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| Autore                  | Rosen Ellen Doree <1924->                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| Edizione                | [1st ed.]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Descrizione fisica      | 1 online resource (viii, 280 pages) : illustrations                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Disciplina              | 352.375                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Soggetti                | Government productivity                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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| Note generali           | Description based upon print version of record.                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Nota di bibliografia    | Includes bibliographical references and index.                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Nota di contenuto       | Cover; Contents; Preface; Acknowledgments; Chapter 1 - Introduction; Chapter 2 - The Politics of Productivity; Chapter 3 - Productivity Concepts and Applications; Chapter 4 - Measurement; Chapter 5 - Measuring Productivity; Chapter 6 - Improving the Work Process; Chapter 7 - Training and Motivating the Worker; Chapter 8 - Empowering the Worker; Chapter 9 - Management Options for Obtaining Resources; Chapter 10 - Managing for Productivity; Chapter 11 - Strategy; Index; About the Author |
| Sommario/riassunto      | This volume shows how public agencies can be made more efficient and humane, providing practical guidance to enhance both service quality and client satisfaction at local, state and national levels. Examples focus on the issues of quality management, improving service delivery, job reorganization and worker empowerment.                                                                                                                                                                         |