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| Nota di contenuto | Contents; About the Editors and Authors; Acknowledgments; Abbreviations; 1 Governance Reform under Real-World Conditions; Part I Using Political Analysis to Guide Communication Strategies; Table 2.1. Examples of Communication Influence Requirements of Governance Projects; Figure 2.1. The National Democratic Public Sphere; Figure 3.1. The Public Sphere as an Intermediary System; Figure 3.2. The Public Sphere: Inputs and Outputs; Figure 3.3. Three Phases of Political Analysis for Generating Communication Challenges Figure 3.4. Comprehensive View of a Reform Initiative Arising from Political Analyses toward Generating Communication Challenges Figure 4.1. Dysfunctional States and Societal Demands; Figure 4.2. Dysfunctional States with Dialogic Communication; Table 4.1. Possibilities for Voice and Governance in Monologic and Dialogic Communication; Part II Securing Political Will; Figure 6.1. Basic Ideas in the "Reform Space" Model; Figure 6.2. A Stylized Presentation of Varying Reform Conditions across Reform Stages; Figure 6.3. What Politicians Can Do to Facilitate Reform Space Figure 6.4. Effective Political Engagement in Networks, Not Freestanding Individuals Table 8.1. Ten Case Studies for Assessing Participants' Views of a Good Communicative Governance Decision-Making Process; Table 8.2. Q Statements and Their Ranking for Each |

Perspective; Figure 8.1. Four Perspectives on Public Participation Process; Figure 8.2. Fairness in Perspectives A and B; Figure 8.3. Fairness in Perspectives C and D; Table 8.3. Q Statements Related to Fairness; Figure 8.4. Competence in Perspectives A and B; Figure 8.5. Competence in Perspectives C and D
Table 8.4a. Q Statements Related to Competence Table 8.4b. Q Statements Related to Who Should Participate; Table 8.4c. Q Statements Related to Outreach; Table 8.4d. Q Statements Related to Paying Participants; Table 8.4e. Q Statements Related to Shaping the Agenda; Table 8.4f. Q Statements Related to Listening and Speaking; Table 8.4g. Q Statements Related to Rules for Interaction; Table 8.4h. Q Statements Related to Influencing the Decision; Table 8.4i. Q Statements Related to Knowledge and Information; Table 8.4j. Q Statements Related to the Role of Science and Evidence
Part III Gaining the Support of Public Sector Middle Managers Table 9.1. Strategic and Collaborative Communication; Part IV Building Broad Coalitions of Pro-Change Influentials; Figure 12.1. Integrating Participation with Negotiation; Figure 13.1. Reasons for Water Sector Reforms in Kenya; Figure 13.2. Institutional Conflicts in the Water Sector (Under Cap. 372); Figure 13.3. Bottlenecks in the Water Sector (Under Water Act Cap. 372); Figure 13.4. Institutional Setup under the Water Act of 2002; Box 14.1. EDSA II, the "Coup d'Text"; Figure 14.1. Circle of Cross-Influence
Figure 14.2. Ownership in Building the Virtuous Cycle

Sommario/riassunto

Although necessary and often first rate, technocratic solutions alone have been ineffective in delivering real change or lasting results in governance reforms. This is primarily because reform programs are delivered in controlled environments, but under complex, diverse, sociopolitical and economic conditions. Real-world conditions. In political societies, ownership of reform programs by the entire country cannot be assumed, public opinion will not necessarily be benign, and coalitions of support may be scarce or nonexistent, even when intended reforms really will benefit those who need them

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