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Sommario/riassunto	Successful businesses have spent the past two decades retooling and rethinking how to manage their people better. Most big companies that have survived and prospered in the 21st century view employees as a

vital strategic asset. In comparison, the U.S. federal government is a Stone Age relic, with its top-down bureaucracy, stove piping of labor and responsibilities, and lack of training and investment in its own public servants. The inevitable result is a government not keeping up with the complex demands placed on it. In *The People Factor*, Linda Bilmes and Scott Gould present a blueprint for re
