Public Sector Management-Norman Flynn 2012-03-26 The highly-anticipated sixth edition of Norman Flynn’s Public Sector Management continues to provide students with an insightful, jargon-free description, analysis and critique of the management of the public sector by the UK government. New to the sixth edition: Fully updated to take account of the coalition government and the impact of the financial crisis on public spending. Four new chapters on managing public finance, e-government, regulation and public-private partnerships. Expanded learning features including: additional boxed examples, annotated suggestions for further reading and suggestions for discussion topics and references to journal articles. New companion website with free access to full-text journal articles, policy documents, links to useful websites, and relevant multimedia and social media resources. www.sagepub.co.uk/ Flynn6 Public Sector Management will prove invaluable reading for students studying public sector management as part of a business, management, social policy, politics or sociology degree.

The Vertical Solitude-David Zussman 1989 Examines the challenges which managers face in the public sector and seeks a better understanding of their work environment. Its theme is found in the results obtained in a survey undertaken in 1986 with public and private sector managers. The findings from this survey are developed to explain individual differences, leadership practices, the working environment, organizational culture, and rewards, with an emphasis on the public sector management environment itself.

Managing Public Sector Projects-David S. Kassel 2010-03-17 Filling a gap in project management literature, Managing Public Sector Projects: A Strategic Framework for Success in an Era of Downsized Government supplies managers and administrators—at all levels of government—with expert guidance on all aspects of public sector project management. From properly allocating risks in drafting contracts to dealing with downsized staffs and privatized services, this book clearly explains the technical concepts and the political issues involved. In line with the principles of Total Quality Management (TQM) and the PMBOK® Guide, David S. Kassel establishes a framework those in the public sector can follow to ensure the success of their public projects and programs. He supplies more than 30 real-life examples to illustrate the concepts behind the framework—including reconstruction projects in Iraq, the Big Dig project in Boston, local sewer system and library construction projects, and software technology. This authoritative resource provides strategic recommendations for effective planning, execution, and maintenance of public projects. It also: Highlights the differences between managing projects in the public sector versus the private sector Explains how to scrutinize costs, performance claims, and the backgrounds of prospective contractors Presents key safeguards that should be included in all contracts with contractors, consultants, suppliers, and other service providers Details the basics of project cost estimation, design and scheduling, and how to hold contractors responsible for meeting established project standards In an age of downsized government and in the face of a general distrust of public service, this book is a dependable guide for avoiding management practices that are common to projects that fail and for adopting the practices common to projects that succeed in terms of cost, schedule, and quality.

Managing Performance in the Public Sector-Hans de Bruijn 2003-09-02 Topical and taking a bold stance in the contentious debate surrounding performance in the public sector, this new edition shows readers how performance thinking has a substantial impact on the management of public organizations. Thoroughly revised and updated, this highly successful text, written by an experienced academic and practitioner is packed full with a wealth of new features. These include: more examples and cases, from a variety of different sectors, including, hospitals, courts, school and universities a whole new chapter on the dynamics of performance management; answering the questions - how do PM systems evolve? Which effects will dominate in the long run? many extra recommendations for making PM attractive for managers. An informed and up-to-date analysis of this subject, this is an essential text for all those studying, both at undergraduate and postgraduate level, performance management in the public sector.

Human Resource Management in the Public Sector-Ronald J. Burke 2013-01-01 ‘An impressive collection of authoritative treatments of major current and ongoing topics in public sector human resource management, provided by both well-established experts and up-and-coming scholars who are becoming leaders in the field. A valuable resource for courses on the topic and an important reference for scholars and those seeking to maintain expert knowledge about it.’ - Hal G. Rainey, The University of Georgia, US. This insightful book presents current thinking and research evidence on the role of human resource management policies and practices in increasing service quality, efficiency and organizational effectiveness in the public sector. Internationally, public sector organisations face enormous challenges, including increasingly uncertain political and economic environments, more vigiland and cost-conscious governments, rapidly evolving community needs and an ageing workforce. This collection examines a range of HRM-related topics that will influence the capacity of public sector agencies to negotiate and respond to the challenges ahead. These topics include managing public sector human resources during an economic downturn, enhancing the satisfaction and motivation of public sector employees, attracting and retaining talent, leadership development, and case studies in successful public sector organizational change. With each chapter drawing on the latest research, but also emphasizing the practical implications, this collection is suitable for practitioners, researchers and students alike. It will also be valuable for HR specialists and managers of HR units in the public sector.

