Fall 2022

PA 1000 Principles of Public Policy Administration
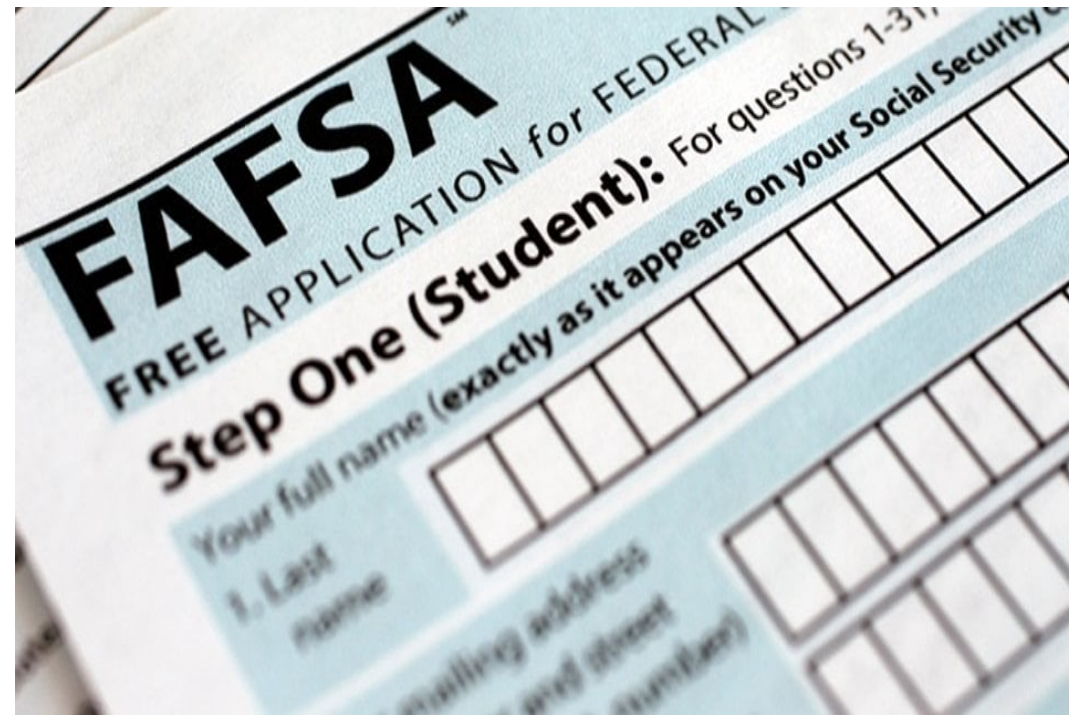
ADMINISTRATIVE BURDEN

NOV. 30TH

GUEST LECTURE BY JUHYUN BAE

IF YOU ARE GOING TO APPLY FOR THIS PROGRAM..

- E.g.: FAFSA (Free Application for Federal Student Aid)

WHAT ARE ADMINISTRATIVE BURDENS?

- Stacks of paperwork

- An individual's experience of policy implementation as demanding and onerous

- The administrative burdens determine whether the government is experienced as accessible or **opaque**, simple or **confusing**.

DIFFERENCES FROM RED TAPE

- Red tape:
  - Excessive and redundant regulations that do not advance the legitimate purposes
  - Cutting the red tape

- Administrative burdens are
  - Not inherently bad.
  - Serve legitimate purposes.

THREE COSTS OF THE ADMINISTRATIVE BURDEN

Learning costs:

- Time & effort engaging in the search process to collect info about the service
- Checking the qualification & requirement

Psychological costs:

- Stigma of applying & participating in a program, a sense of loss of personal power or autonomy
- E.g.) food stamps (SNAP)

Compliance costs:

- The material burdens of following administrative rules and requirements, or completing forms such as the provision of documentation to demonstrate standing
- E.g.) fees, legal representation, travel costs, the time lost waiting in line

DO YOU THINK ADMINISTRATIVE BURDEN CAN BE MINIMIZED?

- Example of SNAP (Supplemental Nutrition Assistance Program - Food Stamps):

Psychological costs:

- Stigma of applying & participating in a program, a sense of loss of personal power or autonomy

- E.g.) Food stamps (SNAP)

HOW CAN ADMINISTRATIVE BURDEN BE MINIMIZED?

- Example of Computerization:

Compliance costs:

- The material burdens of following administrative rules and requirements. completing forms such as the provision of documentation to demonstrate standing

- E.g.) fees, legal representation, travel costs, the time lost waiting in line

WHAT ARE THE CONSEQUENCES OF ADMINISTRATIVE BURDEN?

- Let's discuss the work requirement for Medicaid.

  - (-) Delay or forgo healthcare coverage because of the task. → Reduce access to healthcare.

  - (+) People who are not desperate will skip out the hassles. → Targeting limited resources to those in need.

- Generally, administrative burden leads to **less access to the programs**.

  - (-) Hard to achieve the outcomes of the programs (e.g. food stamps). → Worsen inequalities.

  - (+) Hamper overconsuming the benefits. → Focus on those in need and desperate.

LET'S CHANGE A GEAR TO THE SERVICE PROVIDERS.

- What do you think the pros and cons of the burdens are regarding employees or street-level bureaucrats?

