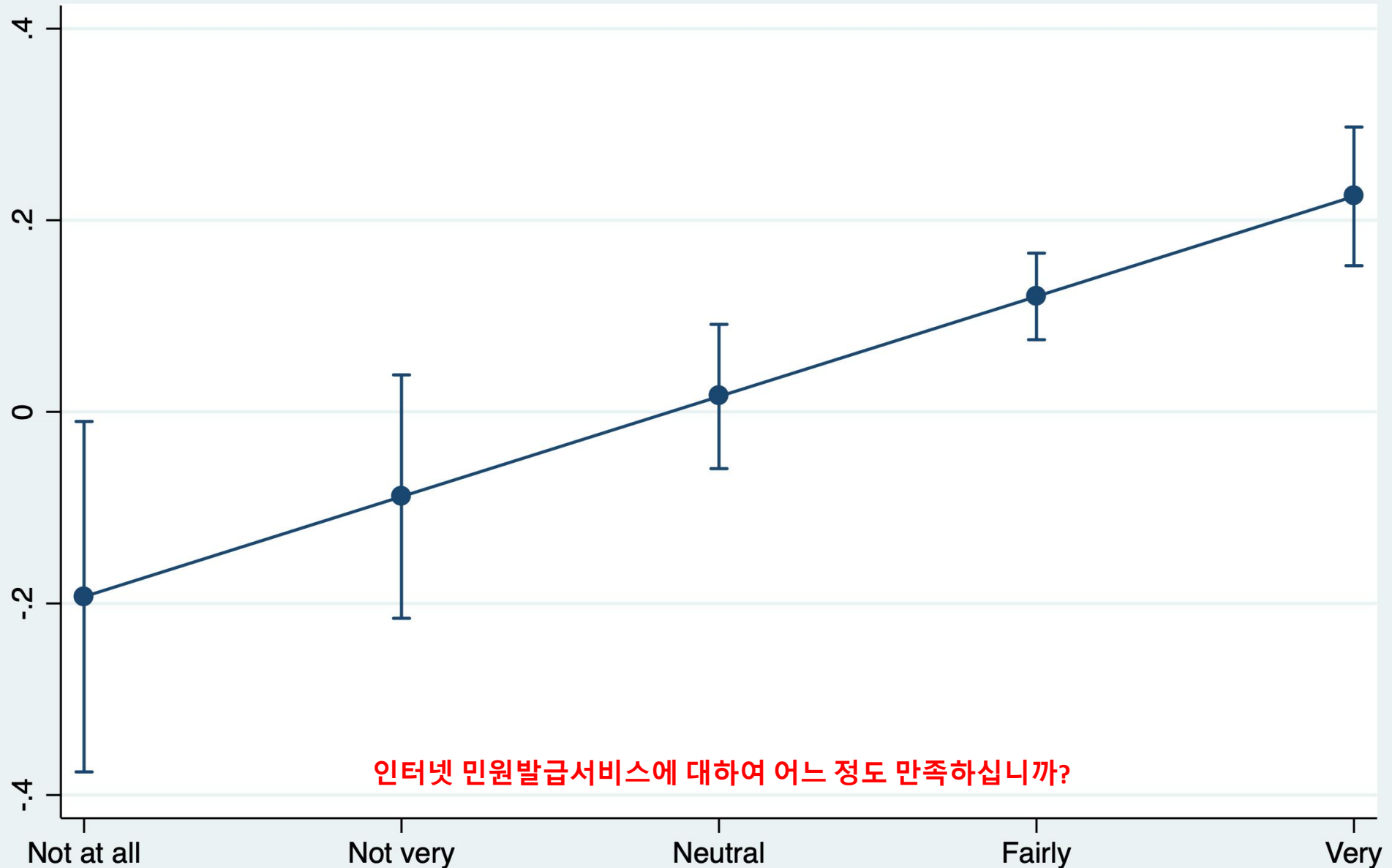
Satisfaction with community center on political efficacy



주민자치센터 서비스에 대하여 어느 정도 만족하십니까?

How satisfied are you with community center?

Satisfaction with issue of document on political efficacy



인터넷 민원발급서비스에 대하여 어느 정도 만족하십니까?