Public-Sector Project Management-David Wirick 2011-11-16 YOUR GUIDE TO PROJECT MANAGEMENT SUCCESS IN THE PUBLIC SECTOR There may be no simple formula for success in public-sector projects, but Public-Sector Project Management delivers the next best thing: a complete set of skill-building strategies that puts success well within your reach. Building on industry standards and best practices as well as almost thirty years of public-sector experience, this definitive sourcebook clearly explains how to manage projects in the public sector and navigate their many challenges. Here is where you'll find all the tools to accomplish your goals for any public-sector project, whether you are overseeing military and security operations, the construction of public infrastructure, improving agency processes, deploying new systems or public programs, or any other public initiative. The book describes both the obstacles and basic processes of public-sector project management and examines the differences between public-sector and private-sector projects, including the management of the wide array of public-sector stakeholders. Public-Sector Project Management is your comprehensive professional template for making a positive contribution to your agency or organization. Inside, you'll find: Expert guidance consistent with project management best practices In-depth coverage of public-sector constraints, including purchasing systems, legal mandates, political and media oversight, and complex rules and processes Specific strategies to enhance the management capability of public-sector managers and private-sector project managers working under government contracts Emphasis on the role of planning in managing customer, manager, and project team expectations, and coping with the overlapping systems of constraints that impede public-sector projects. Techniques for managing contractors and vendors Tools for managing the complexity inherent in most.
Financial Management in the Public Sector-Wang 2015-05-18 The impact of the global financial crisis on government funds has been significant, with squeezed budgets having to satisfy ever-increasing demands for public services. Managers working in the public sector are confronted daily with targets and demands that are often set in confusing accounting and financial language. In Financial Management and Accounting in the Public Sector, Gary Bandy employs a clear and concise narrative to introduce the core concepts of accounting and financial management in the public sector and how to deliver services that represent value for money. This second edition has been revised and updated throughout, offering: an increased focus on post-crisis austerity more international examples of public financial management greater coverage of governance, accountability and risk management With a glossary of terms to help managers understand and be understood by accountants, as well as learning objectives, case studies and discussion questions, this practical textbook will help students of public management and administration to understand the financial and accounting aspects of managing public services.

Managing the New Public Services—David Farnham 1996 Analiza: Política económica del sector público: Funciones de gestión; estrategia; marketing; personal; Gobierno local; Sanidad; Educación.

Managing Public Services - Implementing Changes—Tony L. Doherty 2014-01-03 The work of a manager in a service organisation is not the same as the work of a manager in an organisation that manufactures goods. Managing Public Services, Implementing Changes - A Thoughtful Approach 2e, is for students and managers who intend to work in a service organisation whether it is owned publicly of privately. This book concentrates on how managers can change things for the better and explains ‘why’ as well as ‘how’. The second edition has been fully updated to address challenges facing public services with new material on managing cuts, managing risk, managing innovation, producing funding applications, Lean Management and process review. A new chapter on managing social enterprise and generating social capital has also been added. This text is both solidly practical and theoretically challenging and is supported by strong pedagogical features including: case studies and illustrative vignettes from public service managers working in Europe, Asia, Australia and the US, exercises and review questions. Students will develop learning skills that enable them to transfer their learning from one situation to another and thinking skills that enable them adapt the way that they apply their learning as circumstances change. This comprehensive text has been specifically designed and developed to involve the students in studying public services management at undergraduate and postgraduate level. It allows the reader to develop transferable skills in thinking and learning as they work through the book and gives greater awareness of the benefits of continuous learning for staff and managers.

