



An Evaluation of Sustainable Public Services in Light of Turkstat Data on the 100th Anniversary of the Turkish Republic

Türkiye Cumhuriyetin 100. Yılında TÜİK Verileri Işığında Sürdürülebilir Kamu Hizmeti Üzerine Bir Değerlendirme

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Öz

İç ve dış paydaşların beklentilerinin çeşitlenmesi ve tüketimin artması hem mevcut kaynakların kullanımını hem de gelecek nesillerin ihtiyaçlarını dikkate alan bir yönetim uygulamasını gerektirmektedir. Bu durum, sürdürülebilirlik vizyonunun küresel düzeyde uygulanmasını desteklemek amacıyla bir dizi düzenlemeyi hayata geçiren katılımcı ülkeler tarafından ele alınmıştır. Hedefler ve düzenlemeler belirlense de sürdürülebilirliğin uygulanmasından ve sağlanmasından sorumlu birincil aktör kamu kurumlarıdır. Bu kurumlar geniş bir insan grubuna hizmet vermekte ve kaynakları büyük ölçekte kullanmaktadır. Kamu kurumlarının sürdürülebilir hizmet sunumu performansı, toplumun refahını ve geleceğini doğrudan etkilemektedir. Sürdürülebilir kamu hizmeti hem bugünün hem de yarının nesillerinin ihtiyaçlarını karşılamak için mevcut kaynakları etkin ve verimli bir şekilde kullanan ve bu kaynakları gelecekte kullanmak üzere koruyan yönetim uygulamalarının uygulanması sürecidir. Bu çalışma, Türkiye Cumhuriyeti'nin 100 yıllık başarıları bağlamında 2003-2022 yılları arasında çeşitli hizmet alanlarındaki kamu hizmeti performansının somut bir göstergesi olarak vatandaş memnuniyet düzeylerini incelemektedir. TÜİK verileri kullanılmış ve BM 2030 Sürdürülebilirlik Hedefleri ile ilişkilendirilmiştir. Verilere göre genel memnuniyetin en yüksek düzeyde kamu güvenliği hizmetlerinde olduğu, en düşük düzeyde ise yol ve kaldırım, eğitim ve yeşil alan hizmetlerinde olduğu belirlenmiştir. Düşük memnuniyeti gidermek için eğitim, şebeke suyu, kanalizasyon hizmetleri, atık toplama ve toplu taşıma alanlarında yenilikçi, dijital ve akıllı çözüm ve sistemlerin geliştirilmesi önceliklidir. Ayrıca son yıllarda azalan yeşil alan sayısının artırılması ve sağlık hizmetlerinde memnuniyetin artırılmasına yönelik yeni politika ve uygulamaların geliştirilmesi, Türkiye Cumhuriyeti'nin ikinci yüzyılında sürdürülebilir kamu hizmeti sunumu ve refahı açısından yerinde olacaktır.

Anahtar Kelimeler: Sürdürülebilirlik, Sürdürülebilir Kamu Hizmeti, TÜİK, Etkin Kamu Yönetimi, Yönetişim, Müşteri/Vatandaş Memnuniyeti

ABSTRACT

Diversifying the expectations of internal and external stakeholders, as well as increasing consumption, require a management practice that takes into account both the use of current resources and the needs of future generations. This situation has been addressed by the participating countries, which have implemented a number of regulations to support the global implementation of the sustainability vision. Although targets and regulations may be established, the primary actor responsible for implementing and achieving sustainability is public institutions. These institutions serve a large group of people and utilize resources on a large scale. The sustainable service delivery performance of public institutions has a direct impact on the welfare and future of society. Sustainable public service is the process of implementing management practices that effectively and efficiently utilize available resources to meet the needs of both today and tomorrow's generations while preserving those resources for future use. This study examines citizen satisfaction levels as a concrete

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indicator of public service performance in various service areas between 2003 and 2022, in the context of the 100-year achievements of the Republic of Turkey. TUIK data was used and associated with the UN 2030 Sustainability Goals. Based on the data, it was determined that the highest level of general satisfaction is in public security services, while the lowest is in pavement and sidewalk, education, and greenbelt services. To address low satisfaction, it is urgent to develop innovative, digital, and smart solutions and systems in education, network water, sewer services, waste collection, and mass public transportation. Additionally, developing new policies and practices to increase the number of green spaces and improve satisfaction in health services, which have recently decreased, would be appropriate for sustainable public service delivery and welfare in the second century of the Republic of Turkey.

Keywords: Sustainability, Sustainable Public Service, TurkStat, Effective Public Administration, Governance, Customer/Citizen Satisfaction

INTRODUCTION:

Today, the rapidly increasing population and diversifying expectations are causing rapid depletion of resources and irresponsible use at certain points. This situation is harming the environment, as well as social and economic processes on a global scale. The intensive use of resources and unsuitable allocation of resources in an unequal approach contradicts the interests and expectations of current service recipients and threatens a livable environment and a usable resource community for future generations. The sustainability approach, which initially focused on sustainable consumption and operation of resources related to fisheries and forest products, has evolved into a global management approach for sustainable development. As a result, it has become a widely discussed topic across various fields.

Sustainability refers to meeting the needs of the present without preventing future generations from meeting their needs, and thus meeting the needs with a constant balance (United Nations Brundtland Commission, 1987). This represents an approach in which the well-being of individuals, the integrity of resources, and the natural environment are preserved in a harmonious manner. Organizations are now expected to act in accordance with global principles (Leuenberger and Wakin, 2007), with public institutions playing a particularly important role in sustainable development (Erten, 2022). Public organizations utilize significant amounts of resources to provide services in many subjects, including areas that the private sector is not interested in. Therefore, public service providers must act sustainably in their activities and service presentations, both inside and outside the organization. In order for public service to meet the expectations and demands of both internal and external stakeholders in terms of location, time, and quality, sustainable public service must provide livable, prosperous, environmentally compatible, and continuous resources to future stakeholders while improving resource management and service accessibility to meet present-day expectations. The efficiency and effectiveness of organizations that provide public services, both locally and globally, have a direct impact on achieving the Sustainable Development Goals and shaping the future of society.

In today's social practice, the interaction between service recipients and providers has diversified significantly. Meeting this diversity in service items is now a top priority for public institutions. It's crucial to use resources effectively and efficiently during service provision and to analyze stakeholder expectations and demands accurately in order to meet them. Furthermore, in addition to meeting these demands and expectations, it is crucial to demonstrate a public service performance that does not hinder the ability of future generations to meet their needs for these services (The Rio Declaration on Environment and Development, 2018). This situation requires striking a balance between sustainability and meeting the needs of the public service delivery process, while maintaining the highest levels of quality and service accessibility. Sustainability and sustainable public service delivery play an important role and impose a significant responsibility on public institutions. When it comes to providing services, the efficient and continuous delivery of resources to all citizens is among the factors that directly contribute to the performance of public services. In fact, it is widely acknowledged across various platforms that public institutions play a crucial role in the adoption of sustainable SDG principles and their integration into a widespread management

philosophy (United Nations, 2016). It is emphasized that urgent steps should be taken towards sustainability within a holistic framework in the public sector (Leka & Bonino, 2023).

