

Creating Public Value Strategic Management In Government

The Palgrave Handbook of the Public Servant Helen Sullivan, Helen Dickinson, Hayley Henderson. 2021-06-01 The Palgrave Handbook of the Public Servant examines what it means to be a public servant in today's world(s) where globalisation and neoliberalism have proliferated the number of actors who contribute to the public purpose sector and created new spaces that public servants now operate in. It considers how different scholarly approaches can contribute to a better understanding of the identities, motivations, values, roles, skills, positions and futures for the public servant, and how scholarly knowledge can be informed by and translated into value for practice. The book combines academic contributions with those from practitioners so that key lessons may be synthesised and translated into the context of the public servant.

The Art of Public Strategy Geoff Mulgan. 2010-07-08 The strategies adopted by governments and public officials can have dramatic effects on peoples' lives. The best ones can transform economic laggards into trailblazers, eliminate diseases, or sharply cut crime. Strategic failures can result in highly visible disasters, like the shrinking of the Russian economy in the 1990s, or the aftermath of Hurricane Katrina in New Orleans in 2005. This book is about how strategies take shape, and how money, people, technologies, and public commitment can be mobilized to achieve important goals. It considers the common mistakes made, and how these can be avoided, as well as analysing the tools governments can use to meet their goals, from targets and behaviour change programmes, to innovation and risk management. Written by Geoff Mulgan, a former head of policy for the UK prime minister, and advisor to governments round the world, it is packed with examples, and shaped by the author's practical experience. The author shows that governments which give more weight to the long-term are not only more likely to leave their citizens richer, healthier, and safer; they're also better protected from being blown off course by short-term pressures. The book is essential reading for anyone involved in running public organizations - from hospitals and schools to national government departments and local councils - and for anyone interested in how government really works.

Unlocking Public Value Martin Cole, Greg Parston. 2006-10-11 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.

Solving Public Problems Beth Simone Noveck. 2021-06-22 How to take advantage of technology, data, and the collective wisdom in our communities to design powerful solutions to contemporary problems The challenges societies face today, from inequality to climate change to systemic racism, cannot be solved with yesterday's toolkit. Solving Public Problems shows how readers can take advantage of digital technology, data, and the collective wisdom of our communities to design and deliver powerful solutions to contemporary problems. Offering a radical rethinking of the role of the public servant and the skills of the public workforce, this book is about the vast gap between failing public institutions and the huge number of public entrepreneurs doing extraordinary things—and how to close that gap. Drawing on lessons learned from decades of advising global leaders and from original interviews and surveys of thousands of public problem solvers, Beth Simone Noveck provides a practical guide for public servants, community leaders, students, and activists to become more effective, equitable, and inclusive leaders and repair our troubled, twenty-first-century world.

Public Values and Public Interest Barry Bozeman. 2007-10-24 Economic individualism and market-based values dominate today's policymaking and public management circles—often at the expense of the common good. In his new book, Barry Bozeman demonstrates the continuing need for public interest theory in government. Public Values and Public Interest offers a direct theoretical challenge to the utility of economic individualism, the prevailing political theory in the western world. The book's arguments are steeped in a practical and practicable theory that advances public interest as a viable and important measure in any analysis of policy or public administration. According to Bozeman, public interest theory offers a dynamic and flexible approach that easily adapts to changing situations and balances today's market-driven attitudes with the concepts of common good advocated by Aristotle, Saint Thomas Aquinas, John Locke, and John Dewey. In constructing the case for adopting a new governmental paradigm based on what he terms managing publicness, Bozeman demonstrates why economic indices alone fail to adequately value social choice in many cases. He explores the implications of privatization of a wide array of governmental services—among them Social Security, defense, prisons, and water supplies. Bozeman constructs analyses from both perspectives in an extended study of genetically modified crops to compare the policy outcomes using different core values and questions the public value of engaging in the practice solely for the sake of cheaper food. Thoughtful, challenging, and timely, Public Values and Public Interest shows how the quest for fairness can once again play a full part in public policy debates and public administration.