How satisfied are you with issue of identity document via internet?

Risk of Corruption and Fairness in Governance

- i) Corruption poses an obstacle to investment in environmental and social protection.
- ii) Material or interpretive effects become less important for political attitudes if procedural justice is violated.



How widespread do you think corruption in your government?

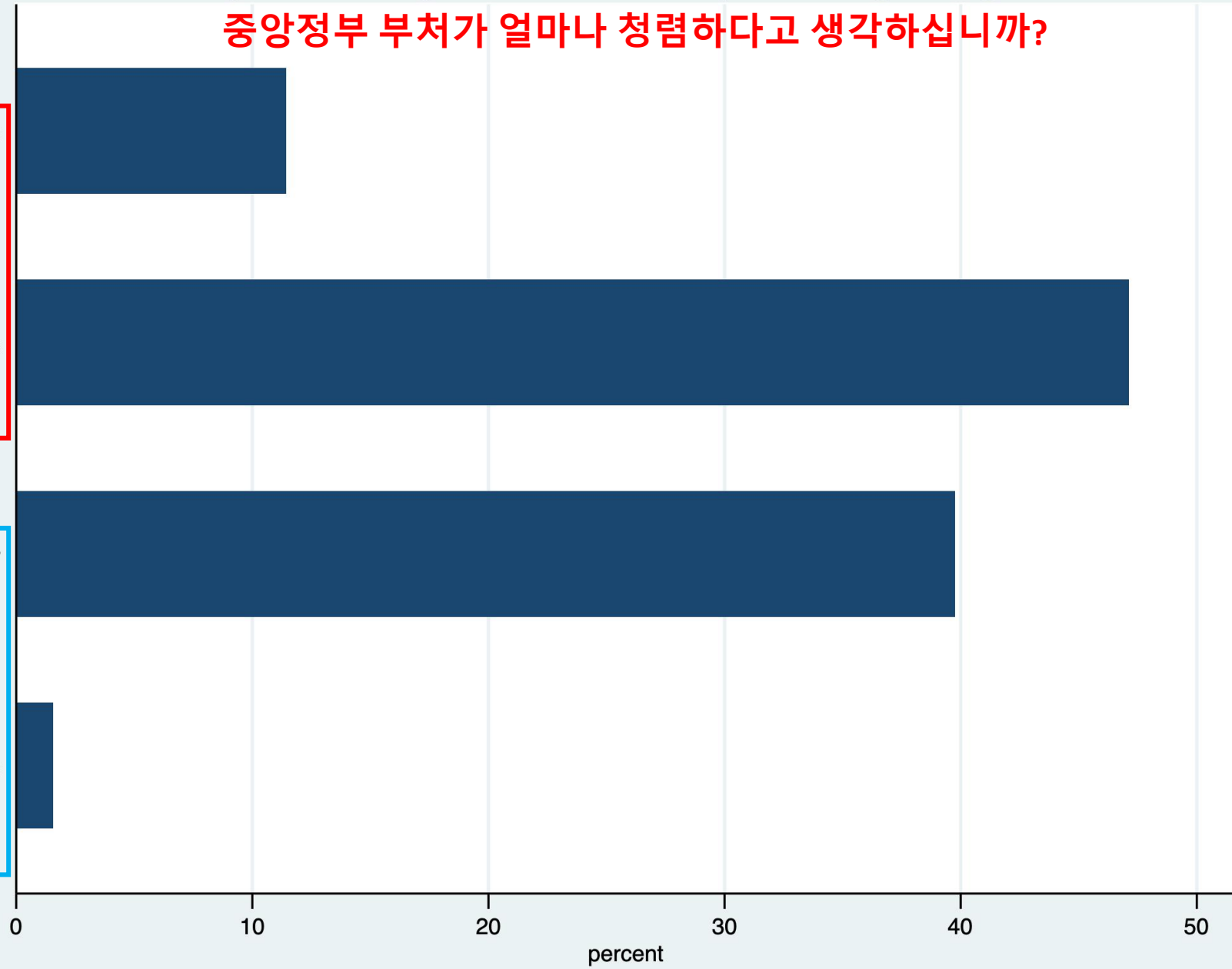
중앙정부 부처가 얼마나 청렴하다고 생각하십니까?

