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Altri autori (Persone)	ShahAnwar
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Sommario/riassunto	The globalization of information-satellite TV, internet, phone and fax- serve to enhance citizens' awareness of their rights, obligations, options and alternatives and strengthens demands for greater accountability from the public sector. However, the power of accountability is significantly reduced if citizens are unable to measure

their government's performance in a meaningful way, which is precisely the topic of this timely book. The abstract concept of "government performance" can only be an effective tool in public debate when there are concrete statistics measuring performance and benchma
