

procedures followed must be fair, and any measure taken must be proportionate. The need for carefulness can, however, slow down the decision making process and therefore be criticized for reducing the agency's efficiency.

The Literature

What 'good' agency principles are, is inevitably, a matter of subjective criteria. The literature on this topic is extensive and covers a wide range of perspectives. Some authors argue that the primary goal of public administration should be the efficient and effective delivery of services to the public. Others emphasize the importance of transparency, accountability, and ethical behavior. The literature also discusses the challenges of balancing competing interests and the need for flexibility in the face of changing circumstances.

