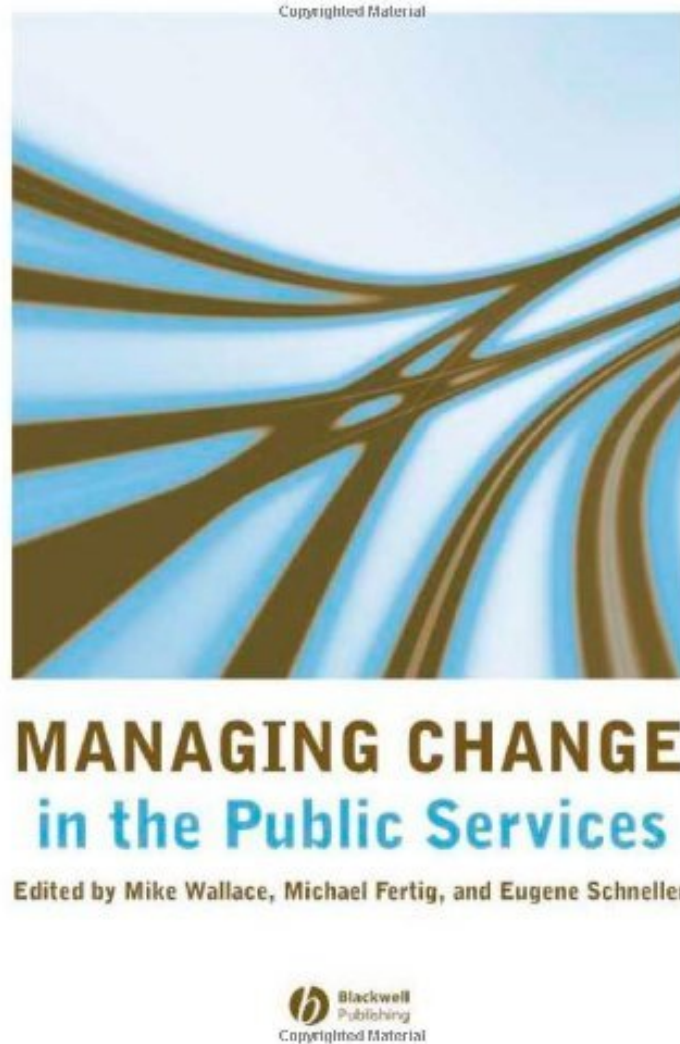


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## Managing Change in the Public Services

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American contexts, policy-making for public service reform that generates managerial complexity, and practice in service organizations to improve provision. Special reference is made to education and health: the largest and most complex of the public services. The analysis has wider relevance for other public services and national contexts. *Managing Change in the Public Services* is essential reading for all concerned with public service improvement - leaders and managers in service organizations, administrators, trainers, advisers and consultants who support the management of change, policy-makers and public servants, and advanced course students and academics. The book also offers general insights for the theory and practice of managing organizational and systemic change.

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