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Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	An era of governance by performance management -- Performance management as doctrine -- The partial adoption of performance management reforms in state governments -- Explaining the partial adoption of performance management reforms -- Explaining the implementation of performance management reforms -- The interactive dialogue model of performance information use -- Performance management under George W. Bush -- PART and the interactive dialogue model -- Dialogue routines and learning forums -- Rethinking performance management.
Sommario/riassunto	Efficiency. Innovation. Results. Accountability. These, advocates claim, are the fruits of performance management. In recent decades government organizations have eagerly embraced the performance model but the rush to reform has not delivered as promised. Drawing on research from state and federal levels, Moynihan illustrates how governments have emphasized some aspects of performance management such as building measurement systems to acquire more performance data but have neglected wider organizational change that would facilitate the use of such information. In his analysis of why and how go

