

Creating Public Value Strategic Management In Government

In good times and bad, in the different situations of renewal, crisis, and chronic resource constraints, the strategic leadership of public services is crucial. Good leaders are essential in helping the public sector to adapt and solve 'wicked' problems, and they are also integral to the reform and modernization of public governance. This new edition of Strategic Leadership in the Public Sector continues to provide insights into useful approaches and techniques for strategic leaders, looking at: what is expected of leaders competency frameworks leadership theories techniques and processes of strategic leadership leading strategic change the strategic state emerging leadership challenges. Replete with real-world case studies and examples, and including new material from the USA, Canada, Australia, Europe and India, plus an appendix with practical worksheets, the book gives students a truly international outlook on the subject and offers a clear understanding of the significance of leadership, strategic management and public services reform. This textbook represents essential reading for postgraduate students on public management degrees and aspiring or current public managers.

While private, for-profit businesses have typically been the most experienced with entrepreneurship, the study of public sector business models is coming to the forefront of entrepreneurial discussions. This shift has allowed researchers and practitioners to expand on their

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knowledge of positive business choices and paved the way for more profitable business empires. Public Sector Entrepreneurship and the Integration of Innovative Business Models is a comprehensive source of academic research that discusses the latest entrepreneurial strategies, achievements, and challenges in public sector contexts. Highlighting relevant topics such as public management, crowdsourcing, municipal cooperation, and public sector marketing, this is an ideal resource for managers, practitioners, researchers, and professionals interested in learning more about public sector business ideals, and how these models are shaping positive entrepreneurial communities around the world.

Various e-strategies have been developed since the late '90s in an attempt to describe the governmental vision for administrative and for societal change, the objectives and priorities with regard to the development of the Information and Communication Technologies (ICT) at national and at supranational levels. Terms such as the European “Information Society”, the U.S. “Information Highways” and the Korean and Chinese “Informatization” try to describe social transformation that occurs due to the ICT, and to determine means with which governments will capitalize the ICT to improve social life and to support economic growth. This book focuses on the e-strategic management approaches that are followed worldwide, addresses the gaps that appear between e-strategic updates, and presents alternative strategic management methods adopted or to use strategic management methods as a means to describe

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the e-strategic evolution in their geographic areas. Each chapter evaluates e-strategic management approaches, to define multi-criteria decision-making systems for e-strategic transformation and Indicative methods for e-strategic analysis. This book also illustrates experiences from national and supranational cases, which come from different geographic areas regarding e-strategic planning and management, and demonstrates e-strategic initiation and development across different countries and continents, and the association between policies and ICT. It also seeks to perform a systematic analysis of various representative cases, in order to capture the realized e-Strategic transformation. It will be of interest to scholars and policy-makers in public administration, management, and information technology. ?

Unifying Themes in Complex Systems is a well-established series of carefully edited conference proceedings that serve to document and archive the progress made regarding cross-fertilization in this field. The International Conference on Complex Systems (ICCS) creates a unique atmosphere for scientists from all fields, engineers, physicians, executives, and a host of other professionals, allowing them to explore common themes and applications of complex systems science. With this new volume, Unifying Themes in Complex Systems continues to establish common ground between the wide-ranging domains of complex systems science. This book relies on the conceptual model of Open Government (OG), focusing on transparency and, concretely, in open data initiatives at the local government context with the aim of improving

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participation and collaboration. Most Open Government models are centered on three pillars: transparency, participation and collaboration. Transparency is a crucial ingredient of OG and, applied to data openness means to ensure that the data are well known, comprehensible, easily accessible and open to all. new governance models based on different open data models have not been proposed up to now. The chapter authors seek to contribute recent research to the discussion on governance models of open data initiatives to support Open Governments with the aim of creating public value. It includes both theoretical and empirical studies on governments models in open data initiatives.

This book focuses on the adoption of a Dynamic Performance Management (DPM) approach to support the planning and management of urban transportation systems. DPM allows one to embrace a dynamic and systemic perspective and, as a result, to frame the contribution of different stakeholders, in terms of outcome-based performance, at an inter-institutional level. The discussed DPM approach allows one to focus on the causal relationships and feedback processes that characterize urban transportation systems' governance. Particularly, through the adoption of such an approach, it is possible to identify outcome-based performance measures that help to monitor and drive the governance network toward the creation of public value for the reference communities. Strategic Planning for Urban Transportation: A Dynamic Performance Management Approach begins with an examination of urban transportation, highlighting the main criticalities and

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future challenges of managing it. Next, the book examines the governance of urban transportation including how to identify and engage stakeholders. Finally, the book introduces the main application of DPM and system dynamics to urban areas, with specific regards to transportation. The framework is outlined, and a case study is provided as a practical example of how to apply the model. This book should be useful to urban transportation decision-makers at both the managerial and political level.

