

theories of performance

*organizational and service improvement
in the public domain*

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Theories Of Performance Organizational And Service Improvement In The Public Domain

Michael Roll



Theories Of Performance Organizational And Service Improvement In The Public Domain:

Theories of Performance Colin Talbot, 2010-09-30 How well do governments do in converting the resources they take from us like taxes into services that improve the well being of individuals groups and society as a whole In other words how well do they perform This question has become increasingly prominent in public debates over the past couple of decades especially in the developed world but also in developing countries As the state has grown during the second half of the 20th century so pressures to justify its role in producing public services have also increased Governments across the world have implemented all sorts of policies aimed at improving performance But how much do we know about what actually improves performance of public organisations and services On what theories explicit or more often implicit are these policies based The answer is too much and too little There are dozens of theories models assumptions and prescriptions about what works in improving performance But there s been very little attempt to join up theories about performance and make some sense of the evidence we have within a coherent theoretical framework This ground breaking book sets out to begin to fill this gap by creatively synthesising the various fragments and insights about performance into a framework for systematically exploring and understanding how public sector performance is shaped It focuses on three key aspects the external performance regime that drives performance of public agencies the multiple dimensions that drive performance from within and the competing public values that frame both of these and shape what public expects from public services

Theories of Performance Colin Talbot, 2010-09-30 How well do governments do in converting the resources they take from us like taxes into services that improve the well being of individuals groups and society as a whole In other words how well do they perform In this book Colin Talbot examines how we can understand this issue of performance in the public services

Empowering Public Administrators Amanda M. Olejarski, Sue M. Neal, 2024-02-06 Public administrators need to be empowered to make difficult decisions Acting in the public interest often means doing what is ethical even when it is an unpopular choice Yet too often public servants at the local state and federal levels internalize the notion that their hands are tied and that they are limited in their ability to effect change *Empowering Public Administrators Ethics and Public Service Values* provides a much needed antidote to inaction offering a new lens for viewing administrative decision making and behavior This book makes a case for bringing historically significant theories to the forefront of public service ethics by applying them to a series of current ethical challenges in practice Exploring administrative discretion as modern bureaucrats govern public affairs in a political context this collection builds on the normative foundations of public administration and provides readers with a scaffold for understanding and practicing public service values Questions for discussion and applications to practice are included in each chapter making this collection of interest to public affairs master s and doctoral students as well as public service practitioners

Public Management Reform Christopher Pollitt, Geert Bouckaert, 2017 This is the thoroughly revised fourth edition of the widely used and established standard text on public management reform The new edition retains the

historical perspective back to 1980 but now directly addresses the pervasive effects of the Global Economic Crisis of 2008 on public sectors in the three continents covered

Public Sector Reform and Performance Management in Developed Economies Zahirul Hoque, 2021-02-22 Over the past two decades there has been a shift of paradigm in public administration and public sector accounting around the world with the increasing emphasis on outcomes as opposed to inputs and outputs focus Understanding of how government departments and agencies develop and implement outcomes based approaches to their services and programs to strengthen public accountability financial scrutiny and good governance worldwide is limited Covering a selection of international practices on outcomes based approaches to government departments agencies and public higher educational institutions in developed economies this comprehensive compilation provides an essential reading in the public sector accounting accountability and performance management field The contributions are grouped into three jurisdictions Australasia UK and Europe and North America It incorporates outcomes based practices in public services from advanced economies and will be of significant interest to global public sector regulators consultants researchers and academic communities as well as academic researchers in public administration and development studies fields The insights offered by a country specific practice will also be useful to governments in other countries implementing similar systems and practices and facing similar socio political environments This book will also help to gain an understanding of the issues of government accountability from a management point of view as well as from a socio political point of view