Managing in the Public Sector—Grover Starling 2010-01-13 Combining the most current public management thinking and research with examples of how public executives and organizations apply these ideas, MANAGING THE PUBLIC SECTOR is a comprehensive introduction to the field of public management. The Ninth Edition continues to engage the student's intellect by providing more than just the basic foundations of management; it places the application of management in the context of the public sector and tries to capture the excitement and challenge of the field. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Managing Performance in the Public Sector—Hans De Bruijn 2002 This title responds to the growing importance of performance measurement within political and administrative agendas. It looks at the effects of performance measurement on organizations, its risks and limitations and proposes new and positive ways in which measuring performance can be used. This is an excellent addition to the subject area, which is becoming more and more widely taught on management and administration courses worldwide.

Managing Performance in the Public Sector—Gerrit Van der Waldt 2004 Monitoring and ensuring effective, efficient, and economic use of resources in the public sector is addressed in this critical analysis. The importance of tracking performance for good governance is considered, as are the benefits of designing a departmental and human performance management system. Particular attention is paid to the difficult task of measuring worker performance and the use of a wide array of unquantifiable variables must be examined. Various performance models, such as the Excellence Foundation and the Balance Scorecard, provide an invaluable resource of concepts, considerations, and challenges for improving public sector performance.

Managing Public Sector Records- 1999

Digital Government—Miriam Lips 2019 Digital Government: Managing Public Sector Reform in the Digital Era presents a public management perspective on digital government and technology-enabled change in the public sector. It incorporates theoretical and empirical insights to provide students with a broader and deeper understanding of the complex and multidisciplinary nature of digital government initiatives, impacts, and implications. The rise of digital government and its increasingly integral role in many government processes and activities, including overseeing fundamental changes at various levels across government, means that it is no longer perceived as just a technology issue. In this book Miriam Lips provides students with practical approaches and perspectives to better understand digital government. The text also explores emerging issues and barriers as well as strategies to more effectively manage digital government and technology-enabled change in the public sector. Digital Government is the ideal textbook for postgraduate students on courses in public administration, public management, public policy, political science and international relations and e-government. It is also suitable for Public Service managers who are experiencing the impact of digital technology and data in the public sector.

Managing the New Public Services—David Farnham 1996 Analiza: Política económica del sector público: Funciones de gestión; estrategia; marketing; personal; Gobierno local; Sanidad; Educación.

Managing Public Services - Implementing Changes—Tony L. Doherty 2014-01-03 The work of a manager in a service organisation is not the same as the work of a manager in an organisation that manufactures goods. Managing Public Services, Implementing Changes - A Thoughtful Approach 2e, is for students and managers who intend to work in a service organisation whether it is owned publicly of privately. This book concentrates on how managers can change things for the better and explains ‘why’ as well as ‘how’. The second edition has been fully updated to address challenges facing public services with new material on managing cuts, managing risk, managing innovation, producing funding applications, Lean Management and process review. A new chapter on managing social enterprise and generating social capital has also been added. This text is both solidly practical and theoretically challenging and is supported by strong pedagogical features including: case studies and illustrative vignettes from public service managers working in Europe, Asia, Australia and the US, exercises and review questions. Students will develop learning skills that enable them to transfer their learning from one situation to another and thinking skills that enable them adapt the way that they apply their learning as circumstances change. This comprehensive text has been specifically designed and developed to involve the students in studying public services management at undergraduate and postgraduate level. It allows the reader to develop transferable skills in thinking and learning as they work through the book and gives greater awareness of the benefits of continuous learning for staff and managers.

Rethinking Public Service Delivery—John Alford 2012-06-25 Winner of the 2014 Academy of Management Public-Nonprofit (PNP) Division Best Book Award Many public services today are delivered by external service providers such as private firms and voluntary organizations. These new ways of working - including contracting, partnering, client co-production, inter-governmental collaboration and volunteering - pose challenges for public management. This major new text assesses the ways in which public sector organizations can improve their services and outcomes by making full use of the alternative ways of getting things done.

