

## Contents

<i>List of Figures</i>	<i>page</i> ix
<i>List of Tables</i>	xi
<i>Acknowledgments</i>	xiii
<i>List of Abbreviations</i>	xix
<b>PART I INTRODUCTION, PUZZLES AND THEORY</b>	
1 Introduction: Bureaucracy and the Politics of Implementing Primary Education	3
2 Bureaucratic Norms: A Theory of Implementation	34
3 The State and Primary Education in India	86
<b>PART II IMPLEMENTING PRIMARY EDUCATION IN NORTHERN INDIA</b>	
4 How Legalistic Bureaucracy Generates Uneven Implementation	119
5 How Deliberative Bureaucracy Facilitates Adaptive Implementation	171
6 Norm Persistence: Exit, Voice and Bureaucratic Inertia	219
7 Norm Change: Conflict and Commitment on the Front Lines of Reform	261
<b>PART III COMPARATIVE EXTENSIONS AND IMPLICATIONS</b>	
8 The Argument in Comparative Perspective	301
9 Conclusion: Reimagining Bureaucracy for Inclusive Development	327

viii

## *Contents*

<i>Appendix: Researching Bureaucracy and Frontline Public Services</i>	351
<i>References</i>	366
<i>Index</i>	405