Caught Between the Dog and the Fireplug, or How to Survive Public Service Kenneth Ashworth. 2001-03-02 Replete with practical advice for anyone considering a career in federal, state, or local government, Caught between the Dog and the Fireplug, or How to Survive Public Service conveys what life is really like in a public service job. The book is written as a series of lively, entertaining letters of advice from a sympathetic uncle to a niece or nephew embarking on a government career. Kenneth Ashworth draws on more than forty years of public sector experience to provide advice on the daily challenges that future public servants can expect to face: working with politicians, bureaucracy, and the press; dealing with unpleasant and difficult people; leading supervisors as well as subordinates; and maintaining high ethical standards. Ashworth relates anecdotes from his jobs in Texas, California, and Washington, D.C., that illustrate with humor and wit fundamental concepts of public administration. Be prepared, says Ashworth, to encounter all sorts of unexpected situations, from the hostile to the bizarre, from the intimidating to the outrageous. He shows that in the confrontational world of public policymaking and program implementation, a successful career demands disciplined, informed thought, intellectual and personal growth, and broad reading. He demonstrates how, despite the inevitable inefficiencies of a democratic society, those working to shape policy in large organizations can nonetheless effect significant change—and even have fun along the way. The book will interest students and teachers of public administration, public affairs, policy development, leadership, or higher education administration. Ashworth's advice will also appeal to anyone who has ever been caught in a tight spot while working in government service.

Recognizing Public Value Mark H. Moore. 2013-02-15 Moore's classic Creating Public Value offered advice to managers about how to create public value, but left unresolved the question how one could recognize when public value had been created. Here, he closes the gap by helping public managers name, observe, and count the value they produce and sustain or increase public value into the future.

Transforming the Workforce for Children Birth Through Age 8 National Research Council, Institute of Medicine, Board on Children, Youth, and Families, Committee on the Science of Children Birth to Age 8: Deepening and Broadening the Foundation for Success. 2015-07-23 Children are already learning at birth, and they develop and learn at a rapid pace in their early years. This provides a critical foundation for lifelong progress, and the adults who provide for the care and the education of young children bear a great responsibility for their health, development, and learning. Despite the fact that they share the same objective - to nurture young children and secure their future success - the various practitioners who contribute to the care and the education of children from birth through age 8 are not acknowledged as a workforce unified by the common knowledge and competencies needed to do their jobs well. Transforming the Workforce for Children Birth Through Age 8 explores the science of child development, particularly looking at implications for the professionals who work with children. This report examines the current capacities and practices of the workforce, the settings in which they work, the policies and infrastructure that set qualifications and provide

professional learning, and the government agencies and other funders who support and oversee these systems. This book then makes recommendations to improve the quality of professional practice and the practice environment for care and education professionals. These detailed recommendations create a blueprint for action that builds on a unifying foundation of child development and early learning, shared knowledge and competencies for care and education professionals, and principles for effective professional learning. Young children thrive and learn best when they have secure, positive relationships with adults who are knowledgeable about how to support their development and learning and are responsive to their individual progress. Transforming the Workforce for Children Birth Through Age 8 offers guidance on system changes to improve the quality of professional practice, specific actions to improve professional learning systems and workforce development, and research to continue to build the knowledge base in ways that will directly advance and inform future actions. The recommendations of this book provide an opportunity to improve the quality of the care and the education that children receive, and ultimately improve outcomes for children.

Public Value Management, Measurement and Reporting James Guthrie, Giuseppe Marcon, Salvatore Russo, Federica Farneti. 2014-11-07 This volume aims to shed light on how public service value is identified, managed, measured and reported. The chapters cover a range of topics, including theoretical reflections, practical case studies and empirical observations aimed at understanding the concept of public value.

Public Governance Paradigms Jacob Torfing, Lotte Bøgh Andersen, Carsten Greve, Kurt K. Klausen. 2020-04-24 This enlightening book scrutinizes the shifting governance paradigms that inform public administration reforms. From the rise to supremacy of New Public Management to new the growing preference for alternatives, four world-renowned authors launch a powerful and systematic comparison of the competing and co-existing paradigms, explaining the core features of public bureaucracy and professional rule in the modern day.

