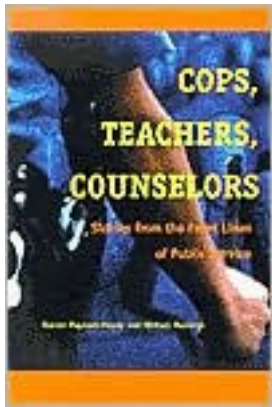


Cops, Teachers, Counsellors



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著者:Maynard-Moody, Steven/ Musheno, Michael

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Whether on a patrol beat, in social service offices, or in public school classrooms, street-level workers continually confront rules in relation to their own beliefs about the people they encounter. *Cops, Teachers, Counselors* is the first major study of street-level bureaucracy to rely on storytelling. Steven Maynard-Moody and Michael Musheno collect the stories told by these workers in order to analyze the ways that they ascribe identities to the people they encounter and use these identities to account for their own decisions and actions. The authors show us how the world of street-level work is defined by the competing tensions of law abidance and cultural abidance in a unique study that finally allows cops, teachers, and counselors to voice their own views of their work. Steven Maynard-Moody is Director of the Policy Research Institute and Professor of Public Administration at the University of Kansas. Michael Musheno is Professor of Justice and Policy Studies at Lycoming College and Professor Emeritus of Justice Studies, Arizona State University.

作者介绍:

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