Parrado and Löffler (2010, pp.14-15) emphasize the vital link between public administration and sustainability. In this interaction, They share the importance of the sustainability of Corporate activities, Public Policies, and Services and their impact on all stakeholders. Due to the multi-faceted role of the sustainability of organizations providing public services in corporate activities (producer-consumer), it is essential to what extent they use resources efficiently and effectively both at the organizational level and in their actions. The sustainability of public policies and services is evaluated based on the consideration of economic, social, and environmental issues by public service providers. This includes the continuous and high-level access to health, safety, education, water, biodiversity, and other services. Additionally, the inclusiveness of the services provided by public service providers and the satisfaction of the beneficiaries are important factors in ensuring the sustainability of the impact on all stakeholders. In this framework, the indicators of sustainable public service are directly related to inclusiveness in service delivery, effectiveness and efficiency in activities, and service recipient satisfaction. Customer satisfaction is an important predictor of public service delivery performance. The literature emphasizes that service provider satisfaction increases organizational performance by effectively and efficiently using organizational resources, and this increased performance is closely related to meeting customer expectations (Beckers et al. 2018; Rubera & Kirca 2017; Otto, Szymanski & Varadarajan, 2020). This study aims to examine citizen satisfaction as a concrete indicator of sustainable public service and provide suggestions for the development of sustainable public service delivery in the Republic's 100th Anniversary. To achieve this, the satisfaction and level of service access of citizens in various service items were discussed in detail in the light of TUIK's (2023) data by making use of secondary sources. The results of studies conducted between 2003 and 2022 on sustainable public services were shared, linking them to the Sustainable Development Goals. By expanding the literature on the concept of sustainable public administration, the study is expected to significantly contribute to the current understanding of public service delivery in the 100th anniversary of the Republic. Furthermore, it will provide recommendations to policy makers on the steps that should be taken.

1. Sustainable Public Service

The concept of sustainability first emerged with the formation of some awareness on environmental issues. In sectors such as forestry and fisheries, issues such as planting trees or carrying out fishing activities in certain sizes and time periods have come to the fore in order to prevent the product from being consumed in a destructive way and becoming completely depleted (Du Pisani, 2006; Bozlağan, 2005). Although the reduction of environmental impacts is often the first thing that comes to mind when discussing sustainability, the concept actually encompasses a more inclusive and broad process. Within the framework of sustainability, it means developing and acting in harmony with respect to social, economic, and environmental management (Drexhage & Murphy, 2010). At Rio+20, sustainability was discussed within the context of "The Future We Want" and emphasized economic, social, and environmental issues. The "Sustainable Development Summit" in 2015 then developed a global understanding of sustainability, which focused on improving the quality of life and well-being of individuals, protecting the environment, and combating hunger, poverty, and climate change (United Nations, 2015). While the concept of sustainability in the flow deals with some environmental awareness and practices, it has been handled on a wide platform with the dream of a social world and has become a broad concept based on human and equality within the framework of common decisions (Zink, Steime & Fischer, 2008).

The concept of sustainability can be evaluated as providing the opportunity for the existing resources to produce value continuously by bringing together the expectations and demands of the current economic conditions, and environmental and social factors. This situation requires an inclusive policy and approach. At this point, the United Nations declared the priorities that they determined as the "Millennium Development Goals" in 2000 as Transforming Our World: 2030

Sustainable Development Agenda (UNDP, 2015) in line with concrete titles. The UN's Sustainable Development Goals:

1. No poverty
2. Zero Hunger
3. Good Health and Well-being
4. Quality Education
5. Gender Equality
6. Clean water and Sanitation
7. Affordable and Clean Energy
8. Decent work and Economic Growth
9. Industry, Innovation and Infrastructure
10. Reduced Inequalities
11. Sustainable Cities and Communities
12. Responsible Consumption and Production
13. Climate Action
14. Life Below Water
15. Life on Land
16. Peace, Justice and Strong Institutions
17. Partnerships for The Goals

It was aimed to develop general policies and practices within the scope of all these titles and required governments/public institutions to take active steps on sustainability (Portney, 2015). The fact that the government, which is an important actor, has both an exemplary and regulatory role in sustainability, has also required it to activate first-hand practices in many economic, social and environmental fields.

Public institutions, which are important actors in the spread of sustainable development and sustainability on a local and global scale, have two basic importance (Erten, 2022). First, there is a very high use of resources in the public service delivery process, and secondly, public practices have wide-ranging effects on individuals and institutions.

Parrado and Löffler (2010, pp.14-15) emphasize that there is a close relationship between public administration and sustainability. They suggest that this relationship has three components:

1. *Sustainability of Corporate Activities*: This is related to the fact that public institutions, being large organizations, can act both as producers and consumers in certain situations. This reveals the potential for sustainable practices in organizational and operational processes. Sustainability of Corporate Activities evaluates how management practices impact sustainability, including energy and land usage, fair labor practices in procurement, financial resources, and the preservation of values like transparency, integrity, and legality that legitimize organizational performance.

2. *Sustainability of Public Policies and Services*: This dimension discusses the connection between public agencies and the economic, social, and environmental dimensions of a local area. The economic dimension could be affected by reducing barriers to starting a business, while the social dimension could refer to access to safety, health, and education. The environmental dimension could reflect the agency's impact on air, water, land, and biodiversity.

3. *Sustainability of Impact on All Stakeholders*: These dimensions refers to the effects of the actions of all parties involved in a public agency's operations on the community it serves. While the sustainability indicators in this area may be influenced by the agency's policies, they are not solely dependent on them. Sustainable or unsustainable performance is often the outcome of the actions of various public and private stakeholders.

When examining studies on the topic of "sustainable public administration" within the framework of these three dimensions, striking results emerge. Firstly, it is noted that public institutions have made significant efforts in governance, transitioning from a traditional public administration approach to a sustainable public administration approach (Martinus, 2022). A study conducted by Martinus (2022) in Romania discussed and examined sustainable public administration within the framework of economic, social, and environmental sustainability. The study states that sustainable development in public administration is closely related to ensuring high-quality public services that are based on public interest and optimized for efficiency. It emphasizes that establishing an optimal balance between resources and needs, with a focus on citizen satisfaction, will lead to effective and sustainable public administration. It is also important to note that governance plays a vital role in ensuring sustainable public management in terms of efficiency and quality. Active and effective communication between public service providers and recipients, along with management that prioritizes governance within the framework of feedbacks, can help make public services sustainable (De Souza, 2019). Trondal (2021) emphasizes the importance of governance and communication in public and organizational sustainability. Empirical evidence has shown that implementing both top-down and bottom-up governance systems is crucial. A solid institutional structure serves as the foundation for effective governance and sustainability in a public institution, and it directly affects its sustainability capability.

According to Osborne et al. (2014a), in order for public service organizations to achieve sustainable performance, three key issues should be emphasized. Firstly, public institutions need to establish strong communication both within and between organizations. Secondly, professional approaches of the units providing public services, as well as the knowledge and tendencies of the users, are crucial in the process of sustainable public management. In other words, a public institution should access and use information about the social segment it serves. The third point is that the satisfaction levels of public service recipients play a key role in the current state of public service and the development of its sustainable identity. This is because the public service recipients are an important determining factor, and the public service is a collective reflection of both the public service providers and the public service recipients. Radnor et al. (2013) argue that public service should be presented in a way that covers every element in the service delivery chain. They suggest adopting an approach focused on external stakeholders in public service (Radnor & Osborne, 2013; Vidal, 2013). Osborne et al. (2014b) emphasizes the New Public Governance approach in the sustainable identity construction of public organizations today. They emphasize the importance of communication and feedback between the citizens and the public organizations within the new management approach.

