

Case Studies in Public Services Management

Alan Lawton David McKeivitt

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Case Studies In Public Services Management:

Case Studies in Public Services Management Alan Lawton,David McKeivitt,1996-01-23 Case Studies in Public Services Management examines key issues such as managing networks measuring performance changing culture implementing strategy and strategic change In addressing the key contemporary issues in public services management the cases cover a range of functions including education health community care welfare benefits and policing **Public Service Management and Employment Relations in Europe** Stephen Bach,Lorenzo Bordogna,2016-07-07 Has there been a transformation of public service employment relations in Europe since the crisis Public Service Management and Employment Relations in Europe examines public service employment relations after the economic crisis including analysis of more than thirty years of public service and workforce reform and addresses the interplay between an emerging post crisis public service sector and the consequences for the state employers and trade unions in core public services Written by leading national experts this book places the economic crisis in a longer timeframe and examines how far trends in public sector employment relations were reinforced or reversed by the crisis It provides an up to date analysis of the restructuring of public service employment relations in 12 major European countries including analysis of little studied central and Eastern European countries This book will be vital reading for researchers academics and PhD Students in the fields of Public Management Public Administration Employment Relations and Human Resource Management Public Administration and Nonprofit Management in Practice Aimee L. Williamson,Marc Holzer,2025-10-01 This insightful text edited by two renowned experts provides students of public administration and nonprofit management with a collection of relevant global case studies and corresponding activities The chapters are structured around common themes and concepts across the field including the foundations of public administration managing people and administering public services and improving efficiency and efficacy The cases which are derived from countries around the world focus on building the knowledge skills and abilities needed by public and nonprofit administrators globally providing a much needed supplement to many of the introductory texts in public administration Each case is contextualized by a short synopsis reflective questions references further reading and learning activities The compact case format helps students focus on a specific area of public management with organization by chapter giving instructors choices among cases and the ability to group related topics The discussion questions in the cases will develop students analytical thinking of real scenarios for the application of course content Public Administration and Nonprofit Management in Practice should be used as either core or recommended reading for courses on public and nonprofit management at both the undergraduate and graduate levels including Master of Public Administration MPA courses and related degree programmes Instructors will find comprehensive teaching notes online to support this case based approach to learning **Instructor's Manual for Case Studies in Public Services Management** Lawton,1996-10-01 **Public Management Occasional Papers Contracting Out Government Services Best Practice**

Guidelines and Case Studies No. 20 OECD,1998-01-19 This report presents the OECD Best Practice Guidelines for Contracting Out Government Services and accompanying case studies

Governance Structures and Mechanisms in Public Service Organizations Andrea Calabrò,2011-08-06 This book addresses the nexus of issues exploring governance structures and mechanisms in public service organizations thus contributing to the development of disciplines that focus on public management It goes beyond the state of the art by addressing a number of specific issues in a more systematic fashion The book s interdisciplinary focus is a particularly valuable asset as its topic is situated at the crossroads of a number of fields including public management business administration corporate governance policy studies political science sociology and third sector studies all of which offer important perspectives and are important for the development of public management and public services The book covers more than Italy and Norway and focuses specifically on public service organizations addressing more aspects of their governance structures and mechanisms than any other book available today The unique presentation of features related to the governance and management of different actors state owned enterprises local public utilities ministries municipalities citizens etc involved at different levels in the production and provision of public services makes it possible to compare and contrast these different perspectives and opens new avenues of theoretical collaboration and development

The Palgrave Handbook of Co-Production of Public Services and Outcomes Elke Loeffler,Tony Bovaird,2020-11-23 This Handbook provides a comprehensive and authoritative account of the movement towards co production of public services and outcomes a topic which has recently become one of the most intensely debated in public management and administration both in practice and in the academic literature It explores in depth the processes of co commissioning co design co delivery and co assessment as major approaches to co production through citizen voice and citizen action and as key mechanisms in the co creation of public value The key debates in the field are fully explored in chapters from over 50 eminent authors in the field who examine the roots of co production in the social sciences the growth of co production in policy and practice its implementation and management in the public domain and its governance including its negative aspects the dark side of co production A final section discusses different aspects of the future research agenda for co production

Managing Public Services--implementing Changes Tony L. Doherty,Terry Horne,2002 Taking a distinctive approach emphasizing management and organizational learning as keys to organizational success this introductory text is solidly practical and is supported by strong pedagogical features

Co-Production of Public Services and Outcomes Elke Loeffler,2020-10-03 This book examines user and community co production of public services and outcomes currently one of the most discussed topics in the field of public management and policy It considers co production in a wide range of public services with particular emphasis on health social care and community safety illustrated through international case studies in many of the chapters This book draws on both quantitative and qualitative empirical research studies on co production and on the Governance International database of more than 70 international co production case

studies most of which have been republished by the OECD Academically rigorous and systematically evidence based the book incorporates many insights which have arisen from the extensive range of research projects and executive training programmes in co production undertaken by the author Written in a style which is easy and enjoyable to read the book gives readers both academics and practitioners the opportunity to develop a creative understanding of the essence and implications of co production

