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Performance and Productivity in Public and Nonprofit Organizations

Evan Berman

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Designed for course adoption as well as professional use, 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.

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