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Unlocking public value : a new model for achieving high performance in public service organizations

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Abstrak

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.