

Transforming Government And Public Services

Government and Public Administration The New Face of Government Public Service and Good Governance for the Twenty-First Century The Practice of Government Public Relations Managing Local Government Government The Machinery of Government Why Public Service Matters Public Service The Law Relating to Public Health and Local Government Public Opinion and World Peace The Public American Journal of Public Health Journal The Dictionary of Public Policy and Administration Digital Government and Public Management Federal Decisions: Name Public Documents of Massachusetts Locomotive Engineers Journal Public Service John David Millett David E. McNabb James L. Perry Mordecai Lee Richard D. Bingham Thomas N. Ingram Joseph Heath R. Durant John W. Macy Alexander Glen George H. Turner Virginia. General Assembly. Senate Jay M. Shafritz J. Ramon Gil-Garcia United States. Courts Massachusetts

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change is sweeping the globe and at the government level operational changes are prompting many public administrators to develop new management styles and ways of delivering services to their citizens in the process they are changing the face of government the new face of government how public managers are forging a new approach to governance explores how national leaders are changing the art and practice of government and how public managers are shaping and guiding government s response to the transformation includes a field tested survey for diagnosing institutional disequilibrium focusing on change at the federal state and local levels this book addresses policy

dimensions such as strategic and knowledge management enterprise architecture information and communications technology organizational performance assessment technological and organizational improvement it evaluates how these areas enable agencies from the public and private sectors to become more cost effective performance oriented learning organizations not all the ambiguities in policy making and administration have been resolved however there is much hope for the future of government and governance the successes and failures included in the new face of government how public managers are forging a new approach to governance illustrate this promise and provide guideposts for public managers who find themselves faced with similar problems and new challenges about the author david e mcnabb teaches a variety of public and private administration and management courses both in the u s and abroad including college and university programs in latvia bulgaria germany the united kingdom italy france and belgium he is the author of nearly 80 peer reviewed conference papers and articles this is his seventh book

expert analysis of american governance challenges and recommendations for reform two big ideas serve as the catalyst for the essays collected in this book the first is the state of governance in the united states which americans variously perceive as broken frustrating and unresponsive editor james perry observes in his introduction that this perception is rooted in three simultaneous developments government s failure to perform basic tasks that once were taken for granted an accelerating pace of change that quickly makes past standards of performance antiquated and a dearth of intellectual capital that generate the capacity to bridge the gulf between expectations and performance the second idea hearkens back to the progressive era when americans revealed themselves to be committed to better administration of their government at all levels federal state and local these two ideas the diminishing capacity for effective governance and americans expectations for reform are veering in opposite directions contributors to public service and good governance for the twenty first century explore these central ideas by addressing such questions as what is the state of government today can future disruptions of governance and public service be anticipated what forms of government will emerge from the past and what institutions and structures will be needed to meet future challenges and lastly and perhaps most importantly what knowledge skills and abilities will need to be fostered for tomorrow s civil servants to lead and execute effectively public service and good governance for the twenty first century offers recommendations for bending the trajectories of governance capacity and reform expectations toward convergence including reversing the trend of administrative disinvestment developing talent for public leadership through higher education creating a federal civil service to meet future needs and rebuilding bipartisanship

so that the sweeping changes needed to restore good government become possible contributors sheila bair william w bradley john j diiulio jr angela evans francis fukuyama donald f kettl ramayya krishnan paul c light shelley metzenbaum norman j ornstein james l perry norma m riccucci paul r verkuil paul a volcker

in addition to traditional management tools government administrators require a fundamental understanding of the tools available to address the ever changing context of government communications examining the ins and outs of the regulations influencing public information the practice of government public relations unveils novel ways to integrate cutting edge technologies including 2 0 and rapidly emerging social media to craft and maintain a positive public image expert practitioners with extensive government communications experience address key topics of interest and provide an up to date overview of best practices they examine the specifics of government public relations and detail a hands on approach for the planning implementation and evaluation of the wide ranging aspects of government public relations including how to respond during a crisis in addition to the tools provided on the accompanying downloadable resources most chapters include a best practice checklist to help you successfully utilize the communication strategies outlined in the book focusing on the roles of government managers enacting policies adopted by elected officials and politicians this book is ideal for program managers seeking innovative and inexpensive ways to accomplish their programs missions while no manager can be an expert in all aspects of public administration this book helps you understand the external communications tools available to advance the mission and results of your agency

this book provides a descriptive analysis of how public administrators manage municipal government using examples from the united states it explores six dimensions of public administration legal aspects of public management human resources management budgeting and public finance the political dimension intergovernmental relations and ethical considerations as well as theory the authors address such practical issues as economic development housing culture and recreation public safety transportation and waste disposal

most public administration texts overly compartmentalize the subject and don t interconnect the various specializations within government which leaves a serious gap in preparing students for public service government a public administration perspective is designed to fill that void it provides a comprehensive multidisciplinary view of government that includes perspectives from political science political theory international relations organizational sociology economics and history the text draws on classic and modern literature from all

these areas to analyze government at four different levels ideational societal organizational and individual layers it links public administration s various subfields human resource management budgeting policy making organizational theory etc into a holistic framework for the study of government it also includes an extensive bibliography drawing from american and european literature in support of the book s global historical and comparative approach

in most liberal democracies for example the central bank is as independent as the supreme court yet deals with a wide range of economic social and political issues how do these public servants make these policy decisions what normative principles inform their judgments in the machinery of government joseph heath attempts to answer these questions he looks to the actual practice of public administration to see how normative questions are addressed more broadly he attempts to provide the outlines of a philosophy of the executive by taking seriously the claim to political authority of the most neglected of the three branches of the state

why public service matters conveys the importance purpose and nobility of a career as a civil servant in the united states it does so however with an unflinching eye on the realpolitik that drives public administration in america s compensatory state and on the pitfalls of reformers focus on bureaucratic rather than democratic administration the book links the nation s ability to handle contemporary policy problems with the strategic tactical and normative quality of public management in doing so it offers newcomers a rare concise and accessible overview of the field readers will gain an appreciation for the challenges choices and opportunities facing public managers as they help advance a sense of common purpose informed by democratic constitutional values in twenty first century america

the dictionary of public policy and administration offers definitions of all the key terms concepts processes and practices of contemporary public policy and administration included are brief biographies of major scholars and influential practitioners summaries of major rulings by the u s supreme court overviews of significant laws descriptions of important government agencies and explanations of historical trends and governing doctrines the dictionary is designed to be the single most useful tool that a student or practitioner of public administration could have the book to keep at their side while they are reading other textbooks in the field

in every part of the world information and technology are changing society and challenging the structures roles and management of traditional government institutions at the same time universal needs for human and social development environmental protection

commercial and financial stability and scientific and technological advancement demand governmental attention in this complex and changing environment governments are still expected to provide for the public good through legal and political processes and public programs and services digital transformation electronic government government 2 0 and electronic governance are just some of the labels used to characterize the ideas and actions that underlie adaptation transformation and reform efforts this book contributes to the ongoing dialog within the digital government research and practice community by addressing leadership and management challenges through the interplay of five interconnected themes management policy technology data and context these themes are evident in a wide range of topics including policy informatics smart cities cross boundary information sharing service delivery and open government among others accordingly it includes chapters that explore these themes conceptually and empirically and that emphasize the importance of context the need for cross boundary thinking and action a public value approach to performance and the multi dimensional capabilities necessary to succeed in a dynamic multi stakeholder environment the chapters in this book were originally published as a special issue of the journal public management review

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