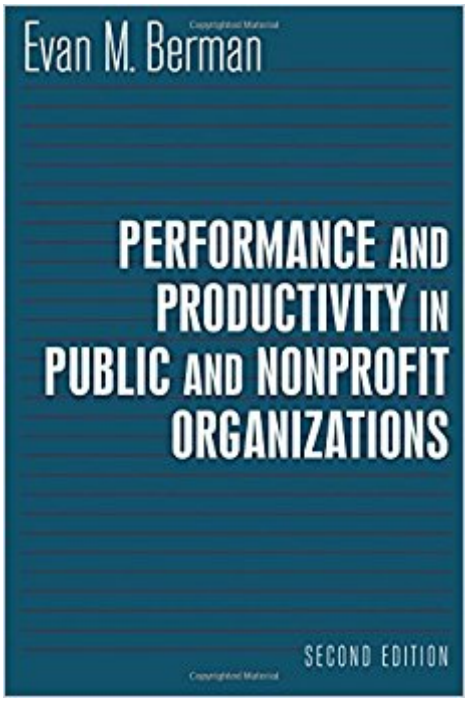
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Performance And Productivity In Public And Nonprofit Organizations



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Synopsis

Designed for course adoption as well as professional use, the revised edition of this accessible text provides a balanced assessment and overview of state-of-the-art organizational and performance productivity strategies. Public and nonprofit organizations face demands for increased productivity and responsiveness, and this practical guide offers strategies based on current research and scholarship that respond to these challenges. The book's comprehensive coverage includes: rationale for productivity and performance improvement; evolution of productivity improvement; the quality paradigm; customer service; information technology; traditional approaches to productivity improvement; re-engineering and restructuring; partnering and privatization; psychological contracts; and community based strategies. In addition to updating the examples of the first edition, this new edition also highlights the growing use of enterprise funds, partnership models of privatization, and web-based service delivery. Each chapter concludes with a useful summary and all-new application exercises.

Book Information

Paperback: 226 pages

Publisher: Routledge; 2 edition (March 15, 2006)

Language: English

ISBN-10: 0765616084

ISBN-13: 978-0765616081

Product Dimensions: 6 x 0.6 x 9 inches

Shipping Weight: 8 ounces (View shipping rates and policies)

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"Berman clearly and efficiently communicates the essence of public sector reform and improvement. His book should be required reading for everyone who demands or implements public sector performance - government and non-profit managers, public administration students, elected officials, citizen groups, even the media. This book is the best investment a public sector stakeholder can make. Public performance starts here." - Marc Holzer, Rutgers University, Newark

Campus "I have used the first edition of Berman’s book for years. Students appreciate its comprehensive coverage, scholarly insights, engaging styles and concrete examples. Practitioners praise the clear and effective ways it tackles difficult change management issues." - Jonathan P. West, University of Miami"

Lots of useful information, but very very dry. It’s also a bit repetitive which is the author trying to be thorough I think. It’s worth reading for academics, but not a book you want to read if you don’t need it.

I am in grad school and needed it for my course. Glad that I am able to rent this book. Dont really need it after this class as I have kept other books.

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