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Altri autori (Persone)	JulnesPatria de Lancer
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Nota di contenuto	Cover; Contents; Prologue; Acknowledgments; PART I: State of the Art; 1 - Emerging Developments in Performance Measurement; 2 - Assessing Performance in Nonprofit Service Agencies; 3 Performance; PART II: Using Performance Information to Improve Program Performance and Accountability; 4 - Can Performance Measurement Support Program Performance Improvement and Accountability?; 5 - Using Performance Measurement and Competition to Make Administrations Accountable; 6 Recognizing Credible Performance Reports; 7 - Advancing Performance Measurement and Management for Accountability 8 - Analyzing Performance DataPART III: Informing and Involving Citizens and Other Stakeholders; 9 - Making Performance Measurement Relevant: Informing and Involving Stakeholders in Performance Measurement; 10 - Citizen-Involved Performance Measurement; 11 - Performance Measurement and Educational Accountability; 12 -

Experience With Trained Observers in Transition and Developing Countries; 13 - Helping Government Measure Up; PART IV: Performance Budgeting; 14 - Performance Budgeting Internationally; 15 - Performance-Based Budgeting in Latin and South America 16 - Performance-Based Budgeting in Florida 17 - Performance Management and Budgeting in Australia and New Zealand; 18 - Performance-Based Budgeting; PART V: Quality and Performance in Public and Nonprofit Organizations; 19 - The Integration of Quality and Performance; 20 - Quality and Performance Management; 21 - Performance Information of High Quality; 22 - Applying the Common Assessment Framework in Europe; PART VI: Pulling it All Together; 23 - Creating and Sustaining a Results-Oriented Performance Management Framework; Index; About the Editors; About the Contributors

Sommario/riassunto

A combination of conceptual and practical applications with an emphasis on cutting-edge practices in the US and abroad, this text represents the most notable examples of performance measurement in Canada, Latin America and Eastern Europe, and supports the integration of theory and practice, with linked chapters.
