

1. Record Nr.	UNINA9910820190303321
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Titolo	Administrative capacity in the new EU member states : : the limits of innovation? / / Tony Verheijen
Pubbl/distr/stampa	Washington, D.C. : , : World Bank, , c2007
ISBN	1-280-92875-1 9786610928750 0-8213-7156-8
Descrizione fisica	xx, 48 pages : illustrations ; ; 26 cm
Collana	World Bank working paper ; ; no. 115
Disciplina	352.11/4
Soggetti	Public administration - Europe, Eastern - History Public administration - European Union countries - History
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 (p. 47-48).
Nota di contenuto	Contents; Acknowledgments; Abbreviations and Acronyms; Executive Summary; List of Boxes; 1. Introduction, Context, and Approach; List of Tables; List of Figures; 2. Reviewing Main Trends in Administrative Development; 3. Comparing Innovative Capacity; 4. Replicability and How to Design a Successful Reform Agenda: A Review of Alternatives; 5. Conclusions; References
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