



FLORIDA INTERNATIONAL UNIVERSITY

INSTITUTE FOR PUBLIC MANAGEMENT AND COMMUNITY SERVICE
Public Administration for the 21st Century

School of International and Public Affairs, College of Arts and Science

**Public Protest, Good Governance and Effective Public Service Delivery:
Cases of Three Continents
Rio de Janeiro, Brazil, September 17, 2013**



From left to right: Bianor Scelza Cavalcanti, Director of the International Affairs Division of FGV, Carlos Ivan Simonsen Leal, President of FGV, and Dr. Allan Rosenbaum, Director of IPMCS at FIU.

On September 17, 2013, the Center for Democracy and Good Governance at the Institute for Public Management and Community Service (IPMCS) and the renowned Brazilian School of Public Administration of the Getulio Vargas Foundation (FGV) presented the seminar “Public Protest, Good Governance and Effective Public Service Delivery: Cases of Three Continents” in Rio de Janeiro, Brazil. It was the second event that was co-hosted by IPMCS and FGV..

The one-day seminar focused on exploring the impact that public protests, social movements and demonstrations have had on public service delivery at all levels of government; as well as their impact on good governance. Questions such as if the demonstrations and public protests have led to improvements in the quality or extent of public services; or if the demonstrations have led to a change of government or government policies or priorities were discussed. Besides the relevant outcomes of the public protests, the seminar also addressed the processes involved, including factors that help focus or transform the protest activity which ultimately produces policy change or reform, or service improvement

The presentations on recent regional events in Europe and the Americas by speakers from very diverse national backgrounds allowed for thought-provoking accounts in a comparative perspective. Speakers from the FGV were Bianor Scelza Cavalcanti, Director of the International Affairs Division, Carlos Ivan Simonsen Leal, President of FGV, Aspásia Camargo, Representative of the State of Rio de Janeiro, Paulo Motta, Professor at FGV, and Alketa Peci



Juan Mario Laserna, Senator of Colombia

and Regina Pacheco, both Coordinators of the Masters in Public Administration Program and Professors at FGV. IPMCS'/FIU's speakers included Dr. Allan Rosenbaum, Professors at FGV. IPMCS'/FIU's speakers included Dr. Allan Rosenbaum, Director of the IPMCS, Cristina A. Rodriguez-Acosta, Deputy Director for International Programs at the IPMCS, Emel Ganapati, Assistant Professor at FIU, Jeisson Rodriguez, PhD Candidate at FIU, and Gretha Burchard, PhD Student at FIU. Furthermore, Polyka Katsamunskaya, Associate Professor at the University of National and World Economy in Sofia, Bulgaria, Juan Mario Laserna, Senator of Colombia, and Jose Inostroza, Executive Director of the Centro de Sistemas Públicos at the University of Chile presented on events in their respective countries.

In the course of three sessions, the participants discussed the recent demonstrations in six different nations, namely Brazil, Argentina, Colombia, Chile, Turkey, and Bulgaria, in detail. Drawing from the experience of multiple protests that have taken place in the United States, Dr. Allan Rosenbaum, focused on two fundamental questions that play an important role when examining protests: Why do people protest, and who protests? Referring to these questions, the subsequent speakers identified certain parallels, but also substantial differences in the causes, the development, the outcomes, and the impacts of the protests.

Originally started in order to demonstrate against an increase in public transportation fares, the protests in Brazil quickly became a symbol for the discontent of the population with the public service and the government. The speakers of the FGV identified the still present corruption, the ineffectiveness of the legislative power, and increasing political fragmentation as fundamental causes for the problems that Brazil faces. The health and education sectors are not funded sufficiently, and insufficient transparency increases the people's distrust in government and in a functioning democracy. The protestors are no longer "only the poor", but a recently emerged middle-class afraid of "going down". Regarding the outcome, Regina Pacheco stated that so far the only real impact was the cancellation of the price increase of public transportation.