Outlining the origins, motivations, strategies, implementations, and effectiveness of reform policies and programs, *Handbook of Public Management Practice and Reform* examines changes and challenges in major areas of public administration, including budgeting, finance, human resources, and organizational management, reviews the lessons of reform, and addresses new ideas and emerging issues. Discussing the development and contribution of public administration education, research, and professional associations, the book covers decentralization and deregulation, institutional arrangement and support, and cooperation between public and nonprofit organizations.

Governments and nonprofits exist to create public value. Yet what does that mean in theory and practice? This new volume brings together key experts in the field to offer unique, wide-ranging answers. From the United States, Europe, and Australia, the contributors focus on the creation, meaning, measurement, and assessment of public value in a world where government, nonprofit organizations, business, and citizens all have roles in the

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public sphere. In so doing, they demonstrate the intimate link between ideas of public value and public values and the ways scholars theorize and measure them. They also add to ongoing debates over what public value might mean, the nature of the most important public values, and how we can practically apply these values. The collection concludes with an extensive research and practice agenda conceived to further the field and mainstream its ideas. Aimed at scholars, students, and stakeholders ranging from business and government to nonprofits and activist groups, *Public Value and Public Administration* is an essential blueprint for those interested in creating public value to advance the common good.

The central resource for process improvement and innovation, this book includes valuable techniques to identify and improve organizational processes, as well as manage the change that accompanies implementation. *Strategic Management for Public and Nonprofit Organizations* discusses SWOT analysis, TQM, systematic innovation, Six Sigma, quality function deployment, process mapping, gap analysis, and activity based costing. With helpful references to secondary sources and a comprehensive glossary, this text will benefit public administrators, financial managers, public planners, investment managers, policy analysts, and public policy specialists, and upper-level undergraduate and graduate students in these disciplines.

Fabian E. Diefenbach conceptually and empirically investigates entrepreneurship in public sector organizations. His analyses identify five drivers of entrepreneurship and show a positive effect of entrepreneurship on value creation. Offers a philosophy of public management and details

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Moore's classic *Creating Public Value* offered advice to managers about how to create public value, but left unresolved the question how one could recognize when public value had been created. Here, he closes the gap by helping public managers name, observe, and count the value they produce and sustain or increase public value into the future.

This innovative book sheds light on two key questions at the forefront of government-nonprofit partnerships: How are nonprofits performing? And does the involvement of nonprofits in a public service add public value?

Strategic Management in Public Services Organizations sets out to connect the two traditionally disparate academic literatures of public management and strategic management. The authors argue that some models of strategic management are now of enhanced relevance for contemporary public services organizations, especially when considering successive New Public Management reforms. This observation has important consequences for the requisite work practices, skills and knowledge bases of current public managers, as they are increasingly being asked to act as strategic as well as operational managers. *Strategic Management in Public Services Organizations* takes a strongly comparative and international perspective in addressing the fundamental issue of strategic management within diverse public administrative traditions. The impact

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European Practices and Perspectives offers the first wide-ranging survey and assessment of strategic management practices at various levels of government and public service in European countries. It shows that strategic management is much more than a management tool imported from the private sector - it has become a key element of public management reforms, and European governments at all levels are developing 'strategic state' characteristics. Written by leading European experts on strategic management in the public sector and in government, this book presents evaluations and analysis based on empirical investigations. The book covers strategic management at different levels of government, explore the roles of different players, and incorporate theory and practice, with opening and concluding chapters by the editors that provide an overview of strategic management in the public services and a cross-societal discussion of practices, reforms, and lessons. It reflects not only developments in strategic management practices in the European public sector, but also the increasing importance of strategic capabilities for the modernization of public governance. This book is ideal for students in postgraduate management courses (MPA, MSc, or MBA) in Europe and elsewhere.

Recounts the efforts of U.S. Coast Guard Commander Suzanne Englebert in the wake of 9/11

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to revamp the system for protecting America's ports. Original.

