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Management Technology -- Introduction of Teamwork in the SIA -- Team Creation as Normative Governance of Caseworkers -- Teamwork as Peer Governance -- Teamwork as a Combination of Vertical and Horizontal Governance Mechanisms -- Collegiality in the PES -- A Practice- and Experience-Based Professionalism -- Building Office Culture Bottom-Up -- Collegial Support: the Role of the Work Group -- Conclusion -- Notes -- 7 Governance By Numbers, Colours, and Symbols -- Introduction -- Numbers, Colours and Symbols in the SIA -- Numbers and Peer Control -- Colour Coding Subjectivities -- Symbols for a Sharing Culture. Numbers, Colours, and Symbols in the PES -- Numbers for Control -- Colours to Amplify Numbers -- The Symbol of the Ideal Employee -- Conclusion -- 8 Caseworker Subjectivities and Responses to Governance -- Introduction -- Organizational Conditioning of Caseworker Subjectivity -- Performing Subjectivities -- Malleable Caseworkers at SIA -- Sturdy Caseworkers at PES -- Responses to Governance -- Organizational Loyalty and Shunned Discretion -- Scepticism of Managerialism and Embraced Discretion -- Caseworkers' Self-Governance -- Conclusion -- 9 Conclusion -- Introduction -- Organizational Shaping of Caseworker Subjectivity -- Vertical and Horizontal Shaping of Caseworker Subjectivity -- Post, Layered, and Nested Governance -- Concluding Remarks -- References -- Index.

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## Sommario/riassunto

This book examines how caseworkers are governed in today's street-level bureaucracies. It redefines our understanding of public sector governance by highlighting the subtle, informal, and everyday forms of organizational governance that shape caseworkers' subjectivities beyond formal policies and professional identities.

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