Improving the Quality of East and West European Public Services Elke Lffler,2017-11-30 This volume provides a comprehensive overview of current reforms in public sector quality management in Eastern Europe Comparisons are made with trends in Western European countries to draw out the lessons emerging from current developments including e governance Case studies from twelve countries and five comparative and conceptual studies identify how quality is put into practice how the level of quality is assessed through quality accreditation systems and how e government and citizen involvement may help to improve public service quality The findings make essential reading for academics and students in public policy and public administration who are interested in modernization of the public sector from an international perspective It also provides helpful guidance for reformers who want to try new approaches to improving the quality of public services

JPHMP's 21 Public Health Case Studies on Policy & Administration Lloyd Novick,2017-11-15 JPHMP s 21 Public Health Case Studies on Policy Administration compiled by the founding editor and current editor in chief of the Journal of Public Health Management and Practice provides you with real life examples of how to strategize and execute policies and practices when confronted with issues such as disease containment emergency preparedness and organizational management and administrative problems

Street-Level Public Servants Sara R. Rinfret,2023-12-19 This cutting edge new casebook challenges the dominant White centric narrative of public administration offering a fresh array of perspectives with the lofty aim of ending the marginalization of communities in public policy implementation Contributors adopt a liberatory framework to examine street level public administrators e g teachers security officers policy analysts and human resource experts most responsible for implementing public policy in the United States including and amplifying previously unrecognized narratives on the front lines of public administration Case studies explore real life public servants not traditionally heard of offering counter narratives Each chapter concludes with an empowerment exercise and assignment for faculty to adopt in their classroom This edited volume a first of its kind is written by experts in public policy and administration bringing together top and emerging scholars in one volume to amplify underrepresented voices in public administration and policy Chapters are rooted in qualitative approaches and center the narratives of marginalized communities including women People of Color and LGBTQIA public servants *Street Level Public Servants* offers a much needed casebook for public administration and public policy courses in the twenty first century

Public Service Management ,1921 *Public Service Management* Harvey James Gonden,Arthur W. Park,James Blythe Wootan,1917

Contracting Out Government Services ,1998 **Case Research in Public Management** David E

McNabb,2014-12-18 Highly readable and non technical this handbook is designed to help students and non profit managers gain a working knowledge of the principles and practices of conducting qualitative case study research in public organizations This book is a motherload of practical and comprehensive guidance to planning conducting analyzing and reporting case research project findings McNabb begins with a detailed rationale for the use of the case research approach in public administration non profit organizations and political science Then it provides step by step instructions on how to conduct single case multicase and meta analysis research with guidelines on organizing and writing the case report Case Research in Public Management also includes many examples of case studies in a wide range of important topics in public administration including performance management sustainable government technology management security issues emergency and disaster management social and health services infrastructure public transportation and transforming the work of government Public Service Management and Asylum Kirsty Strokosch,2019-06-03 Co production occurs when citizens actively participate in the design and delivery of public services The concept and its practice are of increasing interest among policymakers public service managers and academics alike with co production often being described as a revolutionary solution to public service reform Public Service Management and Asylum Co production Inclusion and Citizenship offers a comprehensive exploration of co production from the public administration and service management perspectives In doing so it discusses the importance of both streams of literature in providing a holistic understanding of the concept and based on this integration it offers a model which differentiates co production on five levels The first three refer to the role of the public service user in the design and delivery of services co construction participative co production and co design and the other two focus on inter organisational relationships co management and co governance This model is applied to the case of asylum seekers in receipt of social welfare benefits in Scotland to explore the implications for social inclusion and citizenship It argues that as public service users asylum seekers will always play an active role in the process of service production and while co production does not provide asylum seekers with legal citizenship status it offers an opportunity for asylum seekers to act like citizens and supports their inclusion into society It will be of interest to researchers academics policymakers public services managers and students in the fields of public management public administration organizational studies *Case Studies in Public Budgeting and Financial Management, Revised and Expanded* W. Bartley Hildreth,2003-03-11 A resource for administrators seeking innovative ideas and supporting precedents in formulating policy this book also provides a useful textbook for public administration and policy students It employs a wealth of case studies in budgeting and financial management to demonstrate strategies in system implementation policy formulation government accounting auditing and financial reporting With contributions from leading experts it clarifies procedures to solve cutback and downsizing dilemmas using theoretical models and provides pragmatic approaches to managing financial activities under budgetary strain It also covers the evolution of a debt management policy **Global Innovation Science Handbook,**

Chapter 49 - Case Study: Technology Innovation within Government Suzanna Schmeelk,2014-01-31 A chapter from the Global Innovation Science Handbook a comprehensive guide to the science art tools and deployment of innovation brought together by two Editors of the prestigious International Journal of Innovation Science with ground breaking contributions from global innovation leaders in every type of industry Electrical World ,1926

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