Practically everyone
전혀 청렴하지 않다

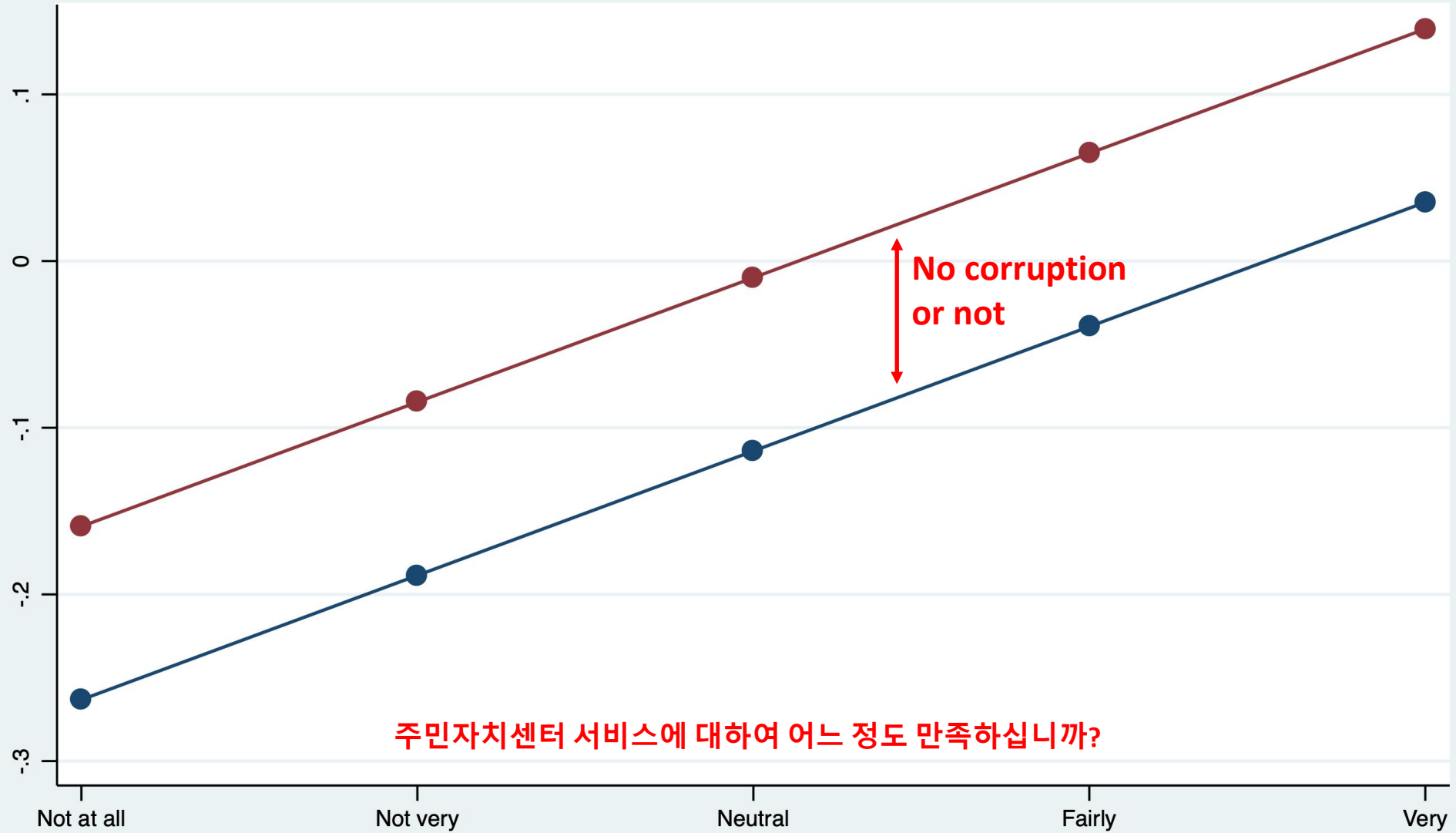
Most officials
별로 청렴하지 않다

A small number
약간 청렴하다

Hardly anyone
매우 청렴하다



