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| 1. Record Nr.           | UNINA9910461095103321   |
| Autore                  | Pidd Michael  |
| Titolo                  | Measuring the performance of public services : principles and practice / / Michael Pidd [[electronic resource]]   |
| Pubbl/distr/stampa      | Cambridge : , : Cambridge University Press, , 2012  |
| ISBN                    | 1-107-22717-8<br>1-139-20961-2<br>1-280-56876-3<br>9786613598363<br>1-139-22249-X<br>0-511-79155-0<br>1-139-21768-2<br>1-139-21460-8<br>1-139-22077-2<br>1-139-22420-4  |
| Descrizione fisica      | 1 online resource (xv, 316 pages) : digital, PDF file(s)  |
| Disciplina              | 352.3/75  |
| Soggetti                | Public administration - Management<br>Public administration - Management - Evaluation<br>Public administration - Evaluation   |
| Lingua di pubblicazione | Inglese   |
| Formato                 | Materiale a stampa  |
| Livello bibliografico   | Monografia  |
| Note generali           | Title from publisher's bibliographic system (viewed on 05 Oct 2015).  |
| Nota di bibliografia    | Includes bibliographical references and index.  |
| Nota di contenuto       | Machine generated contents note: List of figures; List of tables; Part I. Principles of Performance Measurement: 1. Measuring public sector performance; 2. Why measure, what to measure and what can go wrong; Part II. Different Uses for Performance Measurement: 3. Measurement for improvement and planning; 4. Measurement for monitoring and control; 5. Measurement for comparison; 6. Measurement for accountability; Part III. Practical Methods for Performance Measurement: 7. Measuring performance through time; 8. Scorecards and multidimensional indicators; 9. Composite indicators; 10. League tables and ranking; 11. Data envelopment analysis; Index. |
| Sommario/riassunto      | Measuring the performance of public agencies and programmes is  |

essential to ensure that citizens enjoy quality services and that governments can be sure that taxpayers receive value for money. As such, good performance measurement is a crucial component of improvement and planning, monitoring and control, comparison and benchmarking and also ensures democratic accountability. This book shows how the principles, uses and practice of performance measurement for public services differ from those in for-profit organisations, being based on the need to add public value rather than profit. It describes methods and approaches for measuring performance through time, for constructing and using scorecards, composite indicators, the use of league tables and rankings and argues that data-envelopment analysis is a useful tool when thinking about performance. This demonstrates the importance of allowing for the multidimensional nature of performance, as well as the need to base measurement on a sound technical footing.

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| 2. Record Nr.           | UNISA996390514803316  |
| Autore                  | Bullein William <d. 1576.>  |
| Titolo                  | A newe boke of phisicke called ye gouernment of health [[electronic resource]] : wherin be vttred many notable rules for ma[n]s preseruacio [n], with sondry simples [et] other matters, no lesse fruitfull then profitable: collect out of many approued authours. Reduced into the forme of a dialogue, for the better vnderstanding of thunlearned. Wherunto is added a sufferain regiment against the pestilence. By VVilliam Bullein |
| Pubbl/distr/stampa      | [London], : 1559. Imprinted at London by Ihon Day, dwelling ouer Aldersgate beneath S. Martines. Cum priuilegio ad imprimendum solum, [1559]  |
| Descrizione fisica      | [32], 237, [1] p. : port  |
| Soggetti                | Hygiene<br>Medicine   |
| Lingua di pubblicazione | Inglese   |
| Formato                 | Materiale a stampa  |
| Livello bibliografico   | Monografia  |
| Note generali           | Includes index.<br>Reproduction of the original in the Henry E. Huntington Library and Art  |

Gallery.

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Sommario/riassunto

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