

Transforming Government And Public Services

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Public Service Commission *Kate Jenkins* John Christopher English Namibia. Public Service Commission Canada. Treasury Board Illinois State Library. Public Services Department New York (State). Superintendent of Public Works United States. Office of Education British South Africa Company United States. Supreme Court Gujarat Public Service Commission Strong Jean Hartley Missouri Public Service Commission

this book is an authoritative account of the establishment of the next steps agencies the greatest change in the uk civil service of recent years the saga is told superbly from the author s vantage point as a leading participant in helping to shape the change she reveals the pressures on and inside the civil service both for and against reform she illuminates the relationships between politicians and civil servants her wise advice on how they can collaborate constructively to deliver public services also draws on her worldwide experience as a consultant about governance in developing countries and is especially relevant to current concerns about reform of public services g w jones emeritus professor of government lse uk this book is essential reading for anyone who wants to understand why governments fail to deliver what they promise it is the authoritative insider s account of the next steps initiative under mrs thatcher by someone who was central to it her analysis is uncomfortable but her insights spiced with some nice anecdotes are as wise and relevant as ever her message for politicians and senior officials alike is uncompromising look at the job first and equip yourselves to do it properly or you will fail and the rest of us suffer thank goodness she has written it all down no one can say they weren t told lord wilson of dinton former cabinet secretary and now master of emmanuel college cambridge the continued failure to provide public services both to agreed standards and electorate expectations is one of the major problems of modern government drawing on the experience of government in the uk and beyond this book considers the ways in which public institutions have tried to adapt to meet new demands the author argues that there is a common inability to connect ideas and decisions between politicians and those responsible for managing public sector organisations and discusses in detail the initiatives launched in the uk to establish a new approach to management particularly next steps and executive agencies by analysing public sector management in a number of countries since the reforms of the 1980s this valuable book examines past problems and suggests future improvements to the ways in which public services should be managed including the development of relations between politicians and officials and ways to improve decision taking and management for government as a senior official in mrs thatcher s government the author describes in detail and from the inside the process of planning and introducing executive agencies a major change in one of the largest

governments in the world she emphasises the intense difficulty involved in getting agreement to change and to implement decisions discussing the problems of conflicting objectives between politicians and officials in dealing with the practicalities of managing large public sector institutions the uk experience of executive agencies has been influential across the world and in many countries this book describes how the uk system was devised and introduced this book will appeal to an international spectrum of academics and students especially those involved in public sector reform and public sector management and political decision taking it will also be of great interest to contemporary historians of the thatcher period and beyond as well as politicians and commentators concerned with government reform public sector management and the role of politicians

how are public service organizations governed how can their performance be measured managed and improved public services play a central role in the well being sustainability and growth of communities cities and nations managing to improve public services shows how management can be harnessed to improve a range of public services e g policing health local government by examining them through different theoretical lenses e g governance innovation and change performance metrics and management it advances both theory and practice beyond traditional public administration and new public management by considering the interrelationships between governance and public management the book is written by a group of leading social science and management specialists who were awarded the prestigious esrc epsrc public service fellow awards as part of the advanced institute of management research initiative it will be of interest to graduate students academics and policy makers involved in public service management and performance measurement

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