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Sommario/riassunto	This paper reviews progress made in the development of public management systems capable of meeting European standards in the new member states of the European Union, looking into the people, systems, and service delivery aspects of public management systems. The new member states face considerable challenges-improving fiscal management, building absorption capacity of rapidly increasing levels of EU structural funds, and enhancing economic competitiveness-making essential the building of high-quality public management systems. The study applies existing tools for comparative analysis and bench