The performance of governments around the globe is constantly in the spotlight, whether as a celebration or indictment of their activities. Providing evidence on strategies to improve the performance of public agencies is therefore essential to the practice of public management. This important contribution to the debate explores issues of measurement, research methodology, and management influences on performance. It focuses on three key questions: What approaches should be adopted to measure the performance of public agencies? What aspects of management influence the performance of public agencies? As the world globalizes, what are the key international issues in performance measurement and management? In examining these questions, the contributors debate both methodological and technical issues regarding the measurement of performance in public organizations, and provide empirical analyses of the determinants of performance. The book concludes with groundbreaking work on the international dimensions of these issues.

**George A. Boyne** is Professor of Public Sector Management at Cardiff Business School, Cardiff University.

**Kenneth J. Meier** is the Charles H. Gregory Chair in Liberal Arts in the Department of Political Science, Texas A&M University and Professor of Public Sector Management at Cardiff Business School, Cardiff University.

**Laurence J. O'Toole Jr.** is Margaret Hughes and Robert T. Golembiewski Professor of Public Administration and Head of the Department of Public Administration and Policy at the University of Georgia.

**Richard M. Walker** is Professor of Public Management at the University of Hong Kong and Cardiff University.
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Notes on contributors

**Rachael Addicott** is a Lecturer in Health and Public Sector Management at the School of Management, Royal Holloway University of London. Rachael is a member of the Centre for Public Services Organizations and her research interests include organizational change in public service organizations and network governance – particularly in health care.

**Rhys Andrews** is currently a research associate in the Centre for Local and Regional Government Research, Cardiff University. He has over five years experience of researching public services in Wales and England, undertaking a variety of projects studying policy implementation, project delivery and performance in a range of public and voluntary sector bodies. His research interests are now focused on strategic management, organizational environments and public service performance. He is currently working on an Economic and Social Research Council study analysing strategy, structure and service improvement in Welsh local government. He has published articles in the *Journal of Public Administration Research and Theory*, *Public Administration* and other journals.

**George A. Boyne** MA, MLitt, PhD is Professor of Public Sector Management at Cardiff Business School. His publications include five books and almost 100 articles in academic journals. He has obtained, as principal or co-applicant, research funding of over £5 million from bodies including the Economic and Social Research Council, the Leverhulme Trust, the Joseph Rowntree Foundation and UK central government departments. From 2003 to 2005 he was an ESRC/EPSRC Advanced Institute of Management Research Fellow. He is an Associate Editor of the *British Journal of Management* and the *Journal of Public Administration Research and Theory*. He has acted as an adviser to UK bodies such as the Audit Commission, the National Audit Office and the Local Government Association, and is a member of the United Nations Expert Group on Public Sector Effectiveness.

**Gene A. Brewer** is Associate Professor of Public Administration and Policy at the University of Georgia School of Public and International Affairs. He is an
internationally recognized public management scholar who publishes in some of the top-ranked journals in the field. His current research interests include public sector reform, governmental performance, and bureaucratic accountability in democratic political systems. He is an editorial board member of the *Public Administration Review*, and an overseas advisor for the UK’s Advanced Institute for Management Research, Cardiff University, in Wales.

**Youseok Choi** is a doctoral student in social welfare at the University of Wisconsin-Madison. His studies focus on evaluating performance of welfare service delivery systems and welfare reform. His research interests include comparative social policy and management of social service organizations.

**Young Han Chun** is an assistant professor of public administration at Yonsei University, Seoul, Korea. He holds a BA and an MPA from Seoul National University and a DPA from the University of Georgia. His dissertation, *Goal ambiguity in public organizations*, has won three national dissertation awards including the Leonard D. White Award. His research focuses on organizational innovation, strategic planning and performance management in the public sector, and goal attributes in public organizations. He has published articles in such journals as *Journal of Public Administration Research and Theory*, *Korean Public Administration Review*, and *Korean Journal of Public Administration*.

**Ewan Ferlie** is Professor of Public Services Management and Head of School at the School of Management, Royal Holloway University of London. He is also Director of the Centre for Public Services Organizations there. He has published widely on organizational change processes in the public services, especially health care, and is co-author of *The New Public Management in Action* (Oxford University Press, 1996) as well as numerous articles.

**Melissa Forbes** is a joint doctoral student in public policy and sociology at the Ford School of Public Policy at the University of Michigan-Ann Arbor. Her research interests centre around institutional and organizational change, especially the effect that institutional change has on corporate environmental behaviour and environmental policy.