The protests in Argentina started because of similar reasons; corruption, high unemployment, crime rates, and poor public service delivery led to an immense public discontent. Regarding the outcome, Cristina Rodríguez-Acosta stated that the protests were ignored entirely by the government and have not had any impact. A similar result was reported by Dr. Emel Ganapati regarding the demonstrations in Turkey. Although the source for the discontent was different, i.e. the imposition of an Islamist agenda by President Erdogan, the protests have not have a major



Jeisson Rodríguez, IPMCS, with Aspásia Camargo, Deputy of the State of Rio de Janeiro, and Polyka Katsamunskaya, Associate Professor at UNWE, Bulgaria.

impact on governance either. In both countries the protests were rather unstructured and had no clear leadership, which could have contributed to their ineffectiveness.

In Chile, high social and educational inequality and weak regional governments caused student protests. The impacts are not very visible yet, either. Nevertheless, Jose Inostroza believes in an increasing decentralization of power leading to a stronger future for Chile. The situation in Bulgaria, particularly the outcomes, were different: The protestors, i.e. the people demonstrating against oligarchic forms of governance, have caused massive changes. The finance minister was dismissed, a new government was elected, the appointment of another minister was reversed.

In Colombia, the protests of the public have also had major impacts on the government. In this regard, Senator Laserna provided an intriguing assessment of the drivers behind successful public protests. He claimed that the combination of discontent and technology creates a powerful instrument that has the potential of making protests more impactful. In fact, all speakers emphasized the immense role that social media had played in the protests in their respective countries. However, although Facebook, Twitter, etc were of high importance for the mass of people that came together for the protests in all countries, the outcomes were very different. Thus, although the speed and simplicity with which people all over the world can connect, exchange ideas, and also organize protests is a crucial component, other factors, such as the historical, cultural, socio-economic background of each country, also play a crucial role.

The seminar was a very successful forum of multiple experts with different backgrounds whose presentations and the involved sharing of knowledge and experience allowed for a unique international comparison of the causes, processes, outcomes and impacts of public protest.



Cristina Rodríguez-Acosta, Deputy Director of IPMCS



Regina Pacheco, FGV, with Emel Ganapati, Assistant Professor at FIU



Jose Inostroza, Universidad de Chile



**PUBLIC PROTEST, GOOD GOVERNANCE AND EFFECTIVE PUBLIC SERVICE
DELIVERY: CASES OF THREE CONTINENTS
SEPTEMBER 17TH, 2013**

Venue: Praia de Botafogo, 228, Second Floor, Botafogo - Rio de Janeiro, Brazil
Edifício Argentina (Centro Empresarial Rio)

Organization: International Affairs Division - Fundação Getulio Vargas – FGV
Institute for Public Management and Community Service - Florida International University

09h30 – 10h30 Opening

1. Welcome Address - Bianor Scelza Cavalcanti, Director, International Affairs Division, FGV
2. Initial Words - Allan Rosenbaum, Director, Institute for Public Management and Community Service, IPMCS/FIU
3. Key Speaker - Carlos Ivan Simonsen Leal, President, FGV

11h00 – 12h30 Session I

Moderator: Bianor Scelza Cavalcanti, Director, International Affairs Division, FGV

1. Bulgaria: Polya Katsamunska, Associate Professor, University of National and World Economy, UNWE
2. Brazil: Aspásia Camargo, Deputy of the State of Rio de Janeiro
3. Colombia: Juan Mario Laserna, Senator of Colombia
4. Jeisson Rodriguez, IPMCS/FIU, Commentator

14h – 15h30 Session II

Moderator: Alketa Peci, Coordinator, Academic Master in Public Administration, EBAPE/FGV

1. Argentina: Cristina A. Rodriguez-Acosta, Deputy Director for International Programs, IPMCS/FIU
2. Turkey: Emel Ganapati, Assistant Professor, FIU
3. Brazil: Regina Pacheco, Coordinator, Professional Master in Public Policy and Management, EAESP/ FGV

15h30 – 17h00 Session III

Moderator: Allan Rosenbaum, Director, Institute for Public Management and Community Service/FIU

1. Brazil: Eduardo Pannunzio, GV Law/FGV
2. Chile: Jose Inostroza, Centro de Sistemas Públicos, Universidad de Chile
3. Brazil: Paulo Motta, Professor, Brazilian School of Public and Business Administration, EBAPE/ FGV
4. Gretha Burchard, IPMCS/FIU, Commentator

17h00 – 17h30 Closing

- Allan Rosenbaum, Director, Institute for Public Management and Community Service, FIU
- Bianor Scelza Cavalcanti, Director, International Affairs Division, FGV