20% Discount Available!

Performance Management in the Public Sector

By **Wouter van Dooren, Geert Bouckaert, John Halligan**

AVAILABLE AS AN INSPECTION COPY

Tackling the key topics of reform and modernization, this important new book systematically examines performance in public management systems. The authors present this seminal subject in an informative and accessible manner, tackling some of the most important themes.

Performance Management in the Public Sector takes as its point of departure a broad definition of performance to redefine major and basic mechanisms in public administration, both theoretically and in practice. The book:

- situates performance in some of the current public management debates;
- discusses the many definitions of 'performance' and how it has become one of the contested agendas of public management;
- examines measurement, incorporation and use of performance information; and
- explores the challenges and future directions of performance management.

A must-read for any student or practitioner of public management, this core text will prove invaluable to anyone wanting to improve their understanding of performance management in the public sector.

Table of Contents

Introducing Performance Based Management 1. What is Performance Management and Why do we Have it? 2. Performance Management and Management Functions Measuring Performance in the Public Sector 3. Models of Measuring Performance 4. Performance: Indicators and Measurement Systems **Performance Based Management** 5. Taking and Allocating 'Responsibilities' for Performance 6. Redefining Performance as 'Results' 7. Defining the Appropriate and Relevant Levels of Systems 8. Designing New 'Accountability Mechanisms' and 'Reporting Systems' **Consequences and Implications** 9. Performance Based Management: Issues and Debates 10. Implications for Politics and Citizens in a Governance Context

Author Biography

Wouter Van Dooren is Assistant Professor of Public Administration at the Department of Political Science, University of Antwerp, Belgium and Research Fellow at the Public Management Institute at the Katholieke Universiteit Leuven, Belgium. He researches performance measurement and management.

Geert Bouckaert is Director and Professor of Public Management at the Public Management Institute at the Katholieke Universiteit Leuven, Belgium. He is President of the European Group for Public Administration and he researches performance management, financial management and public sector reform.

John Halligan is Research Professor of Government and Public Administration at the University of Canberra, Australia. His research interests are comparative public governance and management, performance management and public sector reform.

May 2010 | Hardback: 978-0-415-37104-9; £85.00 DISCOUNT PRICE £68.00 €77.00

Paperback: 978-0-415-37105-6 £25.99 DISCOUNT PRICE £21.00 €24.00

For more information visit: www.routledge.com/books/details/9780415371056/

For more details, or to request a copy for review, please contact:

Gemma Walker, Marketing Co-ordinator

Gemma.Walker@tandf.co.uk

+44 (0) 207 017 6192

ORDER YOUR BOOKS TODAY...

Post:

Gemma-Kate Hartley
Routledge, FREEPOST SN926
2 Park Square, Milton Park
Abingdon, Oxon OX14 4BR

Telephone:

+44 (0)1235 400524

Fax:

+44 (0)1235 400525

Email:

tandf@bookpoint.co.uk

Internet:

www.routledge.com

(Free postage for orders over £20)

Qty	Title	ISBN	Price (£)	Total (£)

Postage & Packaging

5% of total order (£1 min charge, £10 max charge). Next day delivery +£6.50*

*We only guarantee next day delivery for orders received before noon.

Prices and publication dates are subject to change.

Sub-total

P&P

TOTAL

Your Details – Please use block capitals.

First Name: _____

Surname: _____

Email: _____

Organisation/School: _____

Address: _____

Postcode: _____

Country: _____

Telephone (including area code): _____

**FREE P&P ONLINE
FOR UK CUSTOMERS!**

Methods of Payment

Please tick and/or fill relevant boxes and select card type.

☐ Please send me a pre-payment invoice. My Reference Number is: _____

☐ I enclose a cheque (made payable to Taylor & Francis) for £ _____

☐ Please charge my debit/credit card.

☐ **VISA**

Card number:

□ □

Start date: ____/____/____ Expiry date: ____/____/____ Issue No*: ____

Security number (last 3 digits of security number on back of card): □ □ □

Signature: _____

Date: ____/____/____

*Only if paying by Maestro

Taylor & Francis eBooks

A flexible and dynamic resource for teaching, learning and research

Provides quick and efficient access to the right material at the right time, where and when you want it.

- Over 20,000 eBook titles in the Humanities, Social Sciences, Behavioural Sciences, STM and Law from some of the world's leading imprints
- Quick search across all metadata, advanced search across full text
- Text Highlighting and Annotations: highlight text, annotate your observations, comment on sections of interest and edit, delete or print them.

To find out more about Taylor & Francis eBooks, email online.sales@tandf.co.uk

...reading will never be the same again.

eupdates
Taylor & Francis Group

Want to stay one step ahead of your colleagues?

Sign up today to receive free up-to-date information on books, journals, conferences and other news within your chosen subject areas.

Visit www.tandf.co.uk/eupdates and register your email address, indicating your subject areas of interest.

If you have questions or concerns with any aspect of the eUpdates service, please email eupdates@tandf.co.uk or write to: eUpdates, Routledge, 214 Park Square, Milton Park, Abingdon, Oxfordshire OX14 4RN, UK.

Routledge Paperbacks Direct

Responding to the changing needs of academics and students, we have now made a selection of our hardback publishing available in paperback format. Available directly from Routledge only and priced for individual purchase, titles are added to the selection on a regular basis.

Visit www.routledgepaperbacksdirect.com for a full list of available titles.

Recommend key titles to your librarian today.

Ensure that your library has access to all the latest publications.

Visit www.routledge.com/info/librarian.asp today and complete our online Library Recommendation Form.

Routledge Revivals

Discover Past Brilliance...

www.routledge.com/books/series/Routledge_Revivals