The Politics of Public Sector Performance Michael Roll, 2014-01-10 It is widely believed that the state in developing countries is weak The public sector in particular is often regarded as corrupt and dysfunctional This book provides an urgently needed corrective to such overgeneralized notions of bad governance in the developing world It examines the variation in state capacity by looking at a particularly paradoxical and frequently overlooked phenomenon effective public organizations or pockets of effectiveness in developing countries Why do these pockets exist How do they emerge and survive in hostile environments And do they have the potential to trigger more comprehensive reforms and state building This book provides surprising answers to these questions based on detailed case studies of exceptional public organizations and state owned enterprises in Africa Asia the Caribbean Latin America and the Middle East The case studies are guided by a common analytical framework that is process oriented and sensitive to the role of politics The concluding comparative analysis develops a novel explanation for why some public organizations in the developing world beat the odds and turn into pockets of public sector performance and service delivery while most do not This book will be of strong interest to students and scholars of political science sociology development organizations public administration public policy and management

Public Management in Korea Soonae Park, 2018-10-03 Many books on performance management or evaluation are about the public sector in general or specifically about some programs or organizations Only a few of them target the public institutions This book addresses what types of challenges that performance evaluations of public institutions actually face and how to overcome them through the

analysis of Korea's three decade long experiences This book provides detailed descriptions on how performance evaluations of public institutions have been implemented in Korea At the same time it provides comprehensive analyses on theoretical issues such as validity analysis performance measure the dynamic change of efficiency of public institution impact of price regulation on profits and qualitative approaches for evaluating governance Each chapter contains vivid theoretical debates and diverse views on performance evaluation and practical challenges making the book a useful reference on managing and evaluating public institutions

The Government Analytics Handbook Daniel Rogger, Christian Schuster, 2023-10-27 The Government Analytics Handbook presents frontier evidence and practitioner insights on how to leverage data to strengthen public administration Covering a range of microdata sources such as administrative data and public servant surveys as well as tools and resources for undertaking the analytics it transforms the ability of governments to take a data informed approach to diagnose and improve how public organizations work Readers can order the book as a single volume in print or digital formats or visit worldbank.org/governmentanalytics for modular access and additional hands on tools The Handbook is a must have for practitioners policy makers academics and government agencies Governments have long been assessed using aggregate governance indicators giving us little insight into their diversity and how they can practically be improved This pioneering handbook shows how microdata can be used to give scholars and practitioners granular and real insights into how states work and practical guidance on the process of state building Francis Fukuyama Stanford University author of State Building Governance and World Order in the 21st Century The Government Analytics Handbook is the most comprehensive work on practically building government administration I have ever seen helping practitioners to change public administration for the better Francisco Gaetani Special Secretary for State Transformation Government of Brazil The machinery of the state is central to a country's prosperity This handbook provides insights and methodological tools for creating a better shared understanding of the realities of a state to support the redesign of institutions and improve the quality of public administration James Robinson University of Chicago coauthor of Why Nations Fail

The Brazilian Way of Doing Public Administration Erika Lisboa, Ricardo Corrêa Gomes, Humberto Falcão Martins, 2023-02-22 The Brazilian Way of Doing Public Administration is an accessible collaboration between scholars and practitioners rich with findings applicable worldwide exploring Brazil's government's functioning at various points in recent history

Budgeting and Performance Management in the Public Sector Sara Giovanna Mauro, 2021-06-27 Public sector management and accounting scholarship has witnessed enormous change over the last four decades Several reform paradigms have become well known and disseminated worldwide under acronyms such as NPM New Public Management NPG New Public Governance and PV Public Value At the start of a new decade questions arise as to what will come next This book reviews and investigates the key components of NPM NPM and PV and discusses what lies beyond these acronyms It analyses the claimed benefits and drawbacks of each of the three paradigms using reviews of the pertinent literature as well as a raft of case studies The

integration of theoretical and empirical insights contributes to a better understanding of what has changed and what has remained the same over the years Specifically this book stands out in its use of performance measurement and budgetary lenses to explore the multidimensional processes of reform and change in the public sector By focusing on the crucially important transformations that have occurred in the field reviewing several paradigms and analysing different practices from a longitudinal and comparative perspective the book will be essential in guiding students and scholars of public management and accounting

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