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Nota di contenuto	Front cover; Contents; Prologue; Foreword; Acknowledgments; About the Author; Chapter 1. Organizational Assessment and the Public Sector; Chapter 2. Assessment as a Communication Process; Chapter 3. Applying Assessment Practices in the Public Sector; Chapter 4. The Public Sector Assessment and Improvement Model; Chapter 5. Implementing a Self-Assessment Program; Chapter 6. Assessment, Improvement, and the Process of Organizational Change; Chapter 7. Case Studies and Best Practices in Assessing Public Sector Organizations; Chapter 8. The Future of Assessment Appendix A: The Public Sector Assessment and Improvement Model Appendix B: The Public Sector Assessment and Improvement Model-Short Form; Appendix C: Exercises; Appendix D: Tools for Organizational Change Efforts; Glossary; Bibliography; Index; Back cover
Sommario/riassunto	In order to implement an integrated cycle of assessment, planning, and improvement, government agencies need a framework for

organizational assessment that speaks to their unique needs. This book provides those who manage or work in government with an understanding of and a methodology for assessment.
