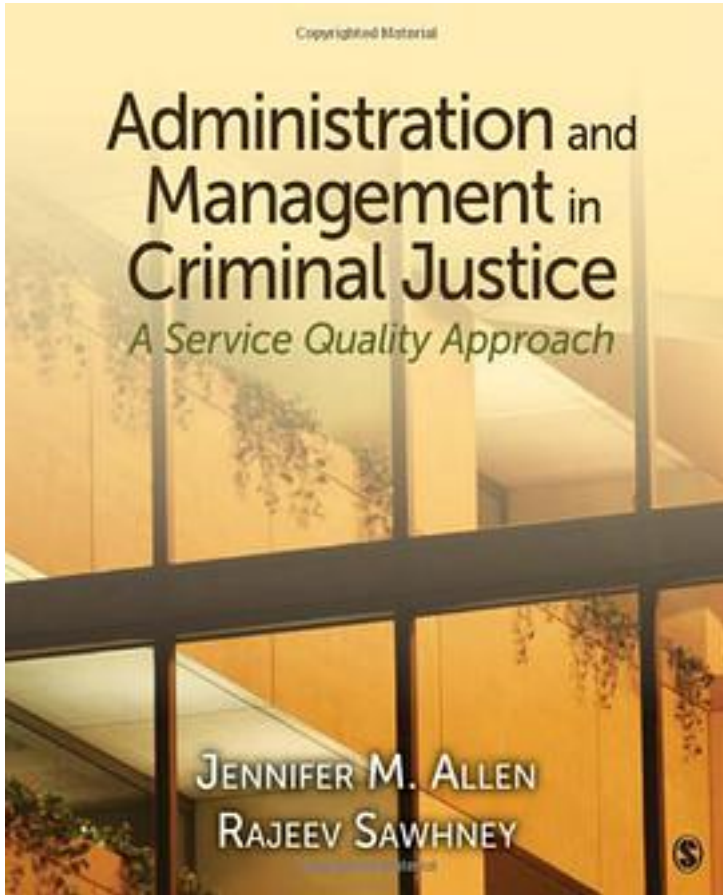


# Administration and Management in Criminal Justice



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"Emphasizes a forward-thinking approach to services in criminal justice administration" This text uses a service-quality lens to address administration and management concepts in the criminal justice system, identifying the stakeholders and

their roles within the service delivery process. Students and criminal justice administrators will come away with an understanding of how to respond to customers and to changing environmental factors, how to better address community needs, and how to respond appropriately to global and national dilemmas. This text encourages students to internalize the importance of their future role in providing high-quality and effective criminal justice services and challenges them to critique their own views on what constitutes management in this service sector. Key Features Comprehensive coverage includes a range of theoretical perspectives in criminal justice management and addresses both closed- and open-system approaches Case studies at the end of each chapter encourage students to apply the material learned to real-world situations they are likely to face in their careers In the News boxes help students see the practical implications of chapter concepts Career Highlights boxes describe various types of jobs in management and administration in the criminal justice field

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