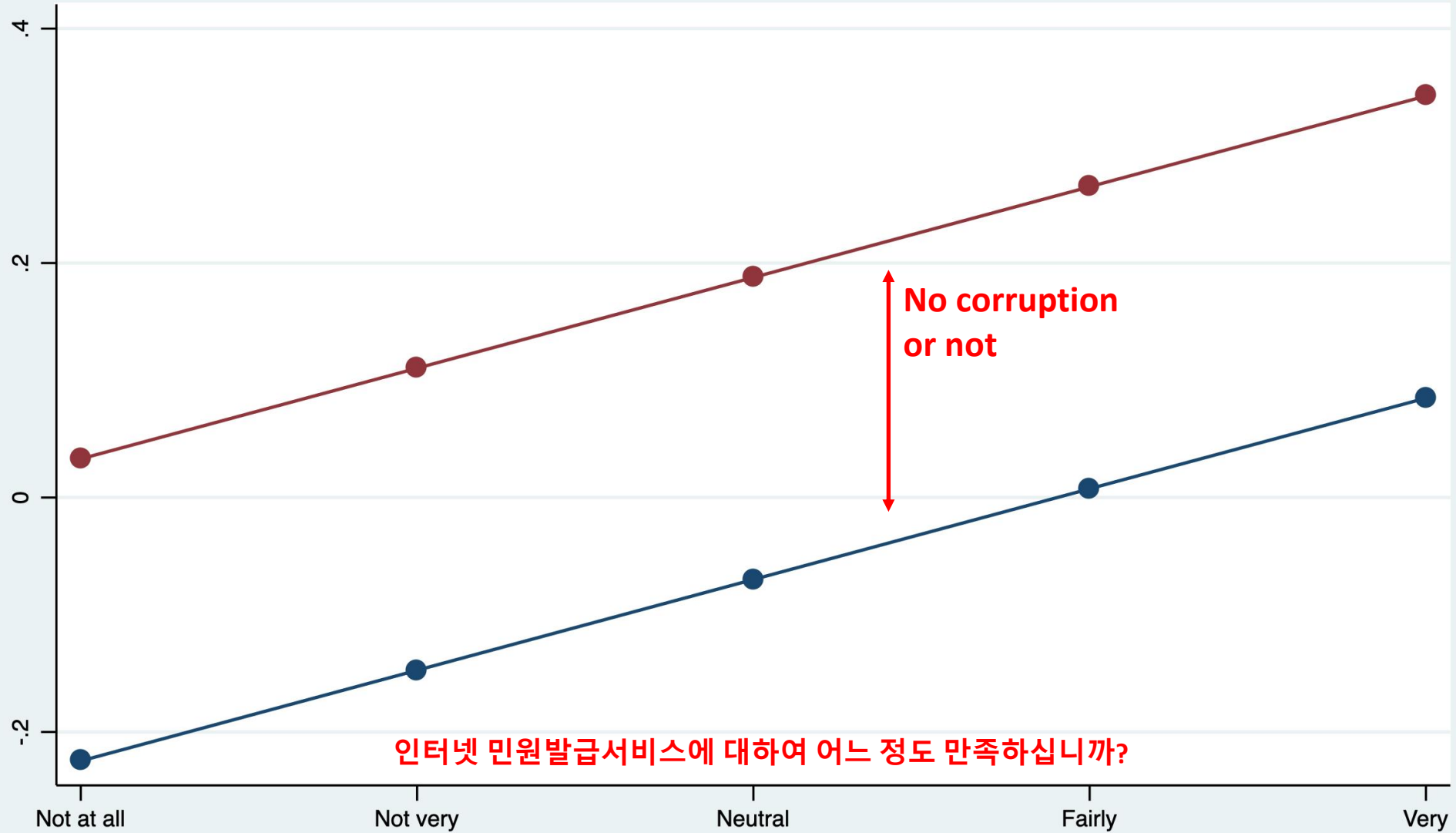
Satisfaction with community center on political efficacy, by perceived corruption



How satisfied are you with community center?



