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The Service State: Rhetoric, Reality and Promise

By Patrice Dutil, Cosmo Howard, John Langford, Jeffrey Roy

University of Ottawa Press. Paperback. Book Condition: new. BRAND NEW, The Service State: Rhetoric, Reality and Promise, Patrice Dutil, Cosmo Howard, John Langford, Jeffrey Roy, In the past ten years, Canadians have witnessed a renaissance in the delivery of government services. New service organizations are cropping up across the country and accomplishing extraordinary things. Efforts are being made to consult citizens on how to improve and integrate services. Considerable resources are being invested in measuring and showcasing performance improvement. This book probes the central dimensions of service reform efforts from a variety of perspectives and answers some pressing questions: How can we make better decisions about service delivery? How should we measure service delivery performance? How should we engage users of government services? How can we create a service culture? How can we use the internet more effectively? Approaching service delivery as not merely technical but inherently political and controversial, the authors look beyond the rhetoric to see what has actually been achieved and what obstacles confront further improvements.



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