

## MEMORANDUM

**To:** Dr. Susan Spice

**From:** Bree Robinson

**Date:** 4/7/2019

**RE:** Memo 3 - Questions

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In this memorandum, I will reflect on why public service is important and address what values I think are critical in the public management profession. As a Master of Public Administration student, I will need to be prepared to answer questions such as these in the job interview process and in general!

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### **Why public service?**

The field of public service has always been interesting to me! I am from a very small town in rural Alabama where everyone knew everyone, plus their cousin. All of the public service workers in my area were familiar faces to me. They were people who I saw on a regular basis, whether that be at the grocery store or at the high school football game. This has helped me as I've gotten older to realize that public service workers and officials are normal people, just like the people from my town and me. If they could work in public service and make a difference in their community, then so can I.

People dedicating their careers and lives to the betterment of their community is something to be respected and admired. I want to be able to go to work every day knowing I'm serving the people around me. I worked for a private company in the past, and while the family who owned it were very nice people, I did not feel fulfilled in what I was doing. I felt my time and energy could be better spent.

I chose to go back to graduate school to pursue an MPA so that I could be in a better position to make a difference for the people around me. I want to be one of those people that I used to see around town. I want to serve the people around me. Public service workers work for the people around them, so they're constantly looking for ways to improve and spend tax dollars more wisely. I am always up for the challenge of improving processes and trying to find more efficient methods. Public service would be a great way for me to serve others and put my interests to good use!

### **What values do you see as critical in the public management profession? Why?**

Since public service workers are working for the public, they have to be respectful of everyone in their community no matter their looks, beliefs, or political opinions. The values listed below

should be important to everyone in the working world, but in my opinion, are the most critical in the public management profession:

- Respect
- Honesty
- Integrity
- Lawfulness
- Ethics

Respect was the first value I listed, because public service managers will need to respect everyone they come into contact with. It'd critical that the prioritize this as since they're working for the people, they need to respect all of them and be prepared to do so. They are representing these people, even if they're different than themselves. Honesty and integrity, in my opinion, go hand in hand. Leaders in public service need to be trusted by the citizens they are serving. They need to be honest and practice integrity in order to obtain and keep this trust. Lawfulness seems like an obvious critical value, but it's extremely important in the world of public service. If public service workers are often creating and enforcing policies, then they need to be ready to follow any policies or laws and lead by example. Finally, it is critical that leaders in the public management profession be ethical. Laws and policies will not always dictate what to do in every situation, so leaders need to be able to use their best judgment and make ethical decisions for themselves and their community.

The environment that public managers are working in now is more volatile than ever. People are more likely to speak up if they feel that a public service official is not acting accordingly, so public service workers should prioritize these values and be aware of how their actions can be perceived.

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I thought these two questions worked well together and answering them would help me iterate how I feel about public service and what I think the most critical values needed in the profession are. As a potential future service worker, I want to remind myself every day that I will be working for the people. I need to incorporate these values into my daily life, so that I'll be prepared when the time comes for me to serve citizens.