**Carolyn J. Heinrich** is an Associate Professor at the LaFollette School of Public Affairs and Associate Director of the Institute for Research on Poverty at the University of Wisconsin-Madison. Her research focuses on social welfare policy, public management, and social programme evaluation. Heinrich is co-author of several books on the empirical study of governance and public management, including *Improving Governance: A New Logic for Empirical Research* and *Governance and Performance: New Perspectives*. Recent articles have appeared in the *Review of Economics and Statistics*, *Journal of Policy Analysis and Management*, *American Journal of Political Science*, and *Public Administration*. 
Notes on contributors


**Carolyn J. Hill** is an Assistant Professor of Public Policy at Georgetown University in Washington, DC. She received her Master's degree in public policy from the La Follette Institute at the University of Wisconsin-Madison, and her PhD from the Harris Graduate School of Public Policy Studies at the University of Chicago. Carolyn's research focuses on the design, management, and performance of publicly-supported programmes, particularly those that serve poor families. She is co-author, with Laurence E. Lynn, Jr. and Carolyn J. Heinrich, of *Improving Governance: A New Logic for Empirical Research.*

**Graeme A. Hodge** is Professor of Law at Monash University in Australia. An adviser to Australasian governments, he has contributed to journals in public administration and management, social and economic policy, regulation and law. His research interests cover privatization, contracting, public-private partnerships, accountability and regulation.

**Kimberley R. Isett**, PhD, MPA is an Assistant Professor of Health Policy and Management at Columbia University's Mailman School of Public Health. After completing her doctoral work, she spent eighteen months as an NIMH post-doctoral research fellow at the Cecil G. Sheps Center for Health Services Research at the University of North Carolina at Chapel Hill, under the mentorship of Joseph P. Morrissey. Her work focuses on interorganizational collaboration, public management, and the delivery of services to vulnerable populations. Her work has been recognized by the Academy of Management's Health Care Management and Public and Nonprofit Divisions, as well as receiving the designation of the best published article in the American Review of Public Administration in 2004.

**Patrick Kenis** is Professor at the Faculty of Social and Behavioural Sciences at Tilburg University, the Netherlands where he is also Head of the Department of Policy and Organization Studies. He also lectures at TIAS (the Business School of Tilburg University) of which he is a member of the Academic Board. Previously he has worked at the Free University, Amsterdam, the University of Konstanz, Germany, the European Centre for Social Welfare Policy and Research, Vienna and the European University Institute, Florence. He received his PhD in Social and Political Sciences from the European University Institute in
Notes on contributors


Yi Lu is a PhD candidate in the Department of Public Administration and Policy, School of Public and International Affairs at the University of Georgia. Prior to coming to the University of Georgia, she completed the MPA programme at the University of Missouri-Columbia and was a research assistant at the Community Policy Analysis Center. Her research focuses primarily on networked-setting management and financial management.

Laurence E. Lynn, Jr. is the George H. W. Bush Chair and Professor of Public Affairs at the Bush School of Government and Public Service at Texas A&M University. His most recent book, co-authored with Anthony M. Bertelli, is Madison’s managers: Public administration and the constitution, published by Johns Hopkins University Press. He is the 2005 recipient of the Public Management Research Association’s H. George Frederickson award for career contributions to public management scholarship.

Kenneth J. Meier is the Charles H. Gregory Chair in Liberal Arts and Professor of Political Science at Texas A&M University and Professor of Public Management at the Cardiff School of Business, Cardiff University. His eclectic research interests include public management, the relationship between bureaucracy and democracy, minority politics, and quantitative methods.

H. Brinton Milward is the McClelland Professor of Public Management at the University of Arizona. Milward is jointly appointed in the Departments of Management and Policy, Political Science and Sociology and he is a Faculty Associate at the Udall Center for Studies in Public Policy. His research interests revolve around the intersection of public policy and management. He has focused much of his recent work on understanding how to efficiently and effectively manage networks of non-profit organizations that jointly produce public services like mental health. His most recent work is comparing private firms and non-profit agencies that deliver the same services under government contracts. He and Keith Provan have received an IBM Grant to write ‘The public manager’s guide to network management’. His recent article ‘Dark networks as problems’ has been widely cited for its application of network analysis
to terrorist networks, human trafficking, drug smuggling, and other illegal activities.

M. Jae Moon is a faculty member at the Department of Public Administration of Korea University. Before joining Korea University, he was at the Bush School of Texas A&M University (2002–2004) and the Graduate School of Public Affairs at the University of Colorado at Denver (1998–2002). His research interests include public management, information technology/environmental policy, and comparative public administration. His research has recently appeared in major public administration and policy journals. He was Book Review Editor for *Public Administration Review* (2002–2005).

Donald P. Moynihan is Assistant Professor of Public Affairs at the Robert M. La Follette School of Public Affairs at the University of Wisconsin-Madison. His research and teaching interests include performance management, homeland security, citizen participation and public budgeting. He is the author of *Rethinking performance management*, forthcoming from Georgetown University Press. He has published in volumes and journals that include *Public Administration Review, J-PART, Administration & Society, Public Performance and Management Review, Governance, Journal of Policy History, and Review of Public Personnel Administration*. His article ‘Why reforms don’t always have to work to succeed: A tale of two managed competition initiatives’ won the 2002 award for best journal article from the Public and Nonprofit Division of the Academy of Management. Another article, ‘Capacity, management and performance: Exploring the links’, was selected as the best article published by the *American Review of Public Administration* during 2003. Moynihan earned his master of public affairs and PhD in public administration from the Maxwell School of Citizenship and Public Affairs at Syracuse University.

