

BUCHAREST UNIVERSITY OF ECONOMIC STUDIES

Doctoral School Economy I



DOCTORAL THESIS

Presented and publicly defended by the author:
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Thesis title:
**CHALLENGES OF PUBLIC SECTOR TO
INTEGRATED/GLOBAL ECONOMY**

Scientific supervisor:
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Doctoral thesis defense committee:

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Prof.univ.dr. Gheorghe Popescu (PhD supervisor)	- Bucharest University of Economic Studies

Bucharest, 2024

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TABLE OF CONTENTS

INTRODUCTION.....	1
CHAPTER 1. CONCEPTUAL APPROACHES TO THE CHALLENGES OF THE PUBLIC SECTOR.....	4
1.1 Conceptualizing the Public Sector at a Global Level.....	6
1.2 The Role of the Public Sector in the Global Economy.....	9
1.3 Technological Evolution of the Public Sector in the Integrated Economy.....	18
1.4 Factors Ensuring Efficiency in the Public Sector	23
1.5 Challenges of the Public Sector in Economic Theory.....	27
CHAPTER 2. PARTICULARITIES OF THE PUBLIC SECTOR AT A GLOBAL LEVEL.....	33
2.1 The Economic Importance of the Public Sector	34
2.1.1 Provision of Essential Public Services.....	37
2.1.2 Macroeconomic Stabilization and Management of Economic Cycles	40
2.2 Global Competition and Economic and Trade Protectionism	46
2.2.1 Foreign Investments and Economic Security.....	49
2.2.2 Challenges of the Public Sector in Managing International Migration	54
2.3 Progress Made by the Public Sector Towards Achieving Sustainable Development Goals to Combat Migration.....	58
2.3.1 Contract Allocation in the Financing of Investment Projects	60
2.3.2 Efficiency and Equity in the Global Economy	63
2.4 Environmental and Sustainability Challenges in the Public Sector	68
2.4.1 Climate Change and Its Impact on the Global Economy	74
2.5 Challenges in Global Governance and International Coordination	79
CHAPTER 3. STUDY ON CITIZENS' WELL-BEING IN THE CONTEXT OF PROVIDING ESSENTIAL PUBLIC SERVICES - RESEARCH METHODOLOGY.....	85

3.1 Sample Data Selection.....	86
3.2 Sample Characteristics.....	86
3.3 Questionnaire Validation.....	89
3.4 Research Limitations.....	90
RESEARCH RESULTS	90
Recommendations for Improving the Quality of Public Services Offered.....	120
Conclusions	122
Bibliography	124

Keywords

Public sector, integrated economy, sustainable development, citizens' well-being, public services

Summary

In an integrated global economy, the public sector faces various challenges on a daily basis, including increased competition. Governments need to react quickly to keep their economies competitive and attract steady investment, while managing the economic pressures and imbalances that may arise.

The doctoral thesis entitled "The challenges of the public sector in the globally integrated economy" is structured in the following sections: research summary, introduction (with the purpose of the research, main objective and specific objectives), conceptual approaches regarding the challenges and particularities of the public sector globally, methodology research, interpretation of results, proposals for improving the activity of the public sector to increase the well-being of European citizens and conclusions.

These sections were included in three chapters of the paper. The first two chapters (Chapter 1: Conceptual approaches to the challenges of the public sector and Chapter 2: Particularities of the public sector at the global level) present the theoretical analysis and the current state of global policies. In the third chapter (Study on the well-being of citizens in the context of the provision of essential public services), we have translated the theoretical analysis into an applied component, carefully examining the results of the applied questionnaire.

This research aims to identify the current features of public services in order to find ways to improve the welfare of citizens. The main objective is to create methods to support global economic growth and reduce instabilities. We proposed to identify the factors that can help the public sector to provide quality services, thus contributing to increasing the satisfaction and well-being of citizens and to a harmonious development.

As specific objectives, I set out to identify the degree of knowledge of citizens regarding the activity of the public sector and the degree of their involvement in the development of the global economy. Citizens must be interested in public sector activities, understand what they

involve and how they are applied globally, while policy makers must provide unconditional support and ensure effective management.

The paper provides an insight into the challenges faced by the public sector in the integrated global economy, and the presented results are useful for the development of measures or policies aimed at improving the quality of life of citizens globally.

The paper presents the results of a field research, providing an analysis of citizens' problems and their attitudes towards public sector services. The research, representative at the national level, involved respondents from Romania, providing real and relevant information, which can form the basis for a global study.

A major conclusion of the paper is that the involvement of citizens is essential for the proper functioning of the system aimed at global well-being. Although this aspect is well known worldwide, there is still a certain reluctance on the part of people, manifested in both thought and action.

Another important conclusion of this research is that public sector employees need to be more involved in the development of their states. Transparency in the public sector inspires citizens' trust in the services provided and brings satisfaction to employees who are dedicated to the general well-being at a global level. Ensuring quality public services requires continuous involvement, efficient organization and adequate time management. It is important to recognize that public sector employees often face tough challenges and citizens should be aware of these aspects.

The third conclusion of the research is that the adoption of innovation and new technologies can support the public sector to provide quality services in a shorter time. The use of e-government and digital technologies, as well as data security, can improve the management of public services and operational efficiency. This can reduce the time spent on administrative and repetitive tasks, allowing employees to focus more on the needs of citizens. The implementation of digital solutions facilitates access to information and services by providing citizens with online platforms and mobile applications that provide transparent and up-to-date information about available services.