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emotional intelligence; 3.1.2. It is not public service motivation; 3.1.3. It is not leadership; 3.2. Emotional Labor: What It Is; 3.3. The Relationship Between Emotional Labor and Burnout; 3.3.1. First dimension: Emotional exhaustion; 3.3.2. Second dimension: Cynicism; 3.3.3. Third dimension: Ineffectiveness; 3.4. Implications for Practice; 3.4.1. Critical incident debriefings; 3.4.2. Self-care plans; 3.4.3. Redesign of jobs; 3.4.4. "Time-outs"; 3.5. Conclusion
References
Chapter 4. Irrationality, Bricolage, Quality and Performance Measurement: Unpacking the Conundrum in a Comparative East-West Context Paul HIGGINS; 4.1. Introduction; 4.2. The Engineer and Bricoleur in Instrumental Performance Management; 4.3. Higher Order Bricolage; 4.4. Data and Activity Manipulation; 4.5. Rationality: Bricolage Nexus; 4.6. Conclusion; References; Chapter 5. Social Accountability for Public Service in Higher Education: A Text Analysis of Chinese Research Universities' Undergraduate Teaching- Learning Quality Annual Reports TIAN Linghui and XIONG Qingnian
5.1. Introduction
5.2. Analysis; 5.3. Conclusion; 5.3.1. University, government and the public: Who is the quality for? Who to report to?; (1) Government-oriented quality; (2) Who was being ignored?; 5.3.2. Transparency; 5.3.3. Depth of involvement and inclusiveness of participation; 5.4. Discussion; References; Chapter 6. Integrated Development of Metropolitan Governance and Public Service: A Case Study of the Pearl River Delta Region YE Lin; 6.1. Introduction: Urbanization in China - A Call for Change; 6.2. Metropolitan Development and Public Service Delivery
6.3. A Case Study of Public Transportation Development in the Pearl River Delta

Sommario/riassunto

Providing quality public service is one of the essential functions of a government. In the turbulent time, however, governments worldwide are experiencing a variety of unprecedented challenges to meet citizens' increasing demands and expectations. In China, building a service-oriented government and a harmonious society is central to the 12th Five-Year Plan and challenges the governance philosophies, capacities and competencies of Chinese government at every level. Researchers of Nanyang Centre for Public Administration (NCPA) at Nanyang Technological University systematically examined the con
