

1. Record Nr.	UNINA9910791076303321
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Titolo	Improving public sector productivity : concepts and practice // Ellen Doree Rosen
Pubbl/distr/stampa	Newbury Park, Calif. : , : Sage Publications, , 1993 ©1993
ISBN	1-4833-2627-6 1-4522-5381-1
Descrizione fisica	1 online resource (viii, 280 pages) : illustrations
Disciplina	352.375
Soggetti	Government productivity
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 and index.
Nota di contenuto	Cover; Contents; Preface; Acknowledgments; Chapter 1 - Introduction; Chapter 2 - The Politics of Productivity; Chapter 3 - Productivity Concepts and Applications; Chapter 4 - Measurement; Chapter 5 - Measuring Productivity; Chapter 6 - Improving the Work Process; Chapter 7 - Training and Motivating the Worker; Chapter 8 - Empowering the Worker; Chapter 9 - Management Options for Obtaining Resources; Chapter 10 - Managing for Productivity; Chapter 11 - Strategy; Index; About the Author
Sommario/riassunto	This volume shows how public agencies can be made more efficient and humane, providing practical guidance to enhance both service quality and client satisfaction at local, state and national levels. Examples focus on the issues of quality management, improving service delivery, job reorganization and worker empowerment.