

1. Record Nr.	UNINA9910959033803321
Titolo	Citizens, politicians, and providers : the Latin American experience with service delivery reform / / Ariel Fiszbein, editor
Pubbl/distr/stampa	Washington, DC, : World Bank, c2005
ISBN	1-280-10215-2 9786610102150 1-4175-8387-8
Edizione	[1st ed.]
Descrizione fisica	ix, 67 pages : illustrations ; ; 27 cm
Altri autori (Persone)	FiszbeinAriel
Disciplina	363.6/098
Soggetti	Public administration - Latin America Latin America Politics and government
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Bibliographic Level Mode of Issuance: Monograph
Nota di bibliografia	Includes bibliographical references (p. 63-67).
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Sommario/riassunto

Latin American countries have seen significant progress in the past two decades in the coverage of social and infrastructure services. However, coverage gaps and poor quality of services remain a serious problem for many citizens, particularly the poor. While technical difficulties may still be a binding constraint for some sophisticated services, they are clearly not a bottleneck for the most essential ones. Citizens, Politicians, and Providers directly addresses this issue and aims to provide guidance to policymakers and development practitioners on how to shape public action to get better quality services for all. The major premise of this book is that understanding questions of access and quality of services is about the behaviors of people, from teachers, to administrators, politicians, and rich and poor citizens. The main concern is whether those responsible for designing and delivering services are accountable to the citizens who are demanding the services and also paying the taxes and fees that finance services.