Building Digital Government Strategies Rodrigo Sandoval-Almazán, Luis F. Luna-Reyes, Dolores E. Luna-Reyes, J. Ramon Gil-Garcia, Gabriel Puron-Cid, Sergio Picazo-Vela. 2017-08-01 This book provides key strategic principles and best practices to guide the design and implementation of digital government strategies. It provides a series of recommendations and findings to think about IT applications in government as a platform for information, services and collaboration, and strategies to avoid identified pitfalls. Digital government research suggests that information technologies have the potential to generate immense public value and transform the relationships between governments, citizens, businesses and other stakeholders. However, developing innovative and high impact solutions for citizens hinges on the development of strategic institutional, organizational and technical capabilities. Thus far, particular characteristics and problems of the public sector organization promote the development of poorly integrated and difficult to maintain applications. For example, governments maintain separate applications for open data, transparency, and public services, leading to duplication of efforts and a waste of resources. The costs associated with maintaining such sets of poorly integrated systems may limit the use of resources to future projects and innovation. This book provides best practices and recommendations based on extensive research in both Mexico and the United States on how governments can develop a digital government strategy for creating public value, how to finance digital innovation in the public sector, how to building successful collaboration networks and foster citizen engagement, and how to correctly implement open government projects and open data. It will be of interest to researchers, practitioners, students, and public sector IT professionals that work in the design and implementation of technology-based projects and programs.

Good Enough for Government Work Amy E. Lerman. 2019-06-14 American government is in the midst of a reputation crisis. An overwhelming majority of citizens—Republicans and Democrats alike—hold negative perceptions of the government and believe it is wasteful, inefficient, and doing a generally poor job managing public programs and providing public services. When social problems arise, Americans are therefore skeptical that the government has the ability to respond effectively. It's a serious problem, argues Amy E. Lerman, and it will not be a simple one to fix. With *Good Enough for Government Work*, Lerman uses surveys, experiments, and public opinion data to argue persuasively that the reputation of government is itself an impediment to government's ability to achieve the common good. In addition to improving its efficiency and effectiveness, government therefore has an equally critical task: countering the belief that the public sector is mired in incompetence. Lerman takes readers through the main challenges. Negative perceptions are highly resistant to change, she shows, because we tend to perceive the world in a way that confirms our negative stereotypes of government—even in the face of new information. Those who hold particularly negative perceptions also begin to “opt out” in favor of private alternatives, such as sending their children to private schools, living in gated communities, and refusing to participate in public health insurance programs. When sufficient numbers of people opt out of public services, the result can be a decline in the objective quality of public provision. In this way, citizens' beliefs about government can quickly become a self-fulfilling prophecy, with consequences for all. Lerman concludes with practical solutions for how the government might improve its reputation and roll back current efforts to eliminate or privatize even some of the most critical public services.

Public Value Adam Lindgreen, Nicole Koenig-Lewis, Martin Kitchener, John D Brewer, Mark H. Moore, Timo Meynhardt. 2019-05-08 Over the last 10 years, the concept of value has emerged in both business and public life as part of an important process of measuring, benchmarking, and assuring the resources we invest and the outcomes we generate from our activities. In the context of public life, value is an important measure on the contribution to business and social good of activities for which strict financial measures are either inappropriate or fundamentally unsound. A systematic, interdisciplinary examination of public value is necessary to establish an essential definition and up-to-date picture of the field. In reflecting on the ‘public value project’, this book points to how the field has broadened well beyond its original focus on public sector management; has deepened in terms of the development of the analytical concepts and frameworks that linked the concepts together; and has been applied increasingly in concrete circumstances by academics, consultants, and practitioners. This book covers three main topics; deepening and enriching the theory of creating public value, broadening the theory and practice of creating public value to voluntary and commercial organisations and collaborative networks, and the challenge and opportunity that the concept of public value poses to social science and universities. Collectively, it offers new ways of looking at public and social assets against a backdrop of increasing financial pressure; new insights into changing social attitudes and perceptions of value; and new models for increasingly complicated collaborative forms of service delivery, involving public, private, and not-for-profit players.

The Fourth Industrial Revolution Klaus Schwab. 2017-01-03 World-renowned economist Klaus Schwab, Founder and Executive Chairman of the World Economic Forum, explains that we have an opportunity to shape the fourth industrial revolution, which will fundamentally alter how we live and work. Schwab argues that this revolution is different in scale, scope and complexity from any that have come before. Characterized by a range of new technologies that are fusing the physical, digital and biological worlds, the developments are affecting all disciplines, economies, industries and governments, and even challenging ideas about what it means to be human. Artificial intelligence is already all around us, from supercomputers, drones and virtual assistants to 3D printing, DNA sequencing, smart thermostats, wearable sensors and microchips smaller than a grain of sand