

Cambridge University Press
978-0-521-17293-6 - Public Service Performance: Perspectives on Measurement and Management
Edited by George A. Boyne, Kenneth J. Meier, Laurence J. O'Toole and Richard M. Walker
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Public Service Performance

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.

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