As can be seen, the approach to sustainable public administration and service delivery is based on a strong institutional structure and sustainable functioning of public policy and public services. The effectiveness of these three areas is crucial for addressing economic, environmental, and social problems and devising solutions that reflect their interdependence. In the context of sustainable public management, communication and governance play a crucial role. The level of satisfaction of service recipients reflects the efficiency and quality of sustainable public service delivery. In the next

section, the situation regarding the efficiency, quality and satisfaction of the public service will be discussed in the light of TUIK (2023) data.

2. Findings on Sustainable Public Service in the Light of TUIK (2023) Data

Within the scope of TUIK (Turkish Statistical Institute-TurkStat) (2023), citizen satisfaction levels and feedback regarding public service were handled based on various items. Within the framework of secondary data, the following findings were reached.

Figure 1 shows the trend of an 18-year evaluation between 2004-2022 regarding network water, waste collection, and sewer services within the scope of municipal services. Upon closer examination, it is observed that satisfaction regarding service delivery decreased from 76.1% to 64.5% in network water, from 74.9% to 70.8% in waste collection, and from 74% to 69.3% in sewer service. Based on this data, satisfaction decreased between 11.6% and 4.1%.

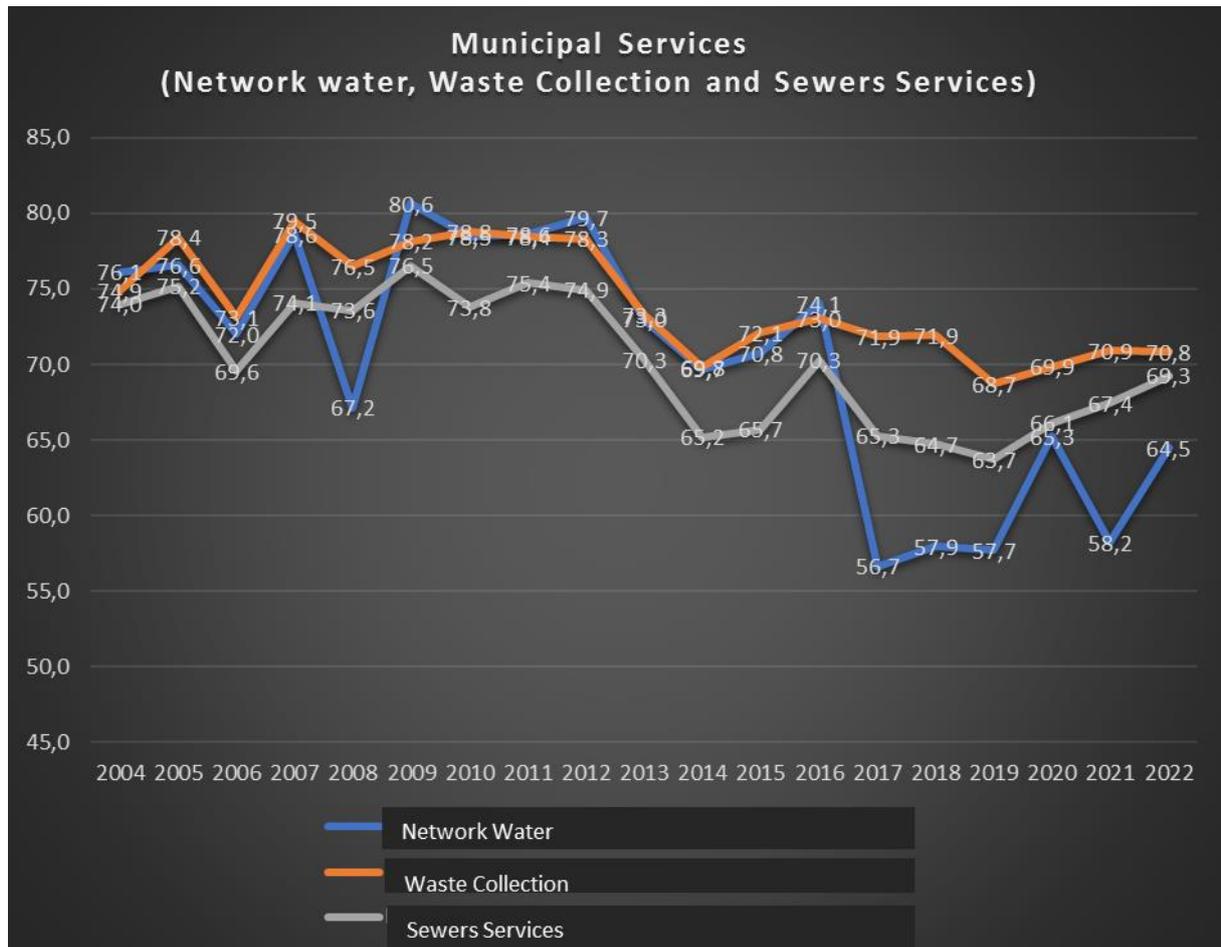


Figure 1: Network Water, Waste Collection and Sewers Services

Figure 2 shows an 18-years evaluation trend (2004-2022) for mass transportation, roads and sidewalks, municipal police, and green belt within the scope of municipal services. When examined in detail, it is evident that satisfaction with service delivery decreased from 67.8% to 60% for mass transportation, from 60.1% to 57.8% for roads and sidewalks, and from 62% to 59.5% for municipal police. However, there was an increase in satisfaction with green belt service, from 51.1% to 59.2%. Overall, the data shows a decrease in satisfaction between 7.8% and 2.3%, except for an 8.1% increase in green belt service satisfaction.

