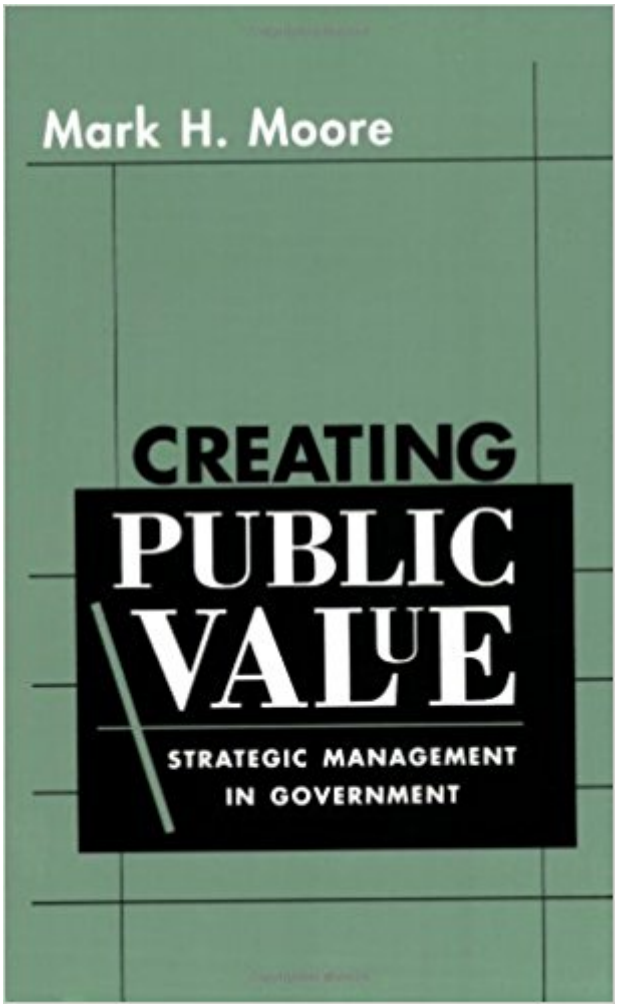
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Creating Public Value: Strategic Management In Government



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Synopsis

A seminal figure in the field of public management, Mark Moore presents his summation of fifteen years of research, observation, and teaching about what public sector executives should do to improve the performance of public enterprises. Useful for both practicing public executives and those who teach them, this book explicates some of the richest of several hundred cases used at Harvard's Kennedy School of Government and illuminates their broader lessons for government managers. Moore addresses four questions that have long bedeviled public administration: What should citizens and their representatives expect and demand from public executives? What sources can public managers consult to learn what is valuable for them to produce? How should public managers cope with inconsistent and fickle political mandates? How can public managers find room to innovate? Moore's answers respond to the well-understood difficulties of managing public enterprises in modern society by recommending specific, concrete changes in the practices of individual public managers: how they envision what is valuable to produce, how they engage their political overseers, and how they deliver services and fulfill obligations to clients. Following Moore's cases, we witness dilemmas faced by a cross section of public managers--William Ruckelshaus and the Environmental Protection Agency, Jerome Miller and the Department of Youth Services, Miles Mahoney and the Park Plaza Redevelopment Project, David Sencer and the swine flu scare, Lee Brown and the Houston Police Department, Harry Spence and the Boston Housing Authority. Their work, together with Moore's analysis, reveals how public managers can achieve their true goal of producing public value.

Book Information

Paperback: 402 pages

Publisher: Harvard University Press; Reprint edition (1995)

Language: English

ISBN-10: 0674175581

ISBN-13: 978-0674175587

Product Dimensions: 9.3 x 6 x 1 inches

Shipping Weight: 1 pounds (View shipping rates and policies)

Average Customer Review: 4.1 out of 5 stars 19 customer reviews

Best Sellers Rank: #71,524 in Books (See Top 100 in Books) #16 inÃ Â Books > Politics & Social Sciences > Politics & Government > Public Affairs & Policy > Communication Policy #51 inÃ Â Books > Textbooks > Social Sciences > Political Science > Public Affairs #66 inÃ Â Books

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Customer Reviews

If you haven’t been able to slip out to Harvard University’s John F. Kennedy School of Government for the latest in public management training, Mark Moore’s book...will bring you up to speed. (National Journal)[An] important argument to counter the image of the rigid bureaucrat, with case studies of youth services, a library, a redevelopment project, a police department, and a housing authority. (Future Survey)Basing extended and thoughtful analyses and comments on a series of cases in managing an assortment of federal, state, and local public agencies (libraries, the EPA, a department of child and youth services, a redevelopment agency, the Center for Disease Control, a housing authority, and a police department), Kennedy School professor Mark Moore seeks to expand the traditional bureaucratic conceptions of public administration. (ARNOVA News)This is at once the most broadly thoughtful and specifically useful book I’ve read in the field of public management. (Hale Champion, Former Undersecretary of the U.S. Department of Health, Education, and Welfare)

This is at once the most broadly thoughtful and specifically useful book I’ve read in the field of public management. (Hale Champion, Former Undersecretary of the U.S. Department of Health, Education, and Welfare) --This text refers to an out of print or unavailable edition of this title.

fast and nice

Good book...very informative

Great book! Mustread by public servants!

good

great shape

Well written and very helpful.

I think we need more literature like this that explains public value and ways to successfully achieve it! I give this book author a very high rating for a job well done. Thank you!

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