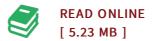




The Service State: Rhetoric, Reality and Promise

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.



Reviews

Merely no words to spell out. It is amongst the most awesome publication i have read. Your life span will likely be transform as soon as you full reading this book.

-- Marvin Okuneva

Completely among the best publication I have got at any time go through. I have got go through and so i am confident that i will likely to read again once more down the road. It is extremely difficult to leave it before concluding, once you begin to read the book.

-- Zachery Mertz

Other Books



The Preschool Inclusion Toolbox: How to Build and Lead a High-Quality Program

Brookes Publishing Co, United States, 2015. Paperback. Book Condition: New. 274 x 213 mm. Language: English . Brand New Book. Filled with tips, tools, and strategies, this book is the comprehensive, practical toolbox preschool administrators need to implement early childhood inclusion through...



Learn the Nautical Rules of the Road: An Expert Guide to the COLREGs for All Yachtsmen and Mariners

Fernhurst Books Limited. Paperback. Book Condition: new. BRAND NEW, Learn the Nautical Rules of the Road: An Expert Guide to the COLREGS for All Yachtsmen and Mariners, Paul B. Boissier, Expert information for yachtsmen and professional mariners. This is the ideal book...



Hands Free Mama: A Guide to Putting Down the Phone, Burning the To-Do List, and Letting Go of Perfection to Grasp What Really Matters!

ZONDERVAN, United States, 2014. Paperback. Book Condition: New. 211 x 137 mm. Language: English. Brand New Book. Rachel Macy Stafford's post The Day I Stopped Saying Hurry Up was a true phenomenon on The Huffington Post, igniting countless conversations online...



Programming in D: Tutorial and Reference

Ali Cehreli, 2015. Paperback. Book Condition: New. 254 x 178 mm. Language: English. Brand New Book ***** Print on Demand *****.The main aim of this book is to teach D to readers who are new to computer programming. Although having experience...



Programming in D

Ali Cehreli Dez 2015, 2015. Buch. Book Condition: Neu. 264x182x53 mm. This item is printed on demand - Print on Demand Neuware - The main aim of this book is to teach D to readers who are new to computer programming. Although...



How The People Found A Home-A Choctaw Story, Grade 4 Adventure Book

McGraw Hill. Soft cover. Book Condition: Brand New. Dust Jacket Condition: No Dust Jacket. Brand New In Softcover Format, How The People Found A Home-A Choctaw Story, Grade 4 Adventure Book. 1-1-3.