These proceedings represent the work of authors at the 13th European Conference on e-Government (ECEG 2013). The Conference this year is hosted by the University of Insubria in Como, Italy. The Conference Chair is Professor Walter Castelnovo and the Programme Chair is Professor Elena Ferrari, both are from the Department of Theoretical and Applied Sciences at the University of Insubria. The opening keynote address is given by Dr Gianluca Misuraca from the European Commission, Joint Research Centre, Institute for Prospective Technological Studies, Seville, Spain and Gianluca is addressing the topic "eGovernment: Past, Present & Future: A policy-research perspective for renewing governance in the digital age." The second day of the conference is opened by Dr Antonio Cordella from the London School of Economics, London, UK, who will talk about "Public value creation: the new challenge for e-government policies." ECEG brings together, researchers, Government officials and practitioners in the area of e-Government from around the world. Participants are able to share their research findings and explore the latest developments and trends in the field which can then be disseminated to the wider community. With an initial submission of 153 abstracts, after the double blind, peer review process there are papers

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published in these Conference Proceedings from 40 countries including Australia, Austria, Belgium, Brazil, Canada, China, Costa Rica, Croatia, Denmark, Egypt, Germany, Greece, India, Iran, Iraq, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malaysia, Netherlands, New Zealand, Norway, Pakistan, Poland, Romania, Russia, Saudi Arabia, Serbia, Slovenia, South Africa, Spain, Sweden, Switzerland, Taiwan, Thailand, Turkey, UK and USA. This will ensure a very interesting two days.

A new approach to understanding and improving performance and public value This book presents the Public Service Value Model-an innovative, rigorous approach to defining public outcomes and quantifying results-to help readers understand and improve public service delivery. Filled with in-depth insight and expert advice, this guide will arm public service managers-whether in government, nonprofit, or even for-profit organizations-with a practical framework that can be used to define outcomes and manage trade-offs in public service delivery. Martin Cole (Hartford, CT) is Group Chief Executive of Accenture's Government Operating Group. Greg Parston (London, UK) is Executive Director of the Accenture Institute for Public Service Value. Public Value speaks to our time - to the role that museums can play in creating civil societies, to the challenges involved in using limited assets strategically, to the demand for results that make a difference and to

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the imperative that we build the kind of engagement that sustains our futures. This book assists museum leaders to implement a Public Value approach in their management, planning, programming and relationship building. The benefits are long term public engagement and support, which can be used to demonstrate that valuable returns result from public investment in museums. A range of authors from around the world unpack the concept of Public Value and examine its implications for museums. They situate Public Value within current management theory and practice, offer tools for implementation, highlight examples of successful practice and examine the evidence of Public Value that governments seek to inform policy and funding decisions. The book will be required reading for senior professionals in museums, as well as museum and heritage studies students.

Recently the topic of civil society has generated a wave of interest, and a wealth of new information. Until now no publication has attempted to organize and consolidate this knowledge. The International Encyclopedia of Civil Society fills this gap, establishing a common set of understandings and terminology, and an analytical starting point for future research. Global in scope and authoritative in content, the Encyclopedia offers succinct summaries of core concepts and theories; definitions of terms; biographical entries on important figures and organizational profiles. In addition, it serves as a reliable and up-to-date guide to additional sources of information. In sum, the Encyclopedia provides an overview of the contours of civil society, social capital, philanthropy and

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nonprofits across cultures and historical periods. For researchers in nonprofit and civil society studies, political science, economics, management and social enterprise, this is the most systematic appraisal of a rapidly growing field.

This book constitutes the refereed proceedings of the 5th Conference on AElectronic Governance and Open Society: Challenges in Eurasia, EGOSE 2018, held in St. Petersburg, Russia, in November 2018. The 36 revised full papers were carefully reviewed and selected from 98 submissions. The papers are organized in topical sections on smart city infrastructure, policy; digital privacy, rights, security; data science, machine learning, algorithms, computational linguistics; digital public administration, economy, policy; digital services, values, inclusion; digital democracy, participation, security, communities, social media, activism; social media discourse analysis; digital data, policy modeling; digital government, administration, communication.

While public management has become widely spoken of, its identity and character is not well-defined. Such disparity is an underlying problem in developing public management within academia, and in the eyes of practitioners. In this book, Michael Barzelay tackles the challenge of making public management into a true professional discipline. Barzelay argues that public management needs to integrate contrasting conceptions of professional practice. By pressing forward an expansive idea of design in public management, Barzelay formulates a fresh vision of public management in practice and outlines its implications for research,

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curriculum development and disciplinary identity.

Moore presents his summation of 15 years of research, observation, and teaching about what public-sector executives should do to improve the performance of public enterprises. This book explicates some of the richest cases used at Harvard's Kennedy School of Government and illuminates their broader lessons for government managers.

This text provides a concise and internationalized restatement of the public value approach, an assessment of its impact to date - in theory and practice - and of its particular relevance to the challenges of public management in a time of crisis and austerity.

