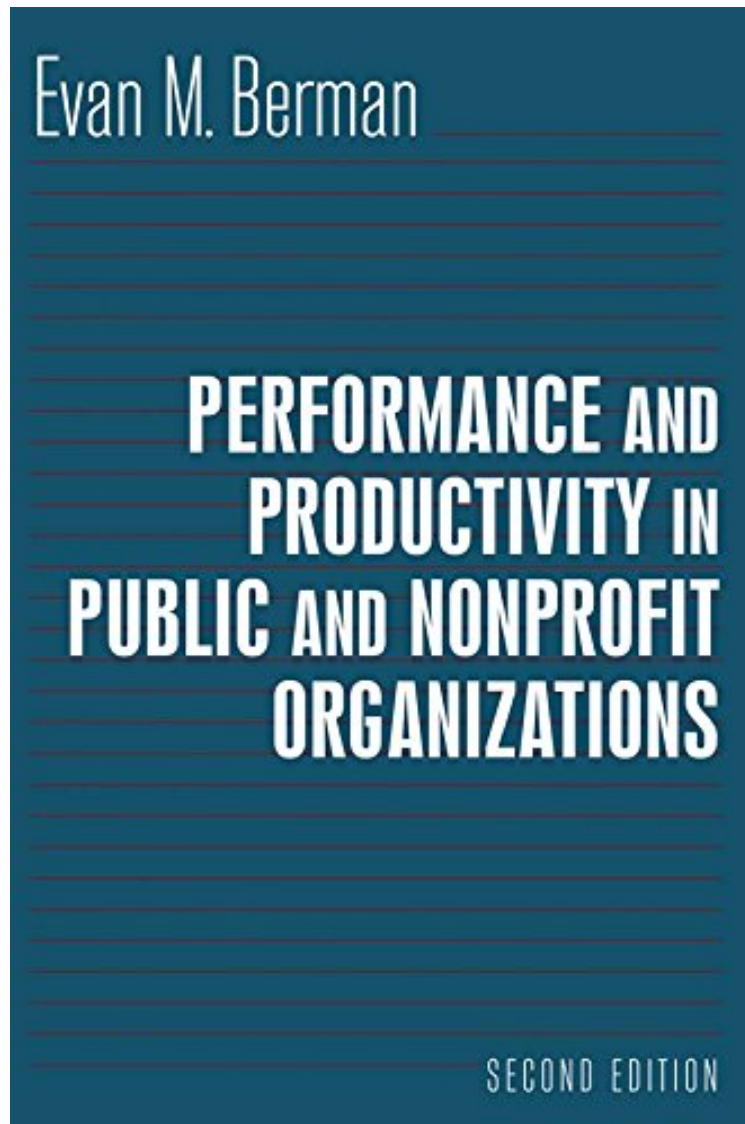


Productivity in Public and Nonprofit Organizations

Margo Berman

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The revised edition of this accessible text provides a balanced assessment and overview of state-of-the-art organizational and performance productivity strategies. Public and nonprofit organizations face demands for increased productivity and responsiveness, and this practical guide offers strategies based on current research and scholarship that respond to these challenges. The book's comprehensive coverage includes: rationale for productivity and performance improvement; evolution of productivity improvement; the quality paradigm; customer service; information technology; traditional approaches to productivity improvement; re-engineering and restructuring; partnering and privatization; psychological contracts; and community based strategies. In addition to updating the examples of the first edition, this new edition also highlights the growing use of enterprise funds, partnership models of privatization, and web-based service delivery. Each chapter concludes with a useful summary and all-new application exercises.

"Berman clearly and efficiently communicates the essence of public sector reform and improvement. His book should be required reading for everyone who demands or implements public sector performance - government and non-profit managers, public administration students, elected officials, citizen groups, even the media. This book is the best investment a public sector stakeholder can make. Public performance starts here." - Marc Holzer, Rutgers University, Newark Campus "I have used the first edition of Berman's book for years. Students appreciate its comprehensive coverage, scholarly insights, engaging styles and concrete examples. Practitioners praise the clear and effective ways it tackles difficult change management issues." - Jonathan P. West, University of Miami"About the AuthorEvan M. Berman is Professor of Public Management and Director of Internationalization at Victoria University of Wellington, School of Government. Prior, he was the Huey McElveen Distinguished Professor at Louisiana State University. His areas of expertise are human resource management, public performance, local government, and public governance in Asia. He is past Chair of the American Society for Public Administration's Section of Personnel and Labor Relations. He has over 125 publications and 12 books, including "People Skills At Work" (CRC Press, 2011), "Essential Statistics for Public Managers and Policy Analysts, Third Edition" (CQ Press, 2012), and a trilogy of books on Public Administration in Asia (2010, 2011, 2013, CRC Press). He has published in all major journals of the discipline, is Senior Editor of Public Performance Management, a Distinguished Fulbright Scholar, past University Chair Professor at National Chengchi University (Taipei, Taiwan), and a former policy analyst with the National Science Foundation.