  - E.g.) Staff in DMV or health care providers

  - (-) Enormous time employees spent dealing with the process

  - (-) Burnout → Unsympathetic or impersonal staff

  - (-) Eventually leads to less quality or unpleasant services

  - (+) Increase predictability as a guideline

Source: CartoonStock

ARE ADMINISTRATIVE BURDENS EQUALLY DISTRIBUTED?

- Do burdens benefit or hinder some groups more than others?

- What kinds of groups do you think are negatively affected the most?

  - E.g.) immigrants, non-citizens, a single parent without enough time, or low-educated people

- Often automation or computerization minimizes administrative burdens.

  - However, does it really minimize administrative burdens for everyone?

  - E.g.) the technological generation gap

- Resources matter in overcoming burdens.

  - The burdens disproportionately reduce the access to programs for those with fewer resources (e.g. education, financial resources, social networks, or health).
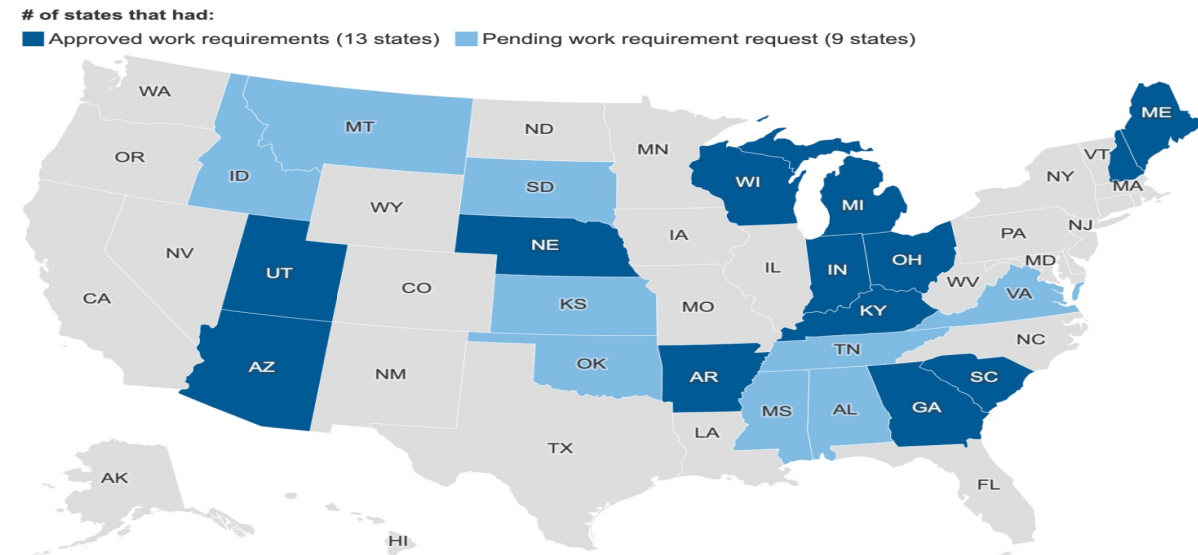
ADMINISTRATIVE BURDEN ACROSS STATES/COUNTRIES

- Not all countries would have the same level of administrative burdens.

- Then, which factors affect administrative burdens across countries?

  - Different levels of trust – e.g.) concerns of welfare fraud

  - Different administrative capacities – e.g.) fiscal austerity

  - Different political preferences - e.g.) bipartisan divide

  - Different legacies of social program types

  – e.g.) Means-test programs vs Universal programs

Welfare Drug Testing

# of states that had:
■ Approved work requirements (13 states) ■ Pending work requirement request (9 states)

NOTE: Although CMS under the Biden Administration has not yet acted on any currently pending work requirement waivers, it is expected to reject these requests. For the Traditional Adults group, other groups such as Transitional Medical Assistance (TMA), family planning only, or former foster care youth, may be included in some states.
SOURCE: KFF analysis of approved and pending waiver applications posted on Medicaid.gov • PNG

KFF

"WHY" ARE THERE ADMINISTRATIVE BURDENS IN GOVERNMENT PROGRAMS?

- Compared to private sectors, which values do you think public sectors pursue?
  - Value pluralism in public administration (Perry et al. 2014)
  - The competing values in public sectors: Efficiency vs Equity

- Limited resources

- Political pressure: administrative burdens can form a part of the "hidden politics."
  - Policymakers could use burdens as an alternative to more overt forms of political activity.

I, Daniel Blake (2016)
Winner of the Palme d'Or at the 2016 Cannes Film Festival

THOUGHTS FROM THE MOVIE

" I am not a blip on a computer screen or a national insurance number, I am a man."

- Not just about the individual experience, but the bureaucratic systems.
- Rules or standards sometimes cannot show everything.
- Unsympathetic bureaucrats vs A friendly one
  - What would you do if you are the staff in the unemployment office?

MAIN TAKEAWAYS FOR FUTURE POLICYMAKERS..

- Burdens are consequential – they affect whether people can access benefits.

  - It undermines not only policy outcomes but also peoples' faith in the capacity of government to do anything right.

- Burdens are not equally distributed.

  - Burdens could affect more vulnerable people, often reinforcing inequalities in society.

- What could be alternatives to administrative burdens?

- What are the intended goals of the government programs?

  - Screening people vs Helping those in need

THANK YOU!

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