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Titolo	Public Service Excellence in the 21st Century // edited by Alikhan Baimenov, Panos Liverakos
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Nota di contenuto	1. Reclaiming Public Space: Drawing Lessons from the Past as we Confront the Future -- 2. Fear & Loathing of Technological Progress? Leveraging Science & Innovation for the Implementation of the 2030 Agenda for Sustainable Development -- 3. Lessons from Lagash: Public Service at the start of History and Now -- 4. The Emergence of a New Model? Trajectories of Civil Service Development in the Former Soviet Union Countries -- 5. Japan's attempts to Digitalise Government: An Introduction of "My Number" System in Reforming Public Management -- 6. The Role of Civil Service and the Human Resource Management Policies Required for the Government of the Future -- 7. China's Public Service and Civil Service Capacity Building -- 8. Disruptive Technologies and the Public Sector: The Changing Dynamics of Governance -- 9. Big Data-Driven Public Service in the Twenty-First Century: The Politics of Big Data -- 10. Cooperation and Partnerships for International Development in the Era of the SDGs.
Sommario/riassunto	This book is a noteworthy contribution in the pursuit of public service

excellence for the 21st Century. It places into perspective challenges and issues -the "wicked problems" of our century -that will confront public administration in the coming decades. -Steve Condrey, former ASPA President

This book combines academic wisdom and practitioners' insights to critically examine the challenges faced by civil service systems in the 21st Century. Moreover, the book evaluates which civil servants are needed to tackle critical issues such as rapidly ageing populations, increased urbanisation, environmental degradation, swift technological advancement, and globalisation of the market place in the social and economic realm of the 21st Century. Its topics range from civil service development in post-Soviet countries indicating that peer-to-peer learning is the way forward, to civil service reforms in China, Japan, and Korea in their quest to satisfy their citizens demands and expectations in the 21st Century. Other topics span across regional analyses by focusing on current dominant trends and challenges confronting administrative and civil service systems, vis-à-vis technology, innovation and "big data", and their disruptive effects on society and government. This book will be of interest to both academics and practitioners, and would-be builders of the 21st Century world.

Alikhan Baimenov has served as Head of the Executive Office of the President, Head of the Prime Minister's Office, Chairman of the Agency for Civil Service Affairs, and Minister of Labour and Social Protection. He has also been a member of the Parliament of Kazakhstan. He has overseen two waves of civil service reform in Kazakhstan. He is currently the Chairman of the Steering Committee of the Astana Civil Service Hub.

Panos Liverakos has served as Technical Advisor for several UNDP and EU Projects for the past fifteen years, dealing with public administration and civil service reform, change management and governance assessments, among many other issues. He is currently technical consultant for the Astana Civil Service Hub and the United Nations Development Programme in Kazakhstan.
