

1. Record Nr.	UNINA9910785085703321
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Titolo	Modernising governance [[electronic resource]] : New Labour, policy and society // Janet Newman
Pubbl/distr/stampa	London, : SAGE, c2001
ISBN	0-7619-6990-X 1-281-25115-1 9786611251154 1-84787-660-9
Descrizione fisica	1 online resource (viii, 198 p.)
Disciplina	320.94109049
Soggetti	Great Britain Politics and government 1997-
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references (p. 181-193) and index.
Nota di contenuto	Cover; Contents; Introduction: new Labour and the question of governance; 1: Understanding governance; 2: The dynamics of institutional change; 3: The Third Way: modernising social democracy; 4: Modernising government: the politics of reform; 5: Modernising services: the politics of performance; 6: Joined-up government: the politics of partnership; 7: Public participation: the politics of representation; 8: Remaking civil society: the politics of inclusion; 9: Conclusion: the politics of governance; Bibliography; Index
Sommario/riassunto	'Modernising Governance' examines how policy is being reshaped and public management realigned, and assesses the consequences for relationships between the state and citizen, between government and public services, and between organisations and their users.