

1. Record Nr.	UNINA9910450648503321
Titolo	Public services delivery [[electronic resource] /] / edited by Anwar Shah
Pubbl/distr/stampa	Washington, D.C., : World Bank, c2005
ISBN	1-280-16894-3 9786610168941 0-8213-6141-4
Descrizione fisica	1 online resource (262 p.)
Collana	Public sector, governance, and accountability series
Altri autori (Persone)	ShahAnwar
Disciplina	361.6/068/4
Soggetti	Government productivity - Evaluation Public administration - Evaluation Municipal services - Evaluation Medical care - Evaluation Education - Evaluation Public welfare - Evaluation Infrastructure (Economics) - Evaluation Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Introduction to the Public Sector Governance and Accountability Series; Contents; Foreword; Preface; Acknowledgments; Contributors; Abbreviations and Acronyms; Overview; 1 Issues Associated with the Implementation of Governmentwide Performance Monitoring; 2 A Simple Measure of Good Governance; TABLES; 3 Assessing Local Government Performance in Developing Countries; 4 Results Matter: Suggestions for a Developing Country's Early Outcome Measurement Effort; FIGURES; 5 Delivering Local/Municipal Services; 6 Assessing the Performance of Health Services in Reaching the Poor 7 Measuring Public Sector Performance in Infrastructure
Sommario/riassunto	The globalization of information-satellite TV, internet, phone and fax- serve to enhance citizens' awareness of their rights, obligations, options and alternatives and strengthens demands for greater accountability from the public sector. However, the power of

accountability is significantly reduced if citizens are unable to measure their government's performance in a meaningful way, which is precisely the topic of this timely book. The abstract concept of "government performance" can only be an effective tool in public debate when there are concrete statistics measuring performance and benchma
