

1. Record Nr.	UNINA9910967928903321
Titolo	East-west co-operation in public sector reform : cases and results in Central and Eastern Europe / / edited by Frits van den Berg, Gyorgy Jenei and Lance T. Leloup
Pubbl/distr/stampa	Amsterdam ; ; Burke, VA, : IOS Tokyo, : Ohmsha, c2002
ISBN	1-280-50541-9 9786610505418 600-00-0405-2 1-60129-421-2
Edizione	[1st ed.]
Descrizione fisica	1 online resource (196 p.)
Collana	International Institute of Administrative Sciences monographs, , 1382-4414 ; ; v. 18
Altri autori (Persone)	BergFrits van den JeneiGyorgy LeLoupLance T
Disciplina	351.47
Soggetti	Administrative agencies - Europe, Eastern - Management - International cooperation Administrative agencies - Europe, Central - Management - International cooperation
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di contenuto	Cover; Title page; The International Institute of Administrative Sciences; Foreword; Contents; East-West Co-operation in Public Administration - a framework for assessment; Transformation and Transition: An Introduction; Assistance or Co-operation?; Cultural Issues - Success and Failure in Finland's Neighbouring Areas Co-operation; Models of Knowledge Transfer in East-West Collaboration: Organisational Co-learning or Ships that Pass in the Night?; Administrative Convergence in the EU: Some Conclusions for CEECs; Portugal as an Example for Candidate EU-Members From Co-operation to Integration - the Case of Poland Learning Co-operation from Non-co-operation: Two Cases of Public Administration Development in Central and Eastern Europe; Ten Years of Cross-

cultural Co-operation: Lessons, Feelings, Findings; The Issue of Sustainability in a Dutch-Russian Project; An Experience in East-West Co-operation: The Methodius Project in St. Petersburg; The Case of Public Administration and Management Education at the Faculty of Economics, Matej Bel University, Slovakia

East-West Co-operation Models: An Analysis of the ""Babes-Bolyai"" University Public Administration ProgrammeConflicts and Motivation in Projects for Central Banks; East-West Co-operation in Public Administration: Ethics, Lessons and Conclusions; About the Authors; Author Index

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**Sommario/riassunto**

Building on the experience of hundreds of projects and programmes over more than a decade, this is a comprehensive study of East-West co-operation in public-sector reform since the collapse of communism.

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