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Autore	McElligott Greg <1959->
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Sommario/riassunto	"This study concerns one department of Canadian government - Employment and Immigration Canada (EIC) - and one policy field -

labour market policy - from 1976 to 1991. McElligott unearths resistance in workplaces where 'cutting edge' neoconservative managers have been trying to reshape government services, and inserts front-line workers into state theories, policy debates, and progressive political strategies. He argues that the neglect of these workers makes key state theories incomplete and separates policy-making theory - and practice - from actual state outputs. One consequence is that progressive thinkers and activists have forgone many promising strategic opportunities." "Beyond Service challenges current trends in administrative theory and policy-making, and will be of interest to academics, policy research bodies, union researchers, educators, and, most important, front-line government workers themselves."--Jacket.
