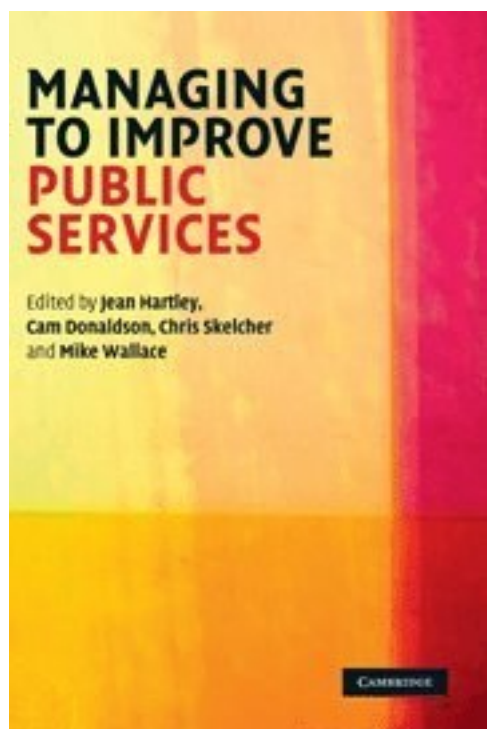


Managing to Improve Public Services



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出版者:

出版时间:2008-10

装帧:

isbn:9780521708272

How are public service organizations governed? How can their performance be measured, managed and improved? Public services play a central role in the well-being, sustainability and growth of communities, cities and nations. Managing to Improve Public Services shows how management can be harnessed to improve a range of public services (e.g. policing, health, local government) by examining them through different theoretical lenses (e.g. governance, innovation and change, performance metrics and management). It advances both theory and practice, beyond traditional public administration and 'new public management', by considering the

interrelationships between governance and public management. The book is written by a group of leading social science and management specialists, who were awarded the prestigious ESRC/EPSRC Public Service Fellow awards as part of the Advanced Institute of Management Research initiative. It will be of interest to graduate students, academics and policy makers involved in public service management and performance measurement.

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