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Sommario/riassunto

The innovative capacity of voluntary organizations has become a touchstone for their role in providing public services. Across the world there are increasing pressures on voluntary organizations to improve the quality and effectiveness of public services through innovation and change. This volume uses original research to assess the innovative capacity of voluntary organizations. It provides:* a conceptual framework for understanding the innovative capacity of voluntary organizations* empirical evidence detailing the nature and extent of innovation* an analysis of successful