Mary O’Mahony is a Professor of International Industrial Economics at the University of Birmingham Business School and a Senior Research Fellow at the National Institute of Economic and Social Research (NIESR) where she has worked since 1987. She is also an AIM Public Service Fellow. She has led projects on a wide range of topics, including deriving internationally consistent measures of fixed capital stocks, measuring productivity levels and growth rates in manufacturing and market services, and the impact of human capital and information technology on international relative productivity levels. Her current research interests include measuring productivity in public services such as education and health and she has recently participated in a study measuring output and productivity in the UK National Health Service. She currently serves on advisory boards for the ONS on measuring output in the education sector.
and for the Department of Health on productivity measurement in adult social services.

Laurence J. O'Toole, Jr is Margaret Hughes and Robert T. Golembiewski Professor of Public Administration and head of the Department of Public Administration and Policy in the School of Public and International Affairs at the University of Georgia (USA). He is also appointed Professor of Comparative Sustainability Policy Studies at Twente University, the Netherlands. He has published extensively on public management, performance, and governance networks. Currently he serves as co-editor for public management of the Journal of Policy Analysis and Management.

Sanjay K. Pandey is an assistant professor in the Department of Public Administration at the University of Kansas. His last academic position was with Rutgers University, Campus at Camden where he directed Phase II of the National Administrative Studies Project (NAsP-II). His research and teaching interests are in public management and health policy.

Keith G. Provan, PhD, is Eller Professor, School of Public Administration and Policy, University of Arizona, Tucson, Arizona, USA. His primary interests are organization theory, health and human services delivery systems, and interorganizational networks in the public, non-profit, and business sectors. He has published extensively in all these areas. Professor Provan’s current and recent work has focused on the evolution, governance, and effectiveness of networks in child and youth health, mental health, chronic disease prevention, and tobacco control. His PhD is from the State University of New York, Buffalo.

Hal G. Rainey is Alumni Foundation Distinguished Professor in the Department of Public Administration and Policy of the School of Public and International Affairs at the University of Georgia. His research concentrates on organizations and management in government, with emphasis on performance, change, leadership, privatization, and comparisons of governmental management to management in the business and nonprofit sectors. The third edition of his book, Understanding and managing public organizations, was published in 2003. He was recently elected as a Fellow of the National Academy of Public Administration.

Anne C. Rouse is Associate Professor of IT and Business Strategy at the Deakin Business School, Deakin University, Australia. She has been researching outsourcing since 1997, and her doctoral thesis on outsourcing risks and benefits won the 2003 ACPHIS prize for ‘best Australasian PhD’ in information systems.
Peter C. Smith is Professor of Economics and director of the Centre for Health Economics at the University of York. His research interests include the finance and performance of public services, topics on which he has published widely. He has advised numerous national and international agencies, including the World Bank, OECD and the World Health Organization.

Philip Stevens is a Research Fellow at the National Institute of Economic and Social Research. Since arriving at the institute in 2000, his work has included: work on the effect of tuition fees on universities; investigations of different methods of cost efficiency analysis for local government; an investigation of the role of efficiency in explaining international income differences; secondary analysis of the Employers Skills Survey; a feasibility study of the analysis of public sector productivity; and an examination of issues surrounding the recruitment and retention of staff in the HE sector. He is currently working on developing new approaches to measuring and understanding NHS outputs and productivity; an analysis of low-wage work in Europe; and an examination of the star ratings system in NHS acute trusts.

Richard M. Walker is Professor of Public Management at the School of City and Regional Planning at Cardiff University and Centre of Urban Planning and Environmental Management at the University of Hong Kong. His research interests are in the performance consequences of management with particular reference to strategy, management reform, innovation and red tape. Research articles on these and other topics have appeared in *Journal of Policy Analysis and Management*, *Policy and Politics*, *Journal of Public Administration Research and Theory*, *Public Administration*, and *Public Administration Review*.

Eric W. Welch is an Associate Professor in the graduate programme in public administration at the University of Illinois at Chicago. He earned his PhD in public administration at Syracuse University and has since participated in research projects at the Center for Economic Studies, the International Institute for Applied Systems Analysis, the Great Cities Institute, and the Japan National Institute for Environmental Studies. His current research interests concern issues in electronic governance, environmental policy and comparative administration. Professor Welch has recently published articles in such journals as *Political Communication*, *British Journal of Political Science*, *Governance, Administration and Society*, and *Journal of Public Administration Research and Theory*.

Wilson Wong is an associate professor of the Department of Government and Public Administration, the Chinese University of Hong Kong. He received a Bachelor of Social Science from the Chinese University of Hong Kong, an MPA and a PhD in public administration from the Maxwell School, Syracuse University. Professor Wong's core research areas include public management and organization.