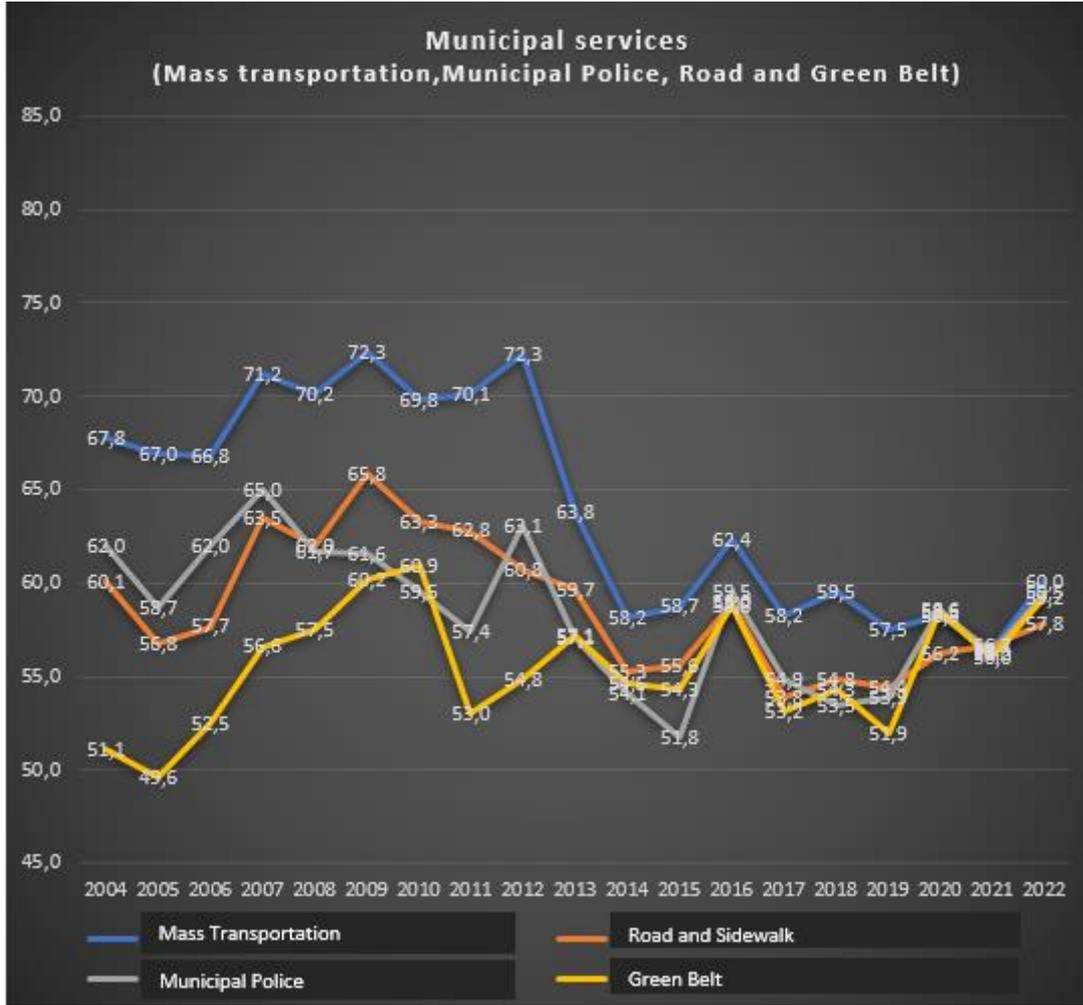


Figure 2: Mass transportation, Municipal Police, Road and Green Belt

Figure 3 presents an 18-year evaluation trend (2004-2022) for lighting services, cleaning services, fire department services, and funeral services within the scope of municipal services. Upon closer inspection, it is revealed that the satisfaction rate for service delivery decreased from 73.7% to 72.7% for lighting services and from 73.7% to 67.6% for cleaning services. Based on these results, the satisfaction rate decreased between 6.1% and 1%. On the other hand, the satisfaction rate increased from 68% to 70.2% for fire department services and from 68% to 75.1% for funeral services. Based on these results, the satisfaction rates increased between 2.2% and 7.1%.

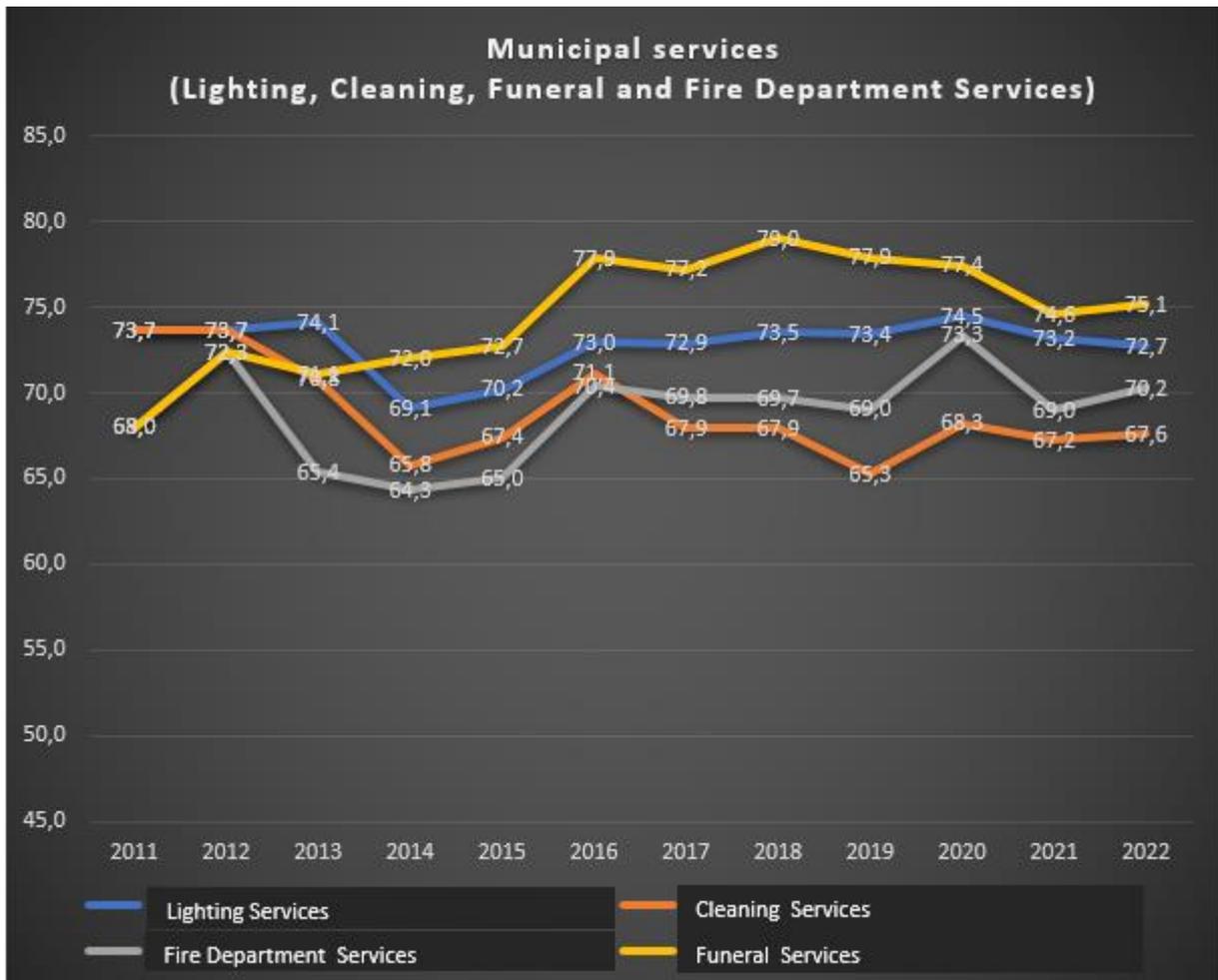


Figure 3: Lighting, Cleaning, Funeral and Fire Department Services

After the data on municipal services, the satisfaction levels regarding general public services are as follows. Figure 4 depicts the trend of a 19-year evaluation (2003-2022) regarding the Services of Social Security Institution, Health services, Judicial services, and Public security services within the scope of general public services. The satisfaction with service delivery increased from 40.2% to 63.8% in Services of Social Security Institution, from 39.5% to 65.6% in Health services, from 45.7% to 59.5% in Judicial services, and from 57.9% to 75.9% in Public security services. Based on this data, the satisfaction level increased between 13.8% and 26.1%.

