

New
Now available...


ASHGATE

Improving the Quality of East and West European Public Services

Edited by **Elke Löffler**, University of West of England, UK
and **Mirko Vintar**, University of Ljubljana, Slovenia

This volume provides a comprehensive overview of current reforms in public sector quality management in Eastern Europe. Comparisons are made with trends in Western European countries to draw out the lessons emerging from current developments (including e-governance). The findings make essential reading for academics and students in public policy and public administration who are interested in modernization of the public sector from an international perspective.

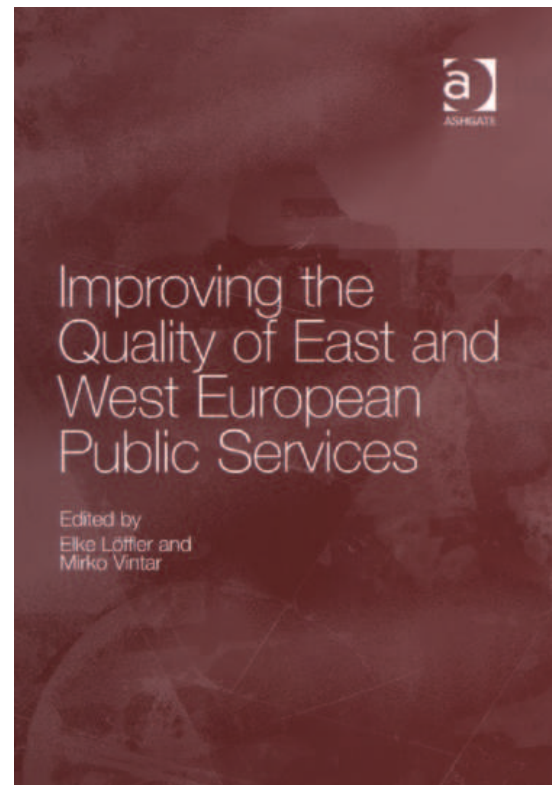
Contents include: Part I: Introduction: The current quality agenda of East and West European public services, *Elke Löffler and Mirko Vintar*; Aims, approach and structure of the book, *Elke Löffler and Mirko Vintar*. Part II: Implementing Quality Management in Service Delivery, *Katharine Mark and Ritu Nayyar-Stone*; The effect of organizational structures and cultures on quality management in Estonian local authorities, *Kristiina Tõnnisson*; Improving the quality of services delivered in Ireland, *Peter C. Humphreys*; Can teamwork improve public services? An empirical analysis of two Spanish public agencies, *Salvador Parrado Díez*; Implementing quality management in service delivery, *Peter C. Humphreys*. Part III: The Usefulness of Quality Accreditation Systems for Public Service Improvement, *Wouter van Dooren, Nick Thijs and Geert Bouckaert*; Do Western quality models work in CEE countries? Some insights from the Hungarian perspective, *György Jenei and László Gulácsi*; Finnish local authorities' experiences with the use of ISO 9000, *Salme Sundquist*; 'ISO 9001 by Decree', *Iveta Reinholde*; Quality assurance of public administration programmes in Poland, *Witold Mikulowski*; Why do Belgian public agencies use the common assessment framework (CAF)?, *Wouter van Dooren and Steven Van de Walle*; Measuring local government productivity in a quality-oriented environment, *Arie Halachmi and Tony Bovaird*; The usefulness of quality accreditation systems for public service improvement, *Katarina Staronova and Elke Löffler*. Part IV: E-Government and Citizen Engagement as New Approaches to Public Service Quality, *Marcin Sakowicz*; Benchmarking the quality of Slovenian life-event portals, *Mirko Vintar, Mateja Kunstelj and Anamarija Leben*; A strategic approach to improving service quality without high levels of stakeholder ownership, *Viola Rea-Soiver*; Citizen and user participation in the UK, *Tony Bovaird and Steve Martin*; Improving public services through e-government and citizen engagement, *Tony Bovaird*; Index.

'...this book will take its place as the definitive work on issues of quality management and the improvement of government services in Europe... the relevance of this book goes well beyond both the continent of Europe and the specific topic of quality management...the two co-editors are among the leading European experts on issues of quality management and administrative reform.'

Professor Allan Rosenbaum, Florida International University, USA

'Löffler & Vintar have produced a very worthy, timely and eminently readable addition to the literature on the quality movement in European public service organisations. It is a book for scholars and practitioners alike, with much to be learned from its contents, particularly from its case studies and its policy and organisational vignettes...'

Professor J.A. Taylor, Glasgow Caledonian University, UK



www.ashgate.com

ASHGATE

March 2004
274 pages
Hardback
0 7546 3972 X
£49.95

Order Form

Please return to...



Ashgate Publishing Direct Sales
Bookpoint Limited
130 Milton Park
Abingdon
Oxon
OX14 4SB

Tel: +44 (0)1235 827730
Fax: +44 (0)1235 400454
Email: ashgate@bookpoint.co.uk

Order Ref: 30FL 1755

Please send me _____ copies of:

Improving the Quality of East and West European Public Services

Edited by Elke Löffler and Mirko Vintar

ISBN: 0 7546 3972 X

Price: £49.95*

** Prices are subject to change without notice. Postage is charged at £3.50 per order*

I enclose a cheque for £ _____ payable to: **Bookpoint Limited**

Please invoice me/my company/institution (delete as appropriate)

Please charge my VISA/MasterCard/American Express (delete as appropriate)

Account number _____

Expiry date _____

Signature _____

Please supply the address to which your card is registered if it differs to the delivery address below

Deliver to (BLOCK CAPITALS PLEASE):

Name _____

Position _____

Company/Institution _____

Address _____

Postcode _____

Telephone _____

Fax _____

Date _____

Your organization's VAT/IVA number (European customers outside the UK) _____

Failure to provide this may result in considerable delay

We endeavour to despatch all orders within 5 working days. In the event a product is not available, your order will be recorded and the product despatched as quickly as possible.

Ashgate Publishing Limited or other organizations may mail offers reflecting your preferences. Tick if you do not wish to receive offers from us or from other organizations .