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Nota di contenuto	part Part I Setting the scene -- chapter 1 The Agency idea -- Sometimes old, sometimes new, sometimes borrowed, sometimes untrue / Colin Talbot -- chapter 2 What is available and what is missing in the study of quangos? / Geert Bouckaert -- part PART II Agencies, quangos and contracts in the heartlands of the New Public Management -- chapter 3 Adapting the agency concept -- Variations within Next Steps / Francesca Gains -- chapter 4 Executive agencies and joined-up government in the UK / Oliver James -- chapter 5 Contracting and accountability -- A model of effective contracting drawn from the U.S. experience / Jocelyn M. Johnston -- chapter 6 Contractualism and performance measurement in Australia / Linda McGuire -- chapter 7 The agency concept in North America: failure, adaptation and incremental change -- Failure, adaptation, and incremental change / Andrew Graham -- part Part III Autonomization in

continental Europe and Japan -- chapter 8 Quangos in Dutch government / Sandra Van Thiel -- chapter 9 Lost in translation? Shifting interpretations of the concept of agency: the Dutch case -- Shifting interpretations of the concept of agency: the Dutch / Amanda Smullen -- chapter 10 Central agencies in Sweden -- A report from Utopia / Jon Pierre -- chapter 11 Agencification in Japan -- Renaming or revolution? / Kiyoshi Yamamoto -- part Part IV Autonomization in the developing and transitional countries -- chapter 12 New public management in a developing country -- Creating executive agencies in Tanzania / Janice Caulfield -- chapter 13 Putting new public management to good use -- Autonomous public organizations in Thailand / Bidhya Bowornwathana -- chapter 14 The design, performance and sustainability of semi-autonomous revenue authorities in Africa and Latin America / Robert R. Taliencio Jr -- chapter 15 Castles built on sand? -- Agencies in Latvia / Christopher Pollitt -- chapter 16 A radical departure? -- Executive agencies in Jamaica / Colin Talbot -- part Part V Overview -- chapter 17 Theoretical overview / Christopher Pollitt.
