



Exit from and non-take up of public services

A comparative analysis: France, Greece, Spain, Germany, Netherlands, Hungary

[GLOSSARY]

EXNOTA consortium

Greek contribution to the glossary
about non-take-up of social benefits in Europe
Concepts used in Greece to resemble the question of "Non-Take-up".

1. **κοινωνικός αποκλεισμός**
(Social exclusion)
2. **Geographical exclusion**
3. **Administrative exclusion**
4. **διοικητικές αδυναμίες / ανεπάρκειες**
(Administrative deficiencies)
5. **Quality of public services**
6. **Public - private sector**
7. **Ανεπαρκής πληροφόρηση, έλλειμμα πληροφόρησης**
(Information deficit)

1. κοινωνικός αποκλεισμός

English: Social exclusion

French: Exclusion sociale

As a complement to the more general term of social exclusion, two other terms have emerged in the Greek context: geographical exclusion (Γεωγραφικός αποκλεισμός) and administrative exclusion (Διοικητικός αποκλεισμός). Both terms are linked.

The two terms underline certain aspects particular to the situation in Greece, i.e the disparities arising from geographical isolation of certain areas combined with uneven regional development (islands, mountainous and isolated or underdeveloped areas etc.); and the administrative weakness that discourage or prevent potential beneficiaries from claiming and/or obtaining timely the services, benefits etc. they are entitled to.

2. Geographical exclusion

French: Exclusion géographique

More specifically, geographical exclusion links socioeconomic disparities (per capita income, employment etc.) to geographical parameters. It further refers to the unequal spatial – geographical distribution of public services and infrastructure as well as to the question of proximity of these services to the population. The phenomenon of geographical exclusion is particularly debated regarding universal social policies such as education and health and mainly concerns differences between urban and rural areas. Inequalities are reflected in the unequal distribution of post compulsory level schools, of primary health care infrastructure etc. Geographical exclusion involves non access or difficult access to public services and thus produces inequalities (in healthcare, education etc.); in that sense geographical exclusion constitutes a cause for –but also a form and expression of– social exclusion.

Geographical exclusion, is dealt with through decentralisation policies_in a number of policy areas such as healthcare, (but also gradually of) social care through the greater involvement of local government. The solution proposed shows that geographical exclusion is not a simple phenomenon but is the result of the centralised character of the Greek state and of the absence of balanced regional development. This shows the links between geographical and administrative exclusion (infra)

Though the debate on regional disparities and uneven regional development is quite old in Greece, the term geographical exclusion is more recent and emerged on the occasion of analyses on social exclusion and factors that produce it.

3. Administrative exclusion

French: Exclusion administrative

The 2003-05 National Action Plan on Social Inclusion introduces the term of "administrative exclusion" as an added on risk to that of social exclusion; it refers to the "shifting of the burden to the citizen who is responsible for seeking a solution with each one of the fragmented agencies" (p. 15). This shows the importance of administrative weaknesses for the difficulties of access to rights, services and benefits.

At first glance, the term may be seen as being a contradiction in itself, since public administration is usually supposed to be the bridge between individuals and the fulfillment of their needs; on the contrary the term (or the expression) belies this role and points to public administration as a major problem and hindrance to the fulfillment of people's needs. This corresponds to the dominant perception of service delivery problems in Greece –as part of an insufficiently developed social protection system.

Administrative deficiencies, that have since long been identified in social policy and administration, form part of administrative exclusion. In some way this term may be the closest to the idea of Non Take-up

4. διοικητικές αδυναμίες / ανεπάρκειες

English: Administrative deficiencies

French: déficiences/dysfonctionnements administratifs

Most of the time, the focus of the discussion concerning access to public services is administrative deficiencies (lack of planning and coordination, fragmentation, no general schemes and preconditions, understaffing and lack of –specialized– personnel, civil servant culture etc.). In some way it appears as a substitute for NTU analysis.

5. Quality of public services

French: Qualité des services publics

Another way to emphasize the importance of administrative obstacles to access to public services is the reference to the quality of public services. This is an objective to reach but might be more linked to dissatisfaction and exit phenomena, since it has more to do with a criterion for those who are in a position to choose.

6. Public - private sector

French: Secteurs public - privé

The issue of exit is often described in terms of the relative importance of public vs. private expenditure (and/or infrastructure). It also involves state policies that allow more scope of business to the private sector (e.g. private hospitals and diagnostic centers) by not investing enough in the public provision of corresponding service. This has certainly implications for the various kinds of privatization either official or 'by omission', e.g. by depriving public services from the necessary resources.

7. Ανεπαρκής πληροφόρηση, έλλειμμα πληροφόρησης

English: Information deficit

French: Déficit/manque d'information

The information deficit is an important reason for non take-up of public services and benefits acknowledged in all relevant literature. Though it refers to an obstacle faced by potential beneficiaries, it rather points to administrative complexities, fragmentation and more generally introversion of services and civil servants who are unable to provide timely, sufficient and accurate information.