

1. Record Nr.	UNINA9910966453803321
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Titolo	The managerial state : power, politics and ideology in the remaking of social welfare / / John Clarke and Janet Newman
Pubbl/distr/stampa	London, : SAGE Publications, 1997 London : , : SAGE Publications, , 1997
ISBN	9781446238134 144623813X 9781446221747 1446221741 9781446265857 1446265854 9781283881265 1283881268
Edizione	[1st ed.]
Descrizione fisica	1 online resource (xiv, 176 p.)
Altri autori (Persone)	NewmanJanet <1945->
Disciplina	361.650941
Soggetti	Social structure - Great Britain - History Great Britain Social policy
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.[160]-169) and index.
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.

