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Sommario/riassunto	In the 1990's, the public sector has experienced the same kind of productivity pressures as has the private sector in most of the western countries. In Finland, the state and the local government organs have pursued to meet these demands by cutting down their personnel costs and by applying various models of New Public Management. This book sheds light on the possibilities of solving the problems in public sector modernization by changing the modes of operations of work organizations. The results presented in the book are based on

