

Introduction

The recent wave of migration from the Middle East to Europe has brought the complexities of global migration into sharp focus. Images of human suffering, of determination and of triumph have dominated the media in the recent past. During this media hype, the tendency is to focus on the receiving and usually richer countries—and the severe impact this tends to have on their public services. Little attention, if ever, is paid to the sending countries, and, equally, the effect on their public services. Yet migration has significant effects on public service delivery in both the sending and receiving countries. This contribution explores the relationship between migration and public service delivery from both ends of the spectrum. It does so by firstly establishing a conceptual framework that places the discourse on public service delivery and migration in context. It then explores specific challenges in the public service sector—of both the sending and receiving countries. Lastly, the discussion shifts to a focus on the need to better manage the interface between migration and public service delivery through, amongst other things, better policy responses and further research.