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Altri autori (Persone)	NewmanJanet <1945->
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Nota di contenuto	Cover; Contents; Preface; Introduction; Chapter 1 - From the Cradle to the Grave: The Crises of the Post-War Welfare Settlements; Chapter 2 - Towards the Managerial State?; Chapter 3 - A Change for the Better? The Tyranny of Transformation; Chapter 4 - The Making of Management: Regimes of Power; Chapter 5 - Incentives, Institutions and Identities: Shaping the Managerial State; Chapter 6 - Capturing the Customer: The Politics of Representation; Chapter 7 - Reinventing the Public; Chapter 8 - An Unstable State?; Bibliography; Index
Sommario/riassunto	The authors examine critically the political forces that enabled 'more and better management' to be presented as a solution to the problems of the welfare state, and trace the emergence of new dilemmas in the provision of public services.