In *Ports in a Storm* a team of Harvard Kennedy School scholars focus diverse conceptual lenses on a single high-stakes management task—enhancing port security across the United States. Their aims are two: to understand how a public manager might confront that complex undertaking, and to explore the similarities, differences, and complementarities of their alternative approaches to public management. The book takes as its pivot point the singular case of U.S. Coast Guard Captain Suzanne Englebert and her leadership of efforts to secure America's ports after the September 11 attacks. The Coast Guard had always been responsible for securing America's ports and coastline. But now it was tasked with safeguarding these critical, complex, and vulnerable assets during a time of war, a job it clearly could not handle alone. *Ports in a Storm* considers the monumental challenge of driving rapid change in a complex system involving hundreds of

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private organizations and scores of government agencies with their operations intricately intertwined. The book examines Englebert's actions from varied conceptual vantage points, sometimes critiquing questionable calls but more often celebrating her initiative, creativity, persistence, and skill. The authors use the Coast Guard episode as a testing ground for the eclectic intellectual constructs they have been developing to guide public managers. Instead of starting with theory and searching for examples that fit, they begin with the concrete and then harness scholarship to the service of better practice. And rather than mimic management principles from the business world, they tailor their approach to the very different challenges of managing in a public sector context. The volume allows readers in both the scholarly and practical worlds to see how the theories measure up. Contributors, including the two volume editors, are Robert D. Behn, John D. Donahue, Archon Fung, Stephen Goldsmith, Elaine Kamarck, Herman B. Leonard, Mark H. Moore, Malcolm K. Sparrow, Pamela Varley, and Richard Zeckhauser. This book constitutes the proceedings of the 10th IFIP WG 8.5 International Conference on Electronic Participation, ePart 2018, held in Krems, Austria, in September 2018. The 12 revised full papers presented in this book were carefully reviewed and selected from 29 submissions. The papers are clustered under the following topical sections: general e-democracy and e-participation; digital collaboration and social media; policy modeling and policy informatics; and social innovation.

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This book seeks to contribute to prior research facing the discussion about public value creation in Smart Cities and the role of governments. In the early 21st century, the rapid transition to a highly urbanized population has made societies and their governments around the world to be meeting unprecedented challenges regarding key themes such as sustainability, new governance models and the creation of networks. Also, cities today face increasing challenges when it comes to providing advanced (digital) services to their constituency. The use of information and communication technologies (usually ICTs) and data is thought to rationalize and improve government and have the potential to transform governance and organizational issues. These questions link up to the ever-evolving concept of Smart Cities. In fact, the rise of the Smart City and Smart City thinking is a direct response to such challenges, as well as providing a means of integrating fast evolving technology into our living environment. This focus on the public value creation in Smart Cities could be of interest for academics, researchers, policy-makers, public managers, international organizations and technical experts involved in and responsible for the governance, development and design of Smart Cities. Strategic management is widely seen as essential to the public services, leading to better performance and better outcomes for the public. In fact, the private sector idea of strategic management has become so powerful in the public sector that politicians and policy makers have begun to talk about the importance of the modern state being strategic – and we may be witnessing the emergence of the Strategic State. Strategic Management for the Public Sector draws on experience and research from a range of countries and provides a theoretical understanding of strategic management that is grounded in the public sector. Drawing on the latest theory and research this text provides a fresh

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look at foresight, analysis, strategic choice, implementation and evaluation. This book also offers original and detailed case studies based on up to date evidence from different public sector settings, helping the reader to build on their understanding of theories and concepts presented earlier in the book. Strategic Management for the Public Sector has been written specially for managers and students taking postgraduate courses such as MBAs and MPAs. It will also appeal to individual managers and civil servants in the public sector looking for an accessible book to read as part of their own independent personal development.

Innovation is embedded into daily routines, public service activities, and interactions with non-state actors, making it difficult to uncover excellent practices, but these chapters illustrate how innovative and entrepreneurial actors can be. Scholars have contributed ample evidence of flourishing innovation and enterprise in this important field.

Open government initiatives have become a defining goal for public administrators around the world. As technology and social media tools become more integrated into society, they provide important frameworks for online government and community collaboration. However, progress is still necessary to create a method of evaluation for online governing systems for effective political management worldwide. Open Government: Concepts, Methodologies, Tools, and Applications is a vital reference source that explores the use of open government initiatives and systems in the executive, legislative, and judiciary sectors. It also examines the use of technology in creating a more affordable, participatory, and transparent public-sector management models for greater citizen and community involvement in public affairs.

Highlighting a range of topics such as data transparency, collaborative governance, and bureaucratic secrecy, this multi-volume book is ideally designed for government officials,

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leaders, practitioners, policymakers, researchers, and academicians seeking current research on open government initiatives.

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