Record Nr. UNINA9910170985003321 Autore Carter Neil <1958-> Titolo How organisations measure success: the use of performance indicators in government / / Neil Carter, Rudolf Klein, and Patricia Day London: New York, : Routledge, 1992 Pubbl/distr/stampa **ISBN** 1-134-81364-3 1-134-81365-1 1-282-77811-0 9786612778117 0-203-20866-8 Edizione [1st ed.] Descrizione fisica 1 online resource (202 pages) Altri autori (Persone) KleinRudolf DayPatricia <1940-> Disciplina 354.4107/6 Soggetti Administrative agencies - Great Britain - Evaluation Executive departments - Great Britain - Evaluation Government productivity - Great Britain Industrial productivity - Great Britain Lingua di pubblicazione Inglese **Formato** Materiale a stampa Monografia Livello bibliografico Description based upon print version of record. Note generali Nota di bibliografia Includes bibliographical references (p. [184]-191) and indexes. Nota di contenuto Book Cover; Title; Contents; List of tables; List of abbreviations; Introduction; Revolution or resurrection? The history of a concept; Models, measures, and muddles: organisational and conceptual dimensions of performance indicators: The criminal justice system: police, courts, and prisons; The welfare system: Social Security and the National Health Service; The private sector: banks, building societies, and retail stores; Managing monopolies: railways, water, and airports; Performance indicators in the 1990's: tools for managing political and administrative change; References; Name index Subject index Sommario/riassunto Throughout the 1980's the British Civil Service devoted much time and

> energy developing indicators to measure the performance of government. Never before had so much stress been placed on accountability and performance: a trend which will be reinforced as

government continues to devolve activities to agencies and looks for methods to assess their performance. How Organisations Measure Success analyses existing methods from their origins in the 1960's to their revival in the 1980's as part of the Financial Management Initiative and its apotheosis in the 1990's Next Steps Initiative.