



Public Administration Reformation: Market Demand from Public Organizations (Routledge Critical Studies in Public Management)

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In an attempt to instil trust in their performance, credibility, integrity, efficiency, cost-effectiveness, and good governance, many public organizations are in effect viewing tax-paying citizens as consumers. Little research exists to explore synergies between the market economy, public administration reformation, and their complex bilateral effects. This book takes a timely look at the heightened need for public administration reform as a result of the economic challenges currently faced by nations across the globe. In particular it explores the roles of eGovernment and a citizen-centric focus in this transformation.

Public Administration Reform examines several commonly-held assumptions about public administration: the public sector is slow and bureaucratic; government employees are frequently disengaged; and government agencies are sometimes wasteful. eGovernment is proposed as a key tool in the improvement of both public services and reputations of public organizations.

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