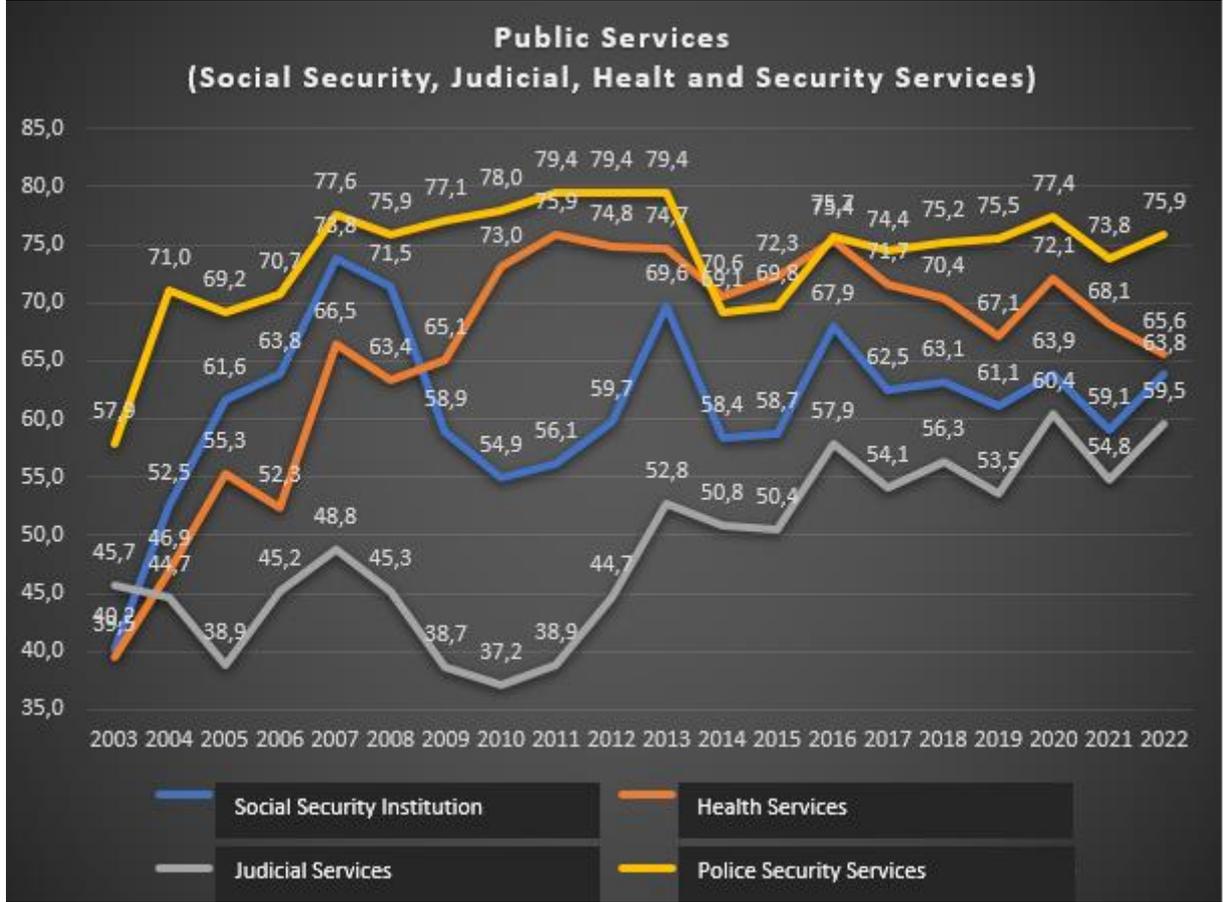


Figure 4: Social Security, Judicial, Health and Security Services

When examining Educational services and Transportation services as part of general public services, there is a trend towards an increase from 48.7% to 59.3% and a decrease from 71.8% to 69.7%, respectively. In terms of satisfaction level, there was an increase of 10.6% in Educational services and a decrease of 2.1% in transportation services.

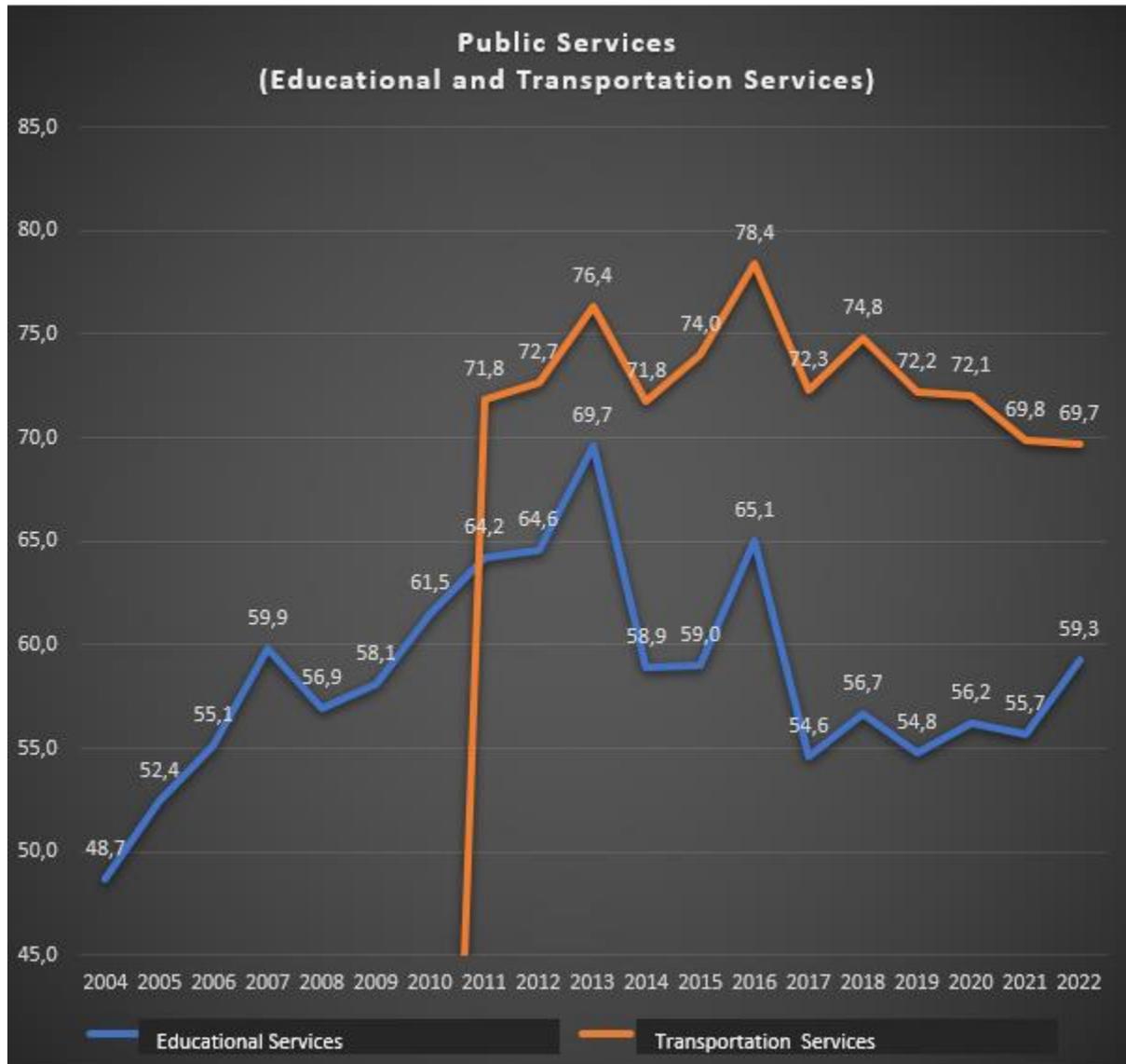


Figure 5: Educational and Transportation Services

In a study conducted on general satisfaction with public services, it was found that satisfaction with health services increased from 39.5% to 65.6%, representing a 26.1% increase. When examining the data by service provider, as shown in Figure 6, there is a trend of increasing satisfaction from 56.5% to 64.7% in university hospitals, a slight decrease from 66.5% to 65.8% in state hospitals, and a decrease from 61.2% to 58.2% in private hospitals. This indicates a significant increase of 8.2% in satisfaction for university hospitals, while public and private hospitals experienced a slight decrease of 0.7-3%. Additionally, there was a decrease of 2% in satisfaction in recently implemented city hospitals.