Public Sector Performance—Richard Kearney 1999-05-21 Confronted with rising citizen discontent, the Reinventing Government movement, and new technological challenges, public organizations everywhere are seeking means of improving their performance. Their quest is not new, rather, the concern with improving the performance of government organizations has existed since the Scientific Management Movement. Public Sector Performance brings together in a single volume the classic, enduring principles and processes that have defined the field of public sector performance, as written in the words of leading practitioners and scholars. Taken as a whole, this volume provides a performance compass for today's public managers, helping them to reconstruct the public's confidence in, and support of, government. Defined here as managing public organizations for outcomes, performance is examined in all its varied dimensions: organizing work, managing workers, measuring performance, and overcoming resistance to performance-enhancing innovations. The selected articles are interesting, thought provoking, and instructive. They are classics in that they have been widely cited in the scholarly literature and have enduring value to public managers who seek to understand the many dimensions of performance. The book is organized into three sections: Performance Foundations, Performance Strategies, and Performance Measurement. Excerpts from additional selected articles feature special topics and wisdom from performance experts.

Managing in the Public Sector—Ernst & Young 1992
Managing for Excellence in the Public Sector - 2016

Managing Public Services - Richard Common 2016-06-06 Managing Public Services: Competition and Decentralization is intended for public sector managers to help them assess their situation and assist them to think creatively about different approaches for the future. The book begins on the general principle that business is good for public services. This topic is followed by detailed studies of organizations, whether these are in a competitive environment, victims of market rhetoric, or in another competitive spectrum. Public sector managers are then encouraged to analyze their own organizations so appropriate actions can be applied into their situation. The extent to which competition is happening is explained, and if competition does not work well, then the concept of decentralization may be adopted. To what extent decentralization can then be used to increase the motivation and commitment of their employees is explained. The authors believe that new ways and methods of doing these challenging things to manage the organizational challenges that they face will have a direct impact upon the recipients of the new and improved services. In any undertaking, failures are bound to happen, and the authors suggest that public sector managers should be more tolerant. Finally, the book notes that to achieve delivery of quality service, whether these are for customers or clients, an important approach to managerial action is the design towards a good experience. Public administrators, heads and CEOs of public institutions and private firms, professors and students in public administration, policymakers, and sociologists will find this book valuable.

Personnel Management in Government - Norma M. Riccucci 2016-04-19 With over 20 million people on its payroll, the government continues to be the largest employer in the country. Managing people who do the nation’s work is of critical importance to politicians and government leaders as well as citizens. The great recession of 2008 put enormous strains on governments, highlighting the key role personnel play in managing under times of austerity as well as prosperity. A thorough examination of political and historical aspects, Personnel Management in Government: Politics and Process, Seventh Edition provides students with a comprehensive understanding of human resource management within its historical and political context in the public sector. It discusses the development of public sector human resource management, the present status of best practices, and important insights into current trends and debates. For example, this book’s chapter on the political aspects of government personnel management is one of the most comprehensive available on this level. New in the Seventh Edition: Personnel reforms under the Obama administration Pension developments at state and local levels of government Labor relations reforms at state and local levels, e.g. recent experiences in Michigan, Ohio, and other states making changes to labor laws and policies Changes to diversity and affirmative action initiatives across the nation Developments in performance outcome initiatives at all levels of government During the 36 years since the publication of the first edition, the authors have addressed issues that were not yet considered mainstream, yet have become so over time. The seventh edition is no different. It examines progress that public personnel professionals are making to address changes in the political, legal, and managerial environment of the current decade. Exploring developments and innovations in the management of people who carry out the government’s work, the book introduces students to public sector personnel management.

Understanding and Managing Public Organizations - Hal G. Rainey 2009-10-16

Managing Health and Wellbeing in the Public Sector - Cary Cooper 2017-09-13 As governments throughout the world experience increasing fiscal challenges, the pressures on public sectors to streamline services and harness technological advances is unprecedented. Many have undergone huge budgetary cuts as a result, but what are the effects of this increased organizational change on such a large and varied workforce? And how can managing within the public sector meet the challenge of delivering services whilst maintaining the health and well-being of staff tasked with carrying out the work? Managing Health and Well-Being in the Public Sector: A Guide to Best Practice is the ideal companion to any manager in these challenging times. Exploring the realities of working in the public sector and those factors which can add meaning and purpose to working life, the book provides managers with a practical toolkit for creating the best working environment, as well as nurturing resilience and motivation within their staff. Written by two authors with a lifetime of experience in the field, the book also examines why promoting occupational health and well-being is beneficial to organizations, drawing on a wealth of international research to support this argument. It concludes with a series of case studies in which an international range of public sector managers discuss initiatives they have implemented, and how successful they have been. This is the ideal companion for any manager working in the public sector. It will also be instructive reading for any student or researcher of organizational or occupational psychology, as well as HRM.

