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Nota di contenuto	Intro -- Preface -- Contents -- Notes on Contributors -- List of Figures -- List of Tables -- List of Boxes -- 1: New Public Management in Africa: An Introduction -- Introduction -- Public Service Governance in Africa -- New Public Management and Core Issues and Themes in Africa -- Theoretical Pathway to New Public Management -- Structure of the Book -- Conclusion -- References -- 2: Market Orientation in the Public Sector: The Perspective from an Emerging Economy -- Introduction -- Background and Definition -- Methodology -- Market Orientation in the Public Sector -- Application of Market Orientation Within the African Public Sector -- Antecedents of Market Orientation in the Public Sector -- The External Environmental Factors Influencing the MO-Performance Relationship -- External and Internal Market Orientation -- Dimensions of External Market Orientation and Performance -- Internal Market Orientation Components and Organisational Performance -- Synthesising Academic Research on Public Sector Market Orientation in Africa -- Research Gaps and Direction for Future Research -- References -- 3: Leveraging Trust to Enhance the Public Sector Brand in Africa -- Introduction -- The Paradigm Shift to New Public Management and Public Value

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Utility of Veblen's Trained Incapacity and Dewey's Occupational Psychosis to Trust in NPM -- Methodology -- Findings and Discussions -- Public Trust in Politicians -- Voice, Accountability, and Public Trust -- Freedom of Expression and Trust -- Judicial Independence and Public Trust -- Approval of Democracy and Trust -- Control of Corruption and Trust in Government -- Policy Implications and Recommendations -- References -- 5: Leadership and Human Capital Management in New Public Management -- Introduction -- Literature Review -- Human Capital Management Model -- Leadership Style and NPM -- Study Methodology -- Discussions of Lessons on Leadership and HCM of NPM in Africa -- Training, Capacity Building, and Public Service Delivery in Nigeria -- Staff Level, Recruitment, and HCM Performance in Kenya -- Leadership and Performance Management in NPM, Kenya -- Public Leadership and NPM Experience in Zimbabwe -- Leadership and Accountability in NPM Experience, Zimbabwe -- Conclusion, Implications, and Recommendations -- References -- 6: Logistics in the New Public Management Framework in Africa -- Introduction -- New Public Management and the Basis for Its Development -- Theories Underpinning the Development of NPM and Their Consequences -- Public Choice Theory -- Principal-Agent Theory -- Transaction Cost Theory -- Expansion and Spread of NPM Across the Globe -- Some Benefits and Drawbacks of NPM -- Benefits of NPM -- Decentralisation -- Contracting out and Performance Contracting -- Privatisation and Public-Private Partnership -- Corporatisation -- Drawbacks of NPM -- Danger of Centralisation -- Tendency for Corruption -- Use of Private Management Technique -- Deployment of NPM Style in Logistics: Roads, Rails, and Ports of African Countries -- Nigeria -- Other African Countries.
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