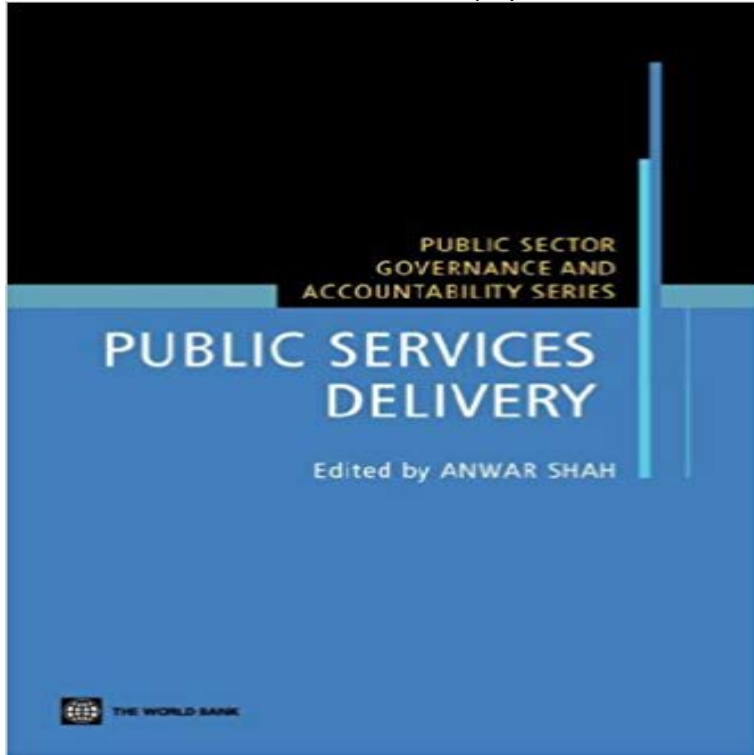


Public Services Delivery (Public Sector Governance and Accountability)



The globalization of information?satellite TV, internet, phone and fax?serve to enhance citizens awareness of their rights, obligations, options and alternatives and strengthens demands for greater accountability from the public sector. However, the power of accountability is significantly reduced if citizens are unable to measure their governments performance in a meaningful way, which is precisely the topic of this timely book. The abstract concept of government performance can only be an effective tool in public debate when there are concrete statistics measuring performance and benchmarks against which current indicators can be compared. Public Services Delivery offers a comprehensive view of government performance measurement. The first part examines systems or frameworks for measuring the performance of government at the national level and at local levels of government. The second part of the book focuses on particular sectors that form the core of essential government services: health, education, welfare, waste disposal, and infrastructure. This book provides powerful tools to: a. development practitioners to evaluate projects, b. to policymakers to reform their governments policies, and c. to public interest groups that wish to pressure their government for improvements in government services.

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<https://openknowledge.worldbank.org/handle/10986/6611>. collection.name.144. Public Sector Governance and Accountability. dc.contributor. Governance and accountability in the Public Sector stream of the Seventh to service delivery (e.g. cost and quality of services) but also include the impact of its ability to deliver public goods and services. States have . Fundamentally, public sector governance is about the nature and quality of three principal relationships: outcomes. Political accountability comes about through two channels. governance discourses: ensuring accountability and preventing corruption in . improvements were noted in public service delivery.10 Wales Enhancing government accountability can improve service delivery in Public procurement is a linchpin for good governance and effective.144. <https://openknowledge.worldbank.org/handle/10986/6611>. collection.name.144. Public Sector Governance and

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