

## Lean Management Philosophy for Public Administration: Case COVID-19 Pandemic

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### Abstract

This paper addresses three important issues, lean management philosophy, public administration, and the consequences caused by pandemic COVID-19. The purpose of this research is to present and promote the values of lean management philosophy in order to be accepted and implemented as an appropriate method in public administration. Also, this paper brings concrete arguments which prove that lean management is suitable in public administration even in emergency situations. The research was conducted in Peja municipality in the Republic of Kosovo where three important sectors were observed such as: the education process, management of movement and travel restrictions of citizens and social assistance. The case study method has been applied where institutions, policies, events, individuals and working groups have been observed and systems and methods have been analysed during their operation. The research findings are interesting because it has been possible to identify different organizational, acceptable and unacceptable cultures of public administration employees and consequently the results are different. Organizational culture based on lean management methods has proven to be convenient and useful.

**Keywords:** Lean Management, Public Administration, Critical Success Factors, COVID-19, Organizational Culture.

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European Journal of Economics, Law and Social Sciences ISSN 2519-1284 (print) ISSN

2510-0429 (online)

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