



Achieving Excellence in the Management of Human Service Organizations

Peter M. Kettner

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This book attempts to create an integrated model for management and administrative practice in the management of human service organizations. The book presents a theoretical foundation for human services management and identifies the major roles and responsibilities of the manager/administrator. To date, management books have identified problems in organizational functioning and described how systems should work. This book goes beyond description. First, it identifies themes that serve as guidelines to insure internal consistency within the organization. Then it proposes what managers need to do to put their organizations back on track toward excellence. The overall emphasis is on how to get employees to perform at their optimum levels to insure organizational efficiency, effectiveness, quality and productivity. For people in Human Services Management and Social Work Administration/ Management.

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