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Autore	Piotrowski Suzanne J. <1973->
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Nota di contenuto	Sunlight is the best disinfectant -- Two governmental narratives juxtaposed -- The impact of performance management -- The impact of customer service and employee empowerment -- The impact of contracting -- Analysis.
Sommario/riassunto	The consequences of governmental reform are not always intended. In this book, Suzanne J. Piotrowski examines how federal management reforms associated with the National Performance Review have affected, and are still affecting, implementation of the Freedom of Information Act. The intersection of the New Public Management movement and the implementation of the U.S. federal government's transparency policy is, she argues, a clear example of unforeseen outcomes. Particular attention is paid to performance management, customer service, and contracting out initiatives, as well as to unintended consequences and

their future implications for public administration scholars,  
practitioners, and reformers.

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