Managing Public Sport and Leisure Services - Leigh Robinson 2004 This new textbook is the first to investigate leisure management in a public sector context, examining the unique issues facing public sector managers and analyzing the application of management strategies to public sector leisure.

Managing Information and Knowledge in the Public Sector - Eileen Milner 2002-09-11 For the public sector, which is globally the largest employer of people and repository of information, managing information and knowledge is an extremely problematic area to address. The essence of both resources is that they are intangible, their impact and value cannot be measured through traditional accounting methods, yet they are also, paradoxically, where the greatest value and potential for improvement is located. In this book Eileen Milner introduces the reader to the concepts of information and knowledge and explores a variety of tools and techniques which may be usefully adopted in actively managing and developing these resources. Wherever possible real-life public sector case studies and examples are used to illustrate good practice, as well as some of the pitfalls of poor application. Down-to-earth and taking into account the critically important characteristics unique to public services, this will be an illuminating text both for managers and policy makers already working in the public sector and for those considering doing so.

Complexity and the Experience of Managing in Public Sector Organizations - Ralph D. Stacey 2006 A fundamental problem of public sector governance relates to the very way of thinking it reflects; where organization is thought of as a ‘thing’, a system designed to deliver what its designers choose. This volume questions that way of thinking and takes a perspective in which organizations are complex responsive processes of relating between people. Bringing together the work of participants on the Doctor of Management program at Hertfordshire University, this book focuses on the move to marketization and managerialism, paying particular attention to human relationships and group dynamics. The contributors provide narrative accounts of their work addressing questions of management, pressures, accountability, responsiveness and traditional systems perspectives. In considering such questions in terms of their daily experience, they explore how the perspective of complex responsive processes assists them in making sense of experience and developing practice. Including an editors’ commentary which introduces and contextualizes these experiences as well as drawing out key themes for further research, this book will be of value to academics, students and practitioners looking for reflective accounts of real life experiences rather than further prescriptions of what organizational life ought to be.

Managing Complex Networks - Walter J M Kickert 1997-06-28 Although the concept of policy networks is now well-established in the field, most research has to content itself with description and analysis of their contribution to policy failure. This book goes further. It accepts policy networks as a fundamental characteristic of modern societies and presents an overview of the strategies for the management of these networks, as well as illustrating the various strategies for intervention.

Managing Change in the Public Services - Mike Wallace 2009-02-09 This book explores the management of change to improve public service effectiveness. It breaks new ground in addressing why public service change is becoming increasingly complex to manage, how people cope with this new complexity, what implications arise for improving policy and practice, and which avenues for further research and theory-building look particularly promising. The contributors are all leading researchers from the USA, Canada and the UK. Together they provide a synthesis of state-of-the-art thinking on the complex change process in Anglo-American contexts, policy-making for public service reform that generates managerial complexity, and practice in service organizations to improve provision. Special reference is made to education and health: the largest and most complex of the public services. The analysis has wider relevance for other public services and national contexts. Managing Change in the Public Services is essential reading for all concerned with public service improvement - leaders and managers in service
Managing Human Capital in Public Sector - David Mbiti Mello 2014 “Governments of today are under increasing pressure to deliver more and better services within the constraints of limited resources. Employees are central to service delivery and the calibre of those appointed in a public institution is often evident in the quality of services rendered and the number of complaints received. Managing human capital in the public sector encompasses all activities starting from the recruitment of staff to the final termination of services. Managing human capital in the public sector is rooted in theory while using case studies to bring the learning experience closer to a public sector work environment. It supports a problem-based learning approach and prepares graduates to perform duties in a human capital environment with minimal on-the-job training.” ~ Back cover.

Managing Change and Innovation in Public Service Organizations - Kerry Brown 2012-10-02 The context and environment of public services is becoming increasingly complex and the management of change and innovation is now a core task for the successful public manager. This text aims to provide its readers with the skills necessary to understand, manage and sustain change and innovation in public service organizations. Key features include: the use of figures, tables and boxes to highlight ideas and concepts of central importance; a dedicated case study to serve as a focus for discussion and learning; and to marry theory with practice.

