

## **PREFACE**

A non-governmental organization (NGO) is a legally constituted, non-governmental organization created by natural or legal persons with no participation or representation of any government. NGOs may be financed by private donations, international organizations, governments, or a combination of these. In the cases in which NGOs are funded totally or partially by governments, the NGO maintains its non-governmental status by excluding government representatives from membership in the organization. In many jurisdictions, these types of organization are defined as "civil society organizations" or referred to by other names.

The past two decades have witnessed dramatic growth in the number, nature, reach, influence and diversity of Non-Governmental Organizations (NGOs). The NGO sector today is comprised of a very diverse group of institutions ranging from those who want to facilitate the development of the poor and the marginalized, to those who run economic and service delivery activities that privatize public institutions and services. The provision of various services by the NGOs is primarily based on the NGOs qualities such as: generally small in terms of outreach, number of paid workers, budget and projects handled. NGOs are also flexible and decentralized. Their structure permits them to make decisions at the grass root level enhancing their ability to provide better public services. In addition, the local NGOs employ local staff and adopt culturally compatible, locally driven projects, and have the potential to satisfy the needs of previously underserve groups that establish partnerships among local organizations.

On the other hand, usually, NGOs did not worry about management. Twenty years ago, management was a dirty word for those involved in non-governmental organizations. Now most of them have learned that NGOs need management even more than business does, precisely because they lack the discipline of the bottom line. NGOs are in the initial stages of using strategic management. Therefore, it is not surprising that reengineering and process redesigns have been given little attention by not-for-profits.

Furthermore, the Non-governmental Organization led service delivery model is considered to be cost effective, participatory, and accountable, thus services reach the intended

beneficiaries. Increasingly literature has come to prove otherwise that the NGO-led service delivery is contradictory. Thus a need was felt in order to explore the efficiency of service delivery process of NGOs in Assam.

This research study was taken up with an aim to understand how an NGO could approach reengineering and implements the redesigned service processes and how it adds value and efficiency to their delivered services.

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