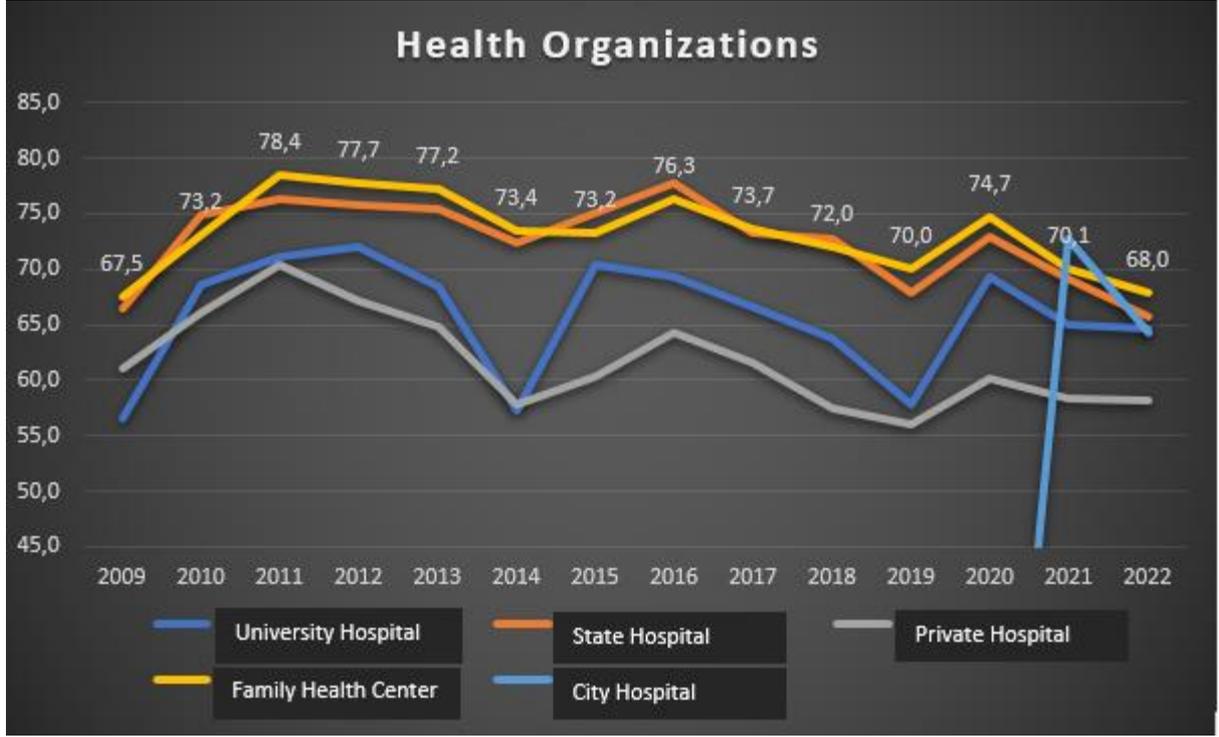


Figure 6: Health organizations

When examining the statistics of those who reported being unable to access the service, Figure 7 indicates that there are still areas in need of improvement. In terms of satisfaction trends from 2013 to 2022, it is apparent that a significant portion of Sewer services, such as 2.2%, are still lacking this service. Similarly, by 2022, it is projected that cleaning services (0.7%), waste collection and lighting services (0.5%), and network water (0.4%) will also be lacking. While these percentages may seem small, they are significant issues in a country with a population of 85 million 279 thousand 553 (TÜİK, 2022) according to the Address-Based Population Registration System Results. In fact, roughly 190,000 people in Sewer services, 430,000 people in waste collection and lighting services, and 340,000 people in network water require these services.

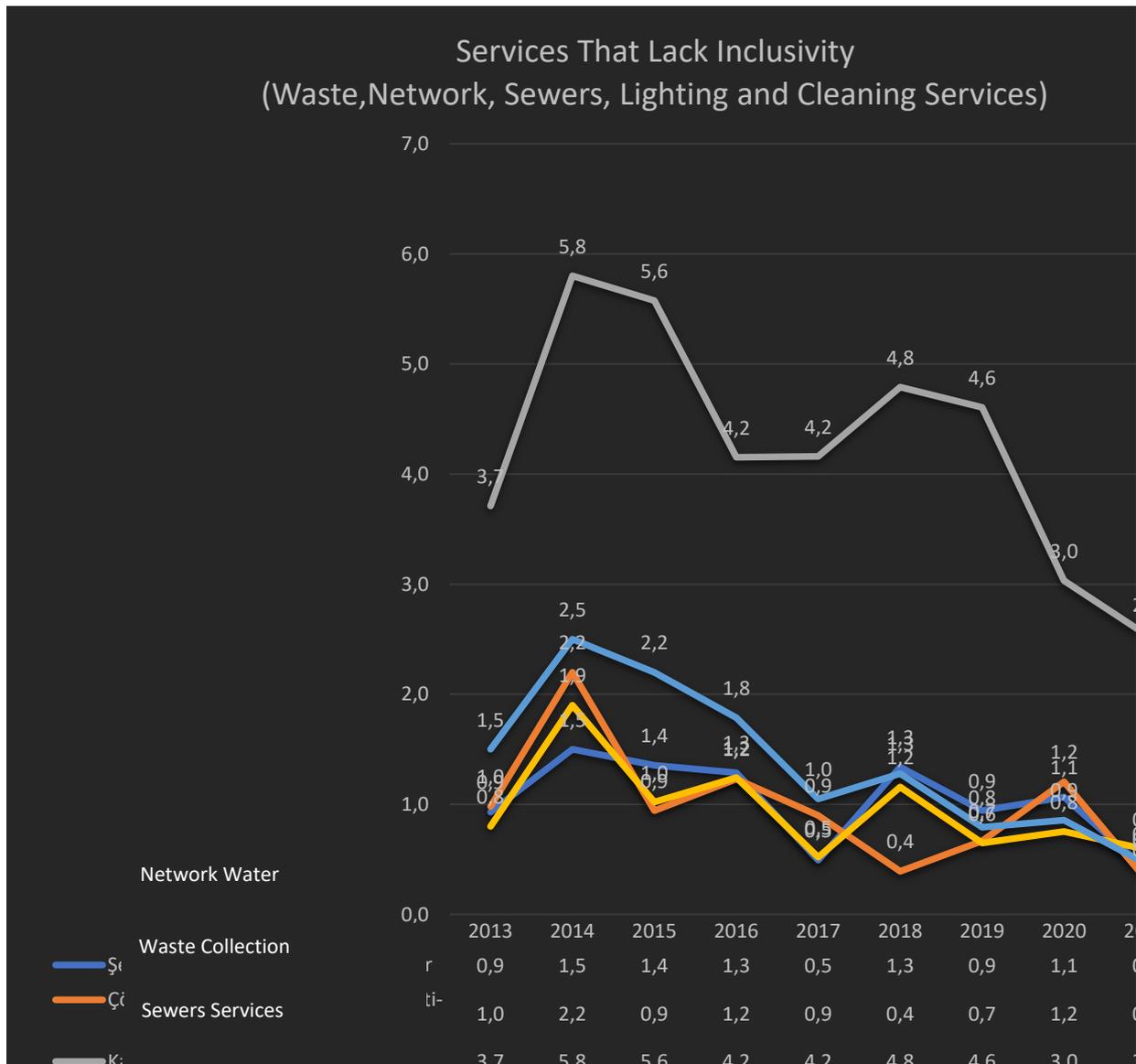


Figure 7: Services That Lack Inclusivity (Network, Waste, Sewers, Lighting and Cleaning Services)

When examining the statistics of those who reported being unable to access the service, Figure 8 indicates that there are still areas in need of improvement. In terms of satisfaction trends from 2013 to 2022, it is apparent that a significant portion of mass transportation services, such as 2.9%, are still lacking this service. Similarly, by 2022, it is projected that greenbelt services (2%), funeral services and road and sidewalk services (0.6%), and fire department services (1%) will also be lacking. As can be seen, a significant segment of the population is unable to access services, even if only a small percentage is affected. In this context, it is clear that important steps and measures need to be taken.

