



Providing Quality In The Public Sector A Practical Approach To Improving Public Services

Elke Lffler



Providing Quality In The Public Sector A Practical Approach To Improving Public Services:

Providing Quality in the Public Sector Lucy Gaster, Amanda Squires, 2003 This book argues that if public services are to be reformed or improved achieving the best possible quality of service is essential It starts from the premise that citizens and users are the key stakeholders They need to be consulted and involved at every stage Within inevitable resource constraints it is their needs balanced with those of society which must be met Service providers need to change their culture and behaviour to make this happen This book presents a straightforward and comprehensive model for understanding quality and putting it into practice Existing quality philosophies and approaches are examined Overviews of recent policy on quality in central and local government in the health service and in public service partnerships are included Finally five practitioners present practical vignettes of citizen involvement local partnerships and quality improvement in health housing and local government Providing Quality in the Public Sector is essential reading for students and practitioners in the fields of public policy local government health housing and the voluntary sector

Improving the Quality of East and West European Public Services Elke Lffler, 2017-11-30 This volume provides a comprehensive overview of current reforms in public sector quality management in Eastern Europe Comparisons are made with trends in Western European countries to draw out the lessons emerging from current developments including e governance Case studies from twelve countries and five comparative and conceptual studies identify how quality is put into practice how the level of quality is assessed through quality accreditation systems and how e government and citizen involvement may help to improve public service quality The findings make essential reading for academics and students in public policy and public administration who are interested in modernization of the public sector from an international perspective It also provides helpful guidance for reformers who want to try new approaches to improving the quality of public services

Proceedings of MAC-ETL 2016 group of authors, 2016-12-07 The conference proceedings Multidisciplinary Academic Conference on Education Teaching and Learning Czech Republic Prague MAC ETL 2016

Public Management and Governance Tony Bovaird, Elke Löffler, Elke Loeffler, 2004-06-02 First published in 2003 Routledge is an imprint of Taylor Francis an informa company

Using Evidence to Inform Policy Pete Lunn, Frances Ruane, 2013-09-06 Using Evidence to Inform Policy is a unique examination of how evidence can be used to improve policymaking especially in challenging economic times There is a need for transparency in government and policy decisions Research and evidence can help to provide this transparency and Using Evidence to Inform Policy outlines how However the book also demonstrates the complexity of the relationship between evidence and policy arguing that in most cases good policy cannot be determined by evidence alone Using Evidence to Inform Policy demonstrates the breadth and value of the contribution that evidence can make to policy It presents eleven studies drawn from recent Economic and Social Research Institute ESRI research projects illustrating different aspects of the relationship between evidence and policy and how these vary by policy area Using examples the book demonstrates how national and international research can be used to

good effect in policymaking The theme of how evidence can influence policy is examined with reference to Ireland and the international experience and in a wide range of areas including the economy public infrastructure innovation competition the labour market financial regulation healthcare housing education government spending public services and earnings Each chapter tackles a question that is relevant to policymaking now for example how to protect consumers of financial services what is the public's perception of public services and their implications for public sector reform how to explain changes in earnings and labour costs during the recession what is the evidence for providing economic security through competition and regulatory policy do active labour market policies activate how to boost innovation and productivity in enterprises The book is relevant to all those taking courses in economics sociology political science governance social policy and Irish Studies at postgraduate and undergraduate level as well as civil servants politicians policymakers researchers and analysts in the public sector

The Political Uses of Expert Knowledge Christina Boswell, 2009-05-28 Why do politicians and civil servants commission research and what use do they make of it in policymaking The received wisdom is that research contributes to improving government policy Christina Boswell challenges this view arguing that policymakers are just as likely to value expert knowledge for two alternative reasons as a way of lending authority to their preferences or to signal their capacity to make sound decisions Boswell develops a compelling new theory of the role of knowledge in policy showing how policymakers use research to establish authority in contentious and risky areas of policy She illustrates her argument with an analysis of European immigration policies charting the ways in which expertise becomes a resource for lending credibility to controversial claims underpinning high risk decisions or bolstering the credibility of government agencies

Quality Matters in Children's Services Mike Stein, 2009-04-15 Quality Matters in Children's Services brings together authoritative research to explore critical concerns for those working with vulnerable children young people and their families Mike Stein discusses key issues for policy and practice in the development of quality services

Quality Assurance in Higher Education Roger Brown, 2004 This text provides an analytical account of the changes to quality assurance of UK universities and colleges from 1992 to 2003

Digital Governance Michael E. Milakovich, 2012-04-23 The application of digital information and communication technologies ICTs to reform governmental structures politics and public administration is widely and perhaps naively viewed as the twenty first century savior the enlightened way to reinvigorate democracy and improve the quality of citizen services In this timely and thorough analysis Michael Milakovich examines the assumptions underlying the e government revolution in light of the financial exigencies facing many commercial enterprises governments and other organizations Computer driven information and communications technologies are impacting all aspects of public sector service delivery worldwide and many governments are moving away from an agency centric toward a more citizen centric approach to offering online services This book explores the transition from electronic government e gov to digital or d governance emphasizing the importance of citizen participation and information technology to accomplish the change The

chapters concentrate on strategies for public administration organizational transformation and their implications for improved and measurable government performance Digital self governance is a broader umbrella term referring to the networked extension of ICT relationships to include faster access to the web mobile service delivery networking teleconferencing and use of multi channel information technologies to accomplish higher level two way transactions The shift from bureaucracy centered to customer centric service orientation is viewed as a means to restore public trust and improve service quality Digital governance is the next step for governments at all levels to reduce costs meet citizen expectations and achieve economic recovery goals

Comparative Administration Change Jon Pierre, Patricia W. Ingraham, 2010-03-26

Providing important insights into the origins of policy ideas the qualities and capabilities of leaders the nature and challenges of large organizational changes and the complexity of efforts to evaluate the outcomes of reform the contributors consider aspects of public administration reform in countries such as Canada Thailand Mexico and China as well as the ways in which changes have been shaped by global forces national values traditions and culture An invaluable work for understanding the new challenges faced by the governments around the world Comparative Administration Change and Reform offers a clear analysis of both the successes and failures of reform and should be read by anyone interested in politics administration and public sector reform

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