

1. Record Nr.	UNINA9910146345303321
Autore	Roberto Ventura
Titolo	Dalla misurazione dei servizi alla customer satisfaction : la valutazione della qualità nel Sistema bibliotecario di ateneo dell'Università di Firenze / / a cura di Roberto Ventura ; testi di Silvana Benedetti [and others]
Pubbl/distr/stampa	Firenze University Press, 2004 Firenze : , : Firenze university press, , 2004
ISBN	88-8453-148-9
Descrizione fisica	1 online resource (264 pages) : illustrations; digital, PDF file(s)
Collana	Monografie Umanistica ; ; 9
Disciplina	025
Soggetti	Libraries - Italy - Florence - Evaluation
Lingua di pubblicazione	Italiano
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Collected essays.
Nota di bibliografia	Includes bibliographical references.
Sommario/riassunto	Activities for the evaluation of the Florence University Library System have recently materialised in a customer satisfaction survey. The book recounts this experience and illustrates its premises, the phases of implementation, the statistical and library science methods. The survey represents the final stage of an itinerary launched through the reorganisation of the library system in 1994. From that year on, the practice of monitoring has been confirmed as an essential element of the management process. After several years devoted to the enhancement of quality, the users have been invited to express their views on the services apropos effective use and the degree of satisfaction.

2. Record Nr.	UNINA9910584590303321
Autore	Gaynor Niamh <1970->
Titolo	Engendering democracy in Africa : women, politics and development / / Niamh Gaynor
Pubbl/distr/stampa	Taylor & Francis, 2022 London, England ; ; New York, New York : , : Routledge, , [2022] ©2022
ISBN	1-00-314787-9 1-000-59703-2 1-003-14787-9
Descrizione fisica	1 online resource (203 pages)
Collana	Routledge Studies in African Development
Disciplina	320.082096
Soggetti	Women and democracy Women - Political activity - Africa
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Nota di bibliografia	Includes bibliographical references and index.
Sommario/riassunto	"This book investigates women's political participation in Africa. Going beyond the formal institutions of electoral politics, it explores a range of spaces where everyday politics take place, at national and at local levels. In recent years there have been significant improvements in the number of women elected to parliament in Africa. However, there is little indication that this is translating into better developmental outcomes, and indeed there is mounting evidence that it could in fact help to bolster some authoritarian regimes. Starting from the premise that politics is a far broader project than securing a seat in national or local legislatures alone, this book explores the opportunities for women's political participation across a number of informal spaces where women and men gather, organise and interact in a more regular and systematic manner. Combining insights from political science, sociology and feminist theory and drawing on detailed cases from the Congo, Kenya, Malawi, Nigeria and Rwanda, it examines how power in its multiple dimensions circulates across a range of everyday political spaces, while drawing attention to the links between domestic gender

inequalities and the global political economy. Inviting scholars, practitioners and activists to broaden their focus beyond formal electoral institutions if they want to support women to become more politically active, this book provides fresh insights into major issues at the heart of African studies, development studies, gender and development, democratisation, and international relations"--