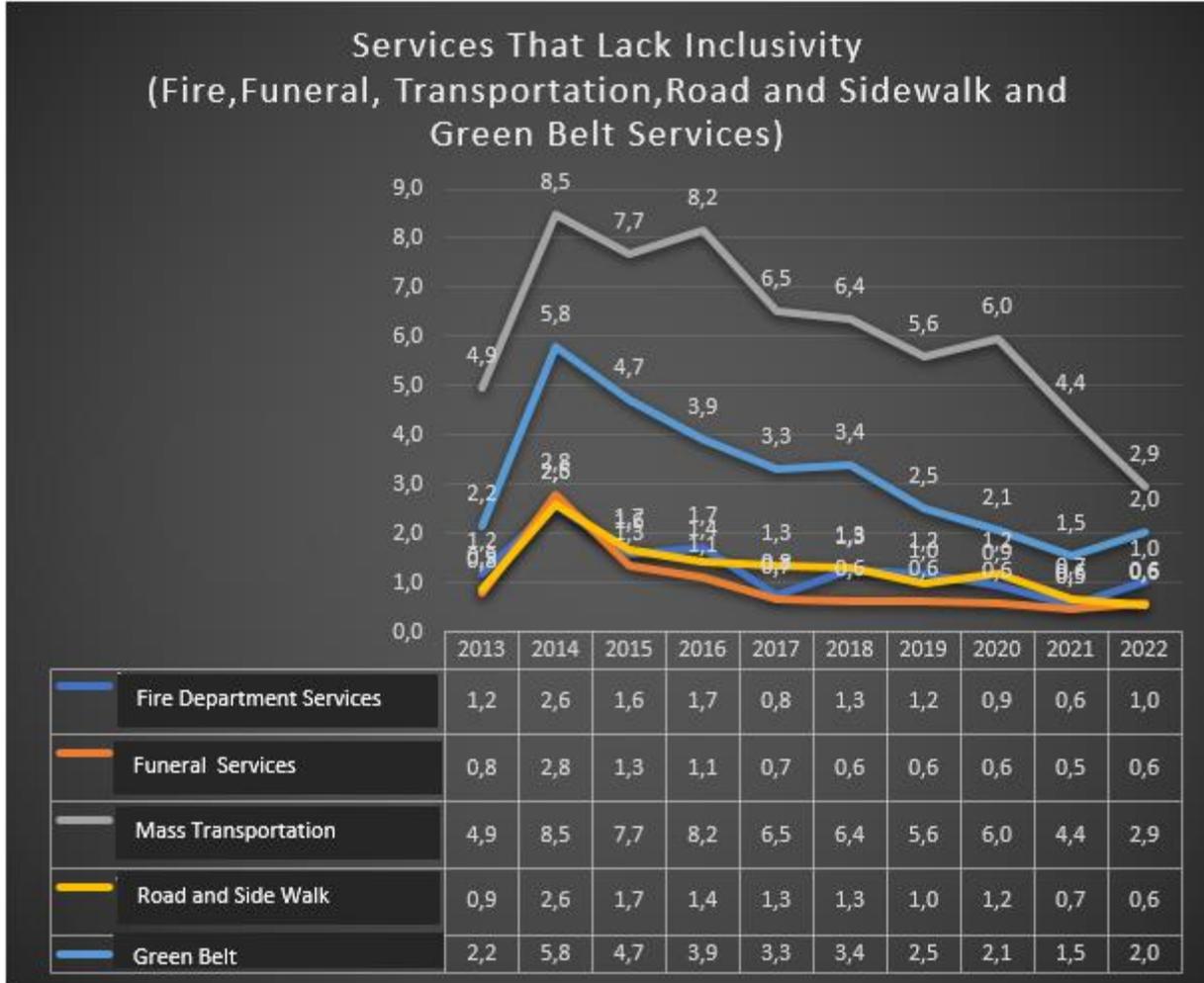


Figure 8: Services That Lack Inclusivity (Fire Department, Funeral, Mass, Road and Sidewalk and Green Belt Services)

3. An Assessment on Sustainable Public Service

The concept of sustainability has evolved to encompass the adoption of resources, efficiency, productivity, and quality elements in all business operations, going beyond a mere definition of environmental impacts. In this context, sustainable and innovative practices, along with resource efficiency, can be achieved, particularly through effective governance. A crucial factor in assessing organizational performance and identifying areas for improvement is the feedback and satisfaction level of internal and external customers/citizens. Studies conducted over the years provide valuable insights in this regard. These are as follows:

- It is evident that there is a need for improvements in the current form of service delivery for network water provision. Furthermore, it is necessary to implement new measures to ensure that network water is accessible to everyone. Access to clean water and innovative solutions in this field can increase the quality of public service and welfare, contributing to achieving the sustainability targets of Good Health and Well-being, Clean Water and Sanitation, and Sustainable Cities and Communities. Dissemination of Intelligent Urban Water Network Systems is particularly crucial to ensuring sustainability in existing public service delivery and effectively providing resources to those who currently cannot access it. This approach significantly contributes to timely problem-solving, increasing efficiency and productivity, and digitally monitoring the service at every stage. (Maiolo, et al., 2018; Joseph, Sharma &

Van Staden, 2022). Currently, many water systems are delivered to consumers using traditional approaches. However, implementing innovative approaches such as the digital Intelligent Urban Water Network System can provide superiority in strategic issues such as sustainable distribution and use of water, problem-solving in case of failure, and rational determination of needs.

