

- **Title:** Citizens: The untapped resource
- **Thesis:** The article hinges on the term 'Social Aspiration Gap' that was coined by the Royal Society for the Encouragement of Arts, Manufactures and Commerce (RSA). Recent times have witnessed a shift in the paragon of public service delivery, where the citizens are moving from being passive recipients of services to being active partners of the public services provided by the government to society. The article illustrates situations that deepen our thought about the Social gap between the public services provided and the expectations of a citizen from the government. It highlights the impacts of the gap on varied sectors and presents us with the idea of seeing citizens of the society as a resource to the government and local authorities.
- **Major Findings:** The article touches on the assumed accountability of the state to guarantee the outcomes that the citizens want to see in society without taking into account the role of a citizen. It emphasizes the need to change the way of thinking to neutralize this gap. The article dives deeper into the gap through four major case studies illustrated Refuse Collection, Empowering Citizens in Social Care, The Concept of Social Productivity, and Fostering a Culture of Engagement.
- **Empirical basis:** The city of London witnessed an exponential change in its recycling practices and how it helps obtain resources from the population to sustain strategies. It is a way to achieve common objectives by collecting, recycling, resourcing, and reproducing through something that is coming from the citizens themselves for their own betterment. It changes them from being a passive contributor to their growth to enabling them to be an active part of the future they want to build for themselves. Setting up direct payments for citizens in need of social care is an excellent exemplar of how both parties can work hand in hand achieving help for those who need it urgently. This curtails the long chain of payments and distributes equal power in both hands. The article depicts through the story of a Bangladeshi boy, the transformative power of inclusive approaches. As a parent dreams of educating the child, the government dreams of a brighter future for society through these brilliant minds. Thus a perspective that views education as a shared goal and involves educating parents as a part of this process can help yield easy and frugal solutions.
- **Implications for the practice of management:** To achieve the neutralization of the social gap, a necessity to bring about a cultural shift arises. Both citizens and governments must view this as a methodology. The practice of managing entails assembling teams with the expertise to swiftly assess opportunities, particularly those in their nascent stages. Citing instances like Southwark circles show the palpable effect of citizen engagement in creating public value and examples of practical success. Uncovering the hidden potential of a community's members, including their compassion, resiliency, trustworthiness, and creativity. Advocating for a comprehensive understanding of residents and service users to enable effective participation. The complications of implementing the ideas involve the budgeting and distribution authorities depending on power. The Big Social Capital Fund is a brilliant solution to budgeting expenses and removing the obstacle of money. To engage and empower people, local agencies need a nuanced and multidimensional understanding of citizens and service users.