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19. Performance Appraisal Practices for Upper Management in City Governments
20. Values Management in Local Government; Part 4. Making Local Governments More Productive and Responsive; 21. Issues in Productivity Measurement for Local Governments; 22. Improving the Goal-Setting Process in Local Government; 23. Strategies for Management of Decline and Productivity Improvement in Local Government; 24. Applying Strategic Decision Making in Local Government; 25. Implementing TQM in Local Government: The Leadership Challenge
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