Satisfaction with issue of document on political efficacy, by perceived corruption

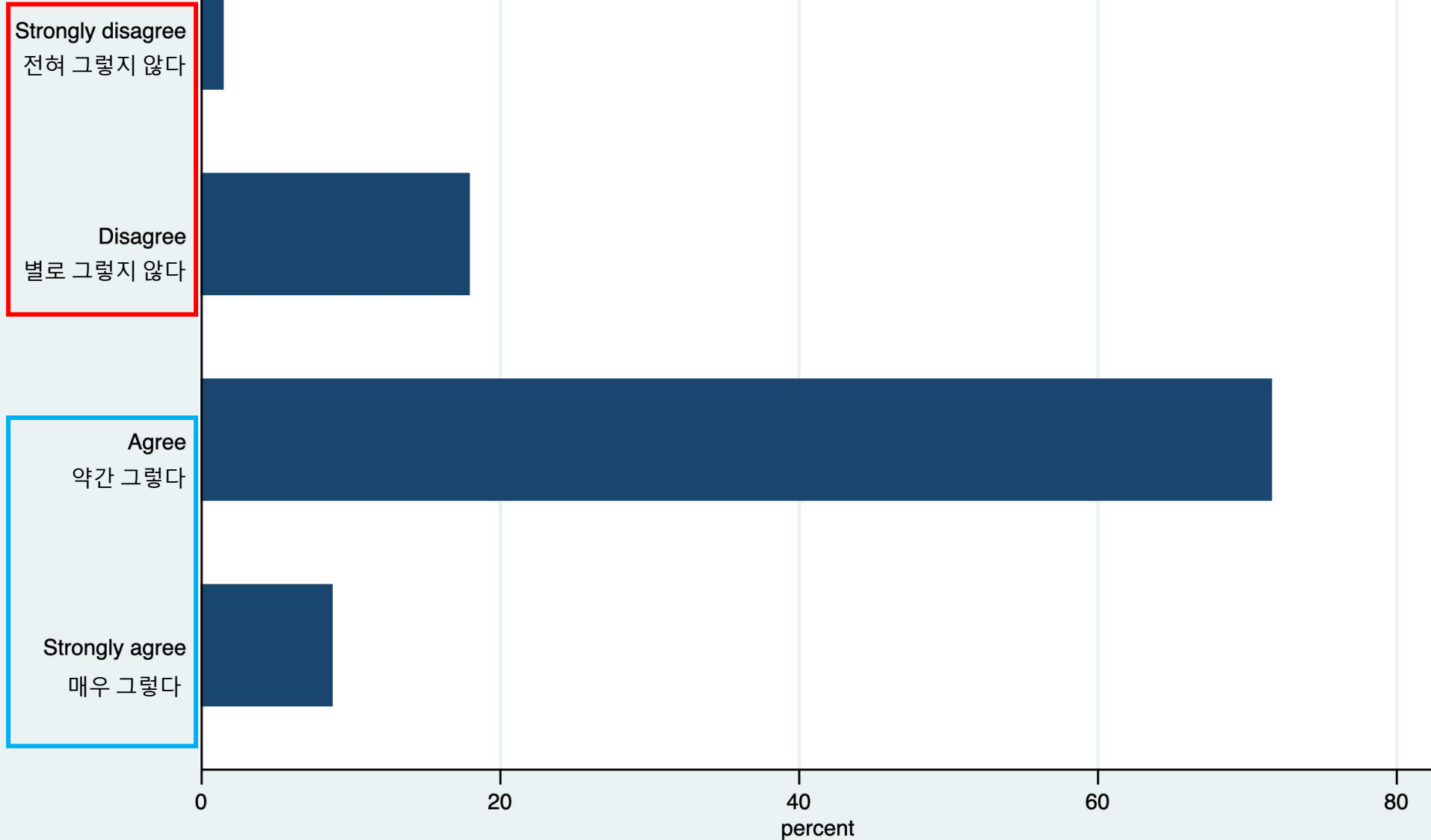


How satisfied are you with issue of identity document via internet?