Public Sector Records Management - Kelvin Smith 2007 Records management has undergone significant change in recent years, due to the introduction of freedom of information legislation as well as the development of e-government and e-business and the need to manage records effectively both in the private and public sector. There are very few purely practical texts for records managers and this book aims to fill that gap. The author has spent his entire career in public sector records management and has contributed to records management standards for governments around the world. The text is wholly practical and written at an accessible level. Although the author discusses legislation and examples from the UK, the book is relevant to public sector records management at an international level.

Performance Management in the Public Sector - Susan M. Singh 2004 The objective of performance management is to ensure that individual goals are consistently met in an effective and efficient manner. This report addresses the specific conditions that apply in most public sector organizations, including unionization, reduced staff and budgets, lowered morale and expectations. It demonstrates that despite the restrictive environment, the public sector HR manager does have options and strategies available that when effectively deployed, can produce good results.

Managing in - 2002

Understanding and Managing Public Organizations - Hal G. Rainey, Sergio Fernandez, and Deanna Malatesta provide new and expanded coverage of such topics as The context and distinctive characteristic of public and nonprofit organizations, including expanded coverage of “publicness” and of the legal context including “state action” Performance management, measurement, organizational effectiveness, and managing for high performance Representative bureaucracy, workforce diversity, and performance Communication and information technology Employee engagement and empowerment, intrinsic motivation, self-determination theory, public service motivation, and positive organizational behavior—resilience, self-efficacy, optimism, and hope Recent developments in theory and thought on leadership, including authentic leadership, servant leadership, and integrated leadership Design and process topics including red tape and green tape, administrative burdens, and organizational routines Theoretical perspectives such as behavioral theory of decision making, resource dependence theory, and others, and their implications for public and nonprofit organizations Advances in theory and practice about rapid developments in collaborative governance, organizational networks, partnerships, and contracting Since the book is used in courses for students in numerous public affairs programs, this new edition updates the Instructor’s Guide, with new and revised PowerPoint slides, cases, exercises, and discussion and examination questions These materials, with the topics in the chapters, are designed to address the learning outcomes required by NASPAA accreditation requirements. Belonging on the shelf of scholars and students in public affairs, as well as anyone interested in public management or organization theory, this new edition of Understanding and Managing Public Organizations provides an advanced and comprehensive enhancement to a widely used and compelling series of previous editions.

The Management of Public Sector Records - 1999

Managing Fiscal Stress - Charles H. Levine 1980

Public Sector Management - David McKevitt 1994-03-28 Drawing together key contributions to the field, this innovative Reader provides a broad-ranging overview of both the theory and practice of public service management. The book: outlines the social, political and economic contexts in which management has emerged as a crucial issue in the public sector of modern democratic countries; introduces the major theories, issues and concepts involved in defining and understanding public sector management; analyzes some of the key values and perspectives such as behavioral theory of decision making, resource dependence theory, and others, and their implications for public and nonprofit organizations. The book is an essential reference for students in numerous public affairs programs, this new edition updates the Instructor’s Guide, with new and revised PowerPoint slides, cases, exercises, and discussion and examination questions These materials, with the topics in the chapters, are designed to address the learning outcomes required by NASPAA accreditation requirements. Belonging on the shelf of scholars and students in public affairs, as well as anyone interested in public management or organization theory, this new edition of Understanding and Managing Public Organizations provides an advanced and comprehensive enhancement to a widely used and compelling series of previous editions.

Ethical Management For The Public Services - Lawton, Alan 1998-08-01 This is an accessible introduction to the role of ethics in public services management. It is written for new and experienced managers, undergraduate and postgraduate students of the public services. Ethical Management for the Public Services - * deals with key issues for public service managers * integrates theory and practice throughout * uses vignettes, case studies and original research from various countries to illustrate the issues * helps managers identify ethical dilemmas * provides ethical frameworks to support managers in their practical decisions * explores ethical relationships between managers and a range of stakeholders including politicians, citizens and clients * locates ethics at different levels: the individual, the organizational, and the societal.