- Urgent steps need to be taken regarding sewer services. In addition to making improvements in the current service delivery process, the fact that only 2.2% of the population stated that they do not have this service in 2022 is a very large proportion of the population, and it is important for public health and not to pollute underground potential resources. Again, efficiency and sustainability can be achieved by adopting smart systems and using IoT in sewer service. In this way, they can contribute to the sustainability goals of Good Health and Well-being, Clean water and Sanitation, and Sustainable cities and Communities.
- Citizens who cannot access waste collection, cleaning, and lighting services should be provided with these services. Furthermore, measures need to be taken to improve and increase the quality of these services due to the decreasing level of satisfaction among citizens. Adopting improved and smart systems will prevent significant resource waste. Although some waste separation and management practices are currently being carried out in Turkey, they are not yet at the desired level. There is a very low level of awareness and action, particularly in the field of solid waste separation, and there is a long way to go to achieve the goals of the zero waste project (Murat & Yaman, 2021). Again, in a comparative study, it is shared that Turkey has significant shortcomings in the evaluation of solid waste as a resource and that sustainable practices are urgently needed (Solak & Pekküşen, 2018; Tezel & Yıldız, 2020). In this context, the adoption of innovative approaches can contribute to Clean Water and Sanitation, Sustainable Cities and Communities, Responsible Consumption and Production, and Life Below Water and life on Land sustainability goals.
- It has been observed that there is a significant decrease in public transportation satisfaction. Additionally, as of 2022, approximately 3% of the population lacks access to public transportation. Encouraging public transportation within the framework of a sustainability approach and providing more accessible and high-quality services is crucial. The growing number of vehicles is causing significant harm to the environment, and the use of public mass transportation by individuals can reduce this damage, especially in terms of carbon emissions and, this reduction can reach up to 45% (Pei, 2021). According to PCC (2022), 94% of vehicles run on products such as gasoline and diesel. However, in public transportation, compressed natural gas (CNG), hydrogen, and electricity - which emit relatively less carbon - are mostly used. These alternatives provide an opportunity to reduce environmental damage and ensure resource sustainability (Fastech, 2022). In addition, this method can improve air quality (United States Department of Transportation, 2022). Taking these steps will contribute to achieving the sustainability targets of Good Health and Well-being, Sustainable Cities and Communities, Responsible Consumption and Production, Climate Action, Life Below Water, and Life on Land.
- The satisfaction level with green areas has increased (8.1%), but it is still below 60%. In addition, it is seen that as of 2022, 2% of people stated that they could hardly benefit from this opportunity. It is also emphasized that the lack of green space in cities in Turkey, especially in big cities, is an important problem (Aksoy & Ergun, 2009; Bostancı, 2021). Increasing green areas in a planned and regular manner, according to the needs of individuals, provides various mental, psychological, and physiological benefits. Accessible and

widespread green areas can trigger a chain reaction leading to numerous individual and societal benefits, including reduced stress levels, crime rates, and air pollution (Barton, 2009). In this regard, it is important to make significant improvements in terms of sustainable public health. Significant contributions will be made through new steps taken in the field of green spaces, particularly in achieving the sustainability targets of Good Health and Well-being, Sustainable Cities and Communities, Climate Action, and Life on Land.

- There has been a significant increase in satisfaction with Social Security Institution and Health services among the general public. In particular, satisfaction with Health services has increased by 26.1%. However, despite this increase, the satisfaction level remains below 66%, highlighting the need for further improvements in this area. When examining detailed satisfaction levels regarding Health services, it becomes clear that satisfaction with University hospitals has increased more than satisfaction with State and Private hospitals. In this context, it should be ensured that the quality of service provision is increased through improvement in the service delivery methods of State Hospitals and inspections in Private Hospitals. The state of satisfaction with the city hospitals, which has recently become widespread throughout Turkey, reveals a striking result. In their evaluation of city hospitals within the context of public-private partnerships in Turkey, Gökkaya and Erdem (2021) note that the physical facilities are modern and technologically advanced, and that good services are provided for accommodation. However, they also identify some negative issues. Based on the experiences of the participants reached within the scope of the study in city hospitals; It is emphasized that transportation problems are experienced, a larger structure compared to the population in some places may cause extra costs, and there are some concerns about efficiency and productivity in general. In support of this finding in the literature, it is seen that satisfaction with city hospitals is on a downward trend. In this context, taking the necessary measures in terms of sustainable public service and issues that may cause loss of efficiency and productivity should be discussed in detail. With the new and technology-supported steps to be taken in this area, significant contributions can be made to the sustainability goals and future vision, particularly Good Health and Well-being, Sustainable Cities and Communities.
- Education is one of the most important factors that can contribute to the future and welfare of individuals and society. While satisfaction with public service provision has increased by approximately %10 from 2004 to 2022, the current satisfaction level of 59.3% indicates that radical measures should be implemented immediately. Education plays a critical role in acquiring the skill sets and values individuals need for a sustainable society and a prosperous future. However, according to the OECD (2020) Report, despite an increase in participation in early childhood education and care programs, inequalities in access to education persist. To prepare students for the future, education systems should focus on vocational skills and knowledge, rather than exams. Additionally, improving the salaries and physical conditions of educators and schools is essential. The report also emphasizes the need for universities and schools to have an autonomous area to address local needs. According to a study by OECD (2023) that evaluated public policies in various countries, only 21% of citizens in Turkey are satisfied with their education services. This is in stark contrast to the 67% satisfaction rate in other OECD countries, indicating a significant need for improvement in this area in Turkey. In this context, the issues that may threaten the efficiency and effectiveness that may occur in many parts of the social field can be overcome, together with significant gains in both the value perceptions and informational awareness of individuals in terms of sustainable future vision, by making improvements in education services quickly. In this respect, sustainable

public service delivery in the field of education will contribute to the sustainability goals of Quality Education, Decent work and Economic Growth, Reduced Inequalities, with steps that will directly affect the strong foundations of both today and tomorrow.

CONCLUSION

Public service refers to the direct or indirect services provided by authorized institutions to meet the needs and expectations of their stakeholders. Sustainability, on the other hand, involves meeting present needs without compromising the ability of future generations to meet their own needs, achieving a balance between the two. In this context, Sustainable Public Service means meeting the expectations and demands of internal and external stakeholders at the right time and place, satisfying today's needs and expectations to the extent that they will not hinder future generations' needs, while avoiding wastage of resources and maintaining environmental and social balance. Sustainable public management, service delivery, and development involve transforming all resources into services with an equitable perspective among all stakeholders, ensuring quality services that are accessible from the past through the present and into the future. Since the foundation of the Republic, many innovations and services have been delivered within the framework of a social state understanding, and public resources have been utilized to meet citizens' expectations. Against this backdrop, this study examines the satisfaction levels of service recipients between 2003 and 2022 in terms of the effectiveness of public service and sustainable public service. The level of service satisfaction level, which is a concrete reflection of public service performance, presents important determinations regarding the level of public service provision, and how resources are used effectively and efficiently, In other words, what level of public service level in Turkey is in terms of sustainable public service. The satisfaction levels, which are discussed under the main title, in particular, in the municipality, general public services and health, have already been addressed in The 2030 Sustainable Development Goals, and the contribution to the sustainability vision has been clearly expressed by improving the current situation.

When considering the findings obtained within the scope of the study collectively, it is apparent that the general level of satisfaction with public services is moderate and needs improvement. Recent increases in satisfaction have been in resource-oriented areas, and there may have been resource problems in meeting the crowded and rapidly diversifying needs. Therefore, it is recommended that significant progress can be made by focusing more on these areas in the coming periods. In the second century of the Republic, it is evident that innovative solutions and systems are urgently needed to promote a more prosperous and sustainable social life, particularly in the areas of education, network water and sewer services, waste collection, and public transportation. Additionally, it would be appropriate to develop new policies and practices to increase the number of green areas and improve the satisfaction levels of recently declining health services. Resource efficiency and effectiveness in public services will enable sustainable public services and ensure the welfare of future generations in the country. In addition, prioritizing communication as one of the basic elements of governance and designing diverse digital channels where citizens or service recipients can express their expectations and wishes will contribute to the sustainability of public service. In this context, policy makers and senior executives providing public services who adhere to the issues emphasized in the study will significantly contribute to sustainable public service, as well as to Turkey's prosperity and future.

Compliance with Ethical Standard

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