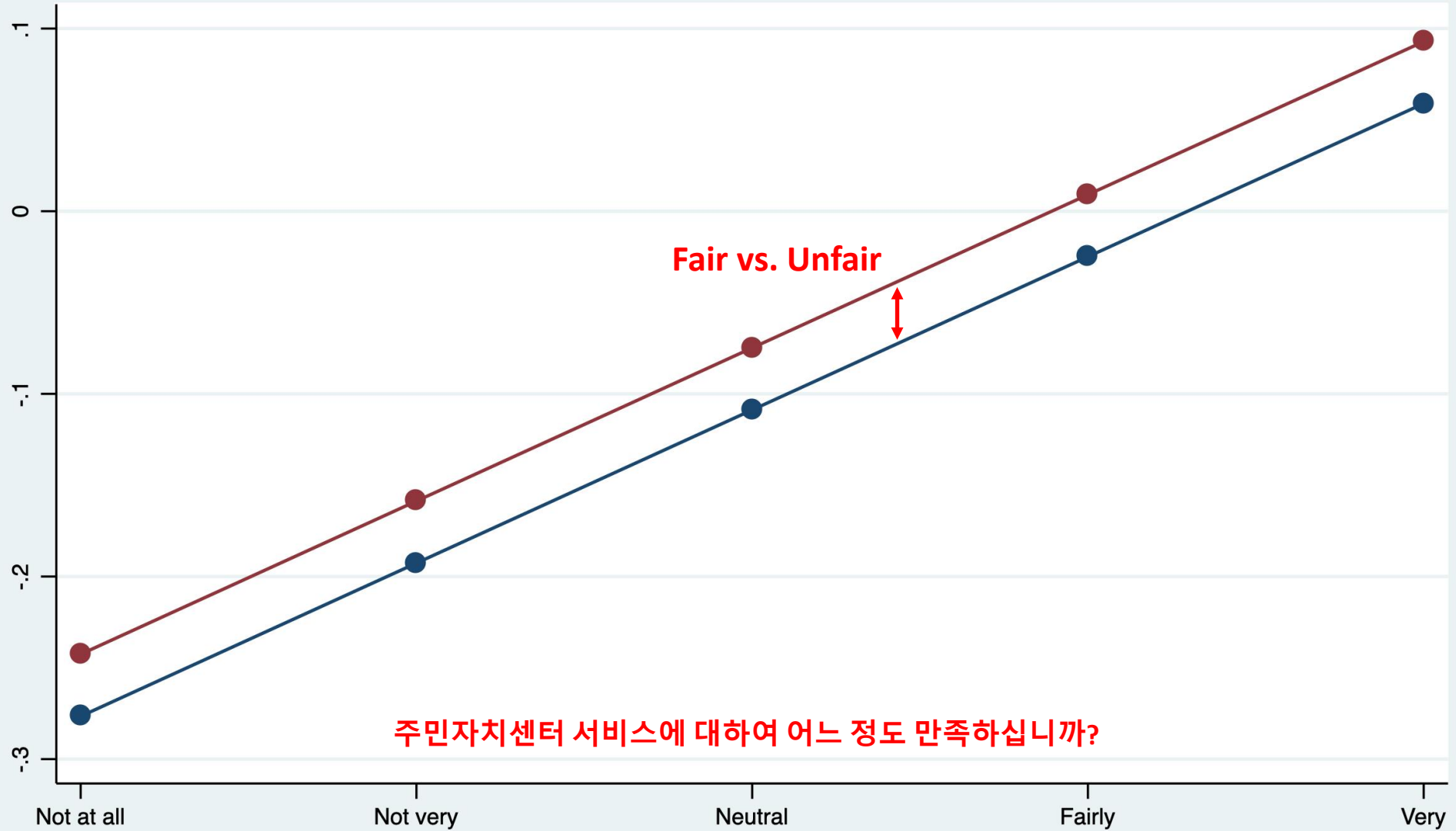


To what extent is the government providing a fair administrative service?

행정기관은 공정한 행정서비스를 제공한다고 생각하십니까?



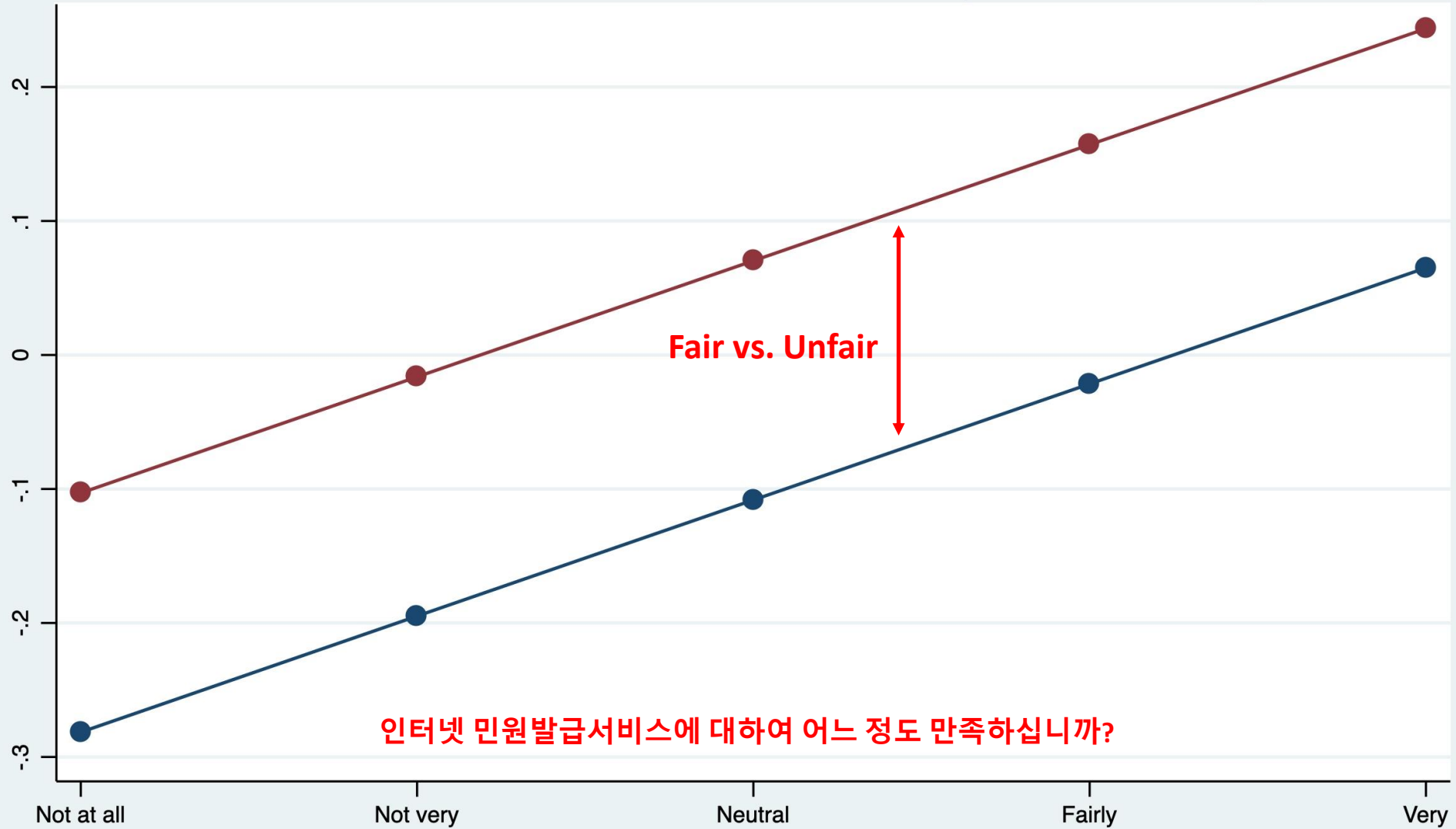
Satisfaction with community center on political efficacy, by perceived fairness



How satisfied are you with community center?



Satisfaction with issue of document on political efficacy



How satisfied are you with issue of identity document via internet?



ESG and Government: Lessons

- Political efficacy is likely to be elevated when people receive a better public service delivery.
- Governance becomes the key to enhancing public service delivery.
- Material or interpretation is not enough: corruption and fairness also need attention for governance.

Thank you!

I look forward to your questions &
comments!

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