The main objective of public services is to improve the lifestyle of citizens in accordance with contemporary values and to increase the level of prosperity. Good governance is the one that provides transparency in management practices, public satisfaction in public services and a participatory management culture. It will not be enough for a good management if a management has to hold these values without providing efficiency in management. The municipality, which is a local administration, is the most important actor in local public service delivery. The importance of municipalities stems from the fact that the total population living within the municipal boundaries constitutes a significant percentage of the population as a whole. At the same time, the municipalities has increasingly become crucial by the reason of expansion of local public service demanding citizens as a result of increasing population and the developing urbanization process due to industrialization, urbanization and migration from rural areas. These developments have increased the number of services demanded, as well as diversity of the demands. The developments have gradually led the municipalities to become forefront and led them to assume important responsibilities. The importance of the issue in the agenda of Turkey is apparent, since the municipalities are the major stakeholders in the ongoing reform process launched in 2005. This study’s starting points are the understandings of “service effectiveness”, “efficient service provision” in the restructuring problem of reform process and the importance of local governments, the municipalities in particular, in our country’s agenda.

In this line the study discusses the municipalities’ importance, effectiveness as a local actor and the interactions. In this context, ‘quality problem’ of services provision will be empirically addressed in the Isparta municipal council and the selected district municipalities’ councils.