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Nota di contenuto	Section One -- 1. Literacy Work and the Adult Literacy Regime / Richard Darville -- 2. Learning Global Governance: Oecd's Aid Effectiveness and 2r;Results3r; Management in a Kyrgyzstani Development Project / Marie Campbell -- Section Two -- 3.E-governance and Data-Driven Accountability: OnSIS in Ontario Schools / Lindsay Kerr -- 4. Digital Era Governance: Connecting Nursing Education and the Industrial Complex of Health Care / Betty Tate -- 5. What Counts? Managing Professionals on the Front Line of Emergency Services / Karen Melon -- 6.2r;Let's be friends3r;; Working within an Accountability Circuit / Frank Ridzi -- Section Three -- 7.A Workshop Dialogue: Outcome Measures and Front-Line Social Service Work -- For-Profit Contractors, Accreditation, and Accountability / Shauna Janz -- Research and Development Work at an Ontario Youth Shelter / Naomi Nichols. The Neighbourhood Computer Lab: Funding and Accountability / Frank Ridzi -- 2r;If our statistics are bad we don't get paid3r;; Outcome Measures in the Settlement Sector / Liza McCoy -- Section Four -- 8.A Workshop Dialogue: Institutional Circuits and the Front-Line Work of Self-Governance -- Accountability Circuits in Vocational Education and

Training / Lauri Grace -- The Circuit of Accountability for Lifelong Learning / Cheryl Zurawski -- Institutional Circuits in Cancer Care / Christina Sinding -- 9. Knowledge That Counts: Points Systems and the Governance of Danish Universities / Susan Wright.

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Sommario/riassunto

"The institutional ethnographies collected in Under New Public Management explore how new managerial governance practices coordinate the work of people doing front-line work in public sectors such as health, education, social services, and international development, and people management in the private sector. Using research drawn from Canada, the United States, Australia, and Denmark, the contributors expose how standardized managerial requirements are created and applied, and how they affect the practicalities of working with people whose lives and experiences are complex and unique."--Publisher's description

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