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Nota di contenuto	INFORMATION, MANAGEMENT AND PARTICIPATION A new approach from public health in Brazil; Copyright; Contents; List of Tables; List of Figures; List of Maps; Acknowledgements; Preface; Introduction; 1 People-oriented Activities: From Blueprint and Process to Specificity and Flexibility; 1.1 Management and Administration in LDCs; 1.2 Blueprint and Process; 1.3 Integrating Blueprint and Process; 1.4 Specificity and People-oriented Activities; 1.5 Conclusions: Integrating Specificity and Flexibility 2 Knowledge-Building, Decision-Making and Information-Handling: An Introduction to the Case-study of Pau da Lima 2.1 Introduction; 2.2 Knowledge-Building and Decision-Making in Complex Organisations; 2.3 Information-Handling for Knowledge-Building and Decision-Making; 2.4 Information-Handling in Pau da Lima; 3 The Pilot Project of Pau da Lima: Its Context and Characteristics; 3.1 Introduction: the Reform of the National Health System in Brazil; 3.2 The Health District Strategy: Two Different Approaches; 3.3 A Pilot Health District Project

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3.4 The Evolution of the Context of the Pau da Lima Project4  
Knowledge-Building in Pau da Lima: Data Collection; 4.1 Introduction to Knowledge-Building; 4.2 Information-Handling at the Beginning of the Project; 4.3 Primary Data Collection; 4.4 Secondary Data Collection; 4.5 Discussion: Flexibility and Specificity in Needs Expression; 4.6 Conclusions; 5 Knowledge-Building in Pau da Lima: Data Processing; 5.1 Introduction to Data Processing; 5.2 Primary Data Processing; 5.3 Secondary Data Processing; 5.4 Data Computerisation; 5.5 Discussion: Flexibility and Specificity in Data Processing  
5.6 Conclusions6 Data Use for Decision-Making; 6.1 Introduction to Data Use; 6.2 Decision-Making before Use of the Information System; 6.3 Data Use and Decision-Making; 6.4 Discussion: Flexibility and Specificity in Decision-Making; 6.5 Conclusions; Conclusion; Technical Appendix A Data Collection; Technical Appendix B Data Processing; Technical Appendix C Data Use; References; Index

#### Sommario/riassunto

In order to alleviate poverty, people-oriented projects (those dealing with activities such as institutional development, health, family planning, education, and rural development) must be well-targeted towards the most vulnerable groups. However, official 'top-down' information is incapable of identifying, prioritising and 'marking out' these groups at a local level, and the result is too often an unfair, inefficient and ineffective allocation and use of the resources of social programmes. The author argues that a 'process approach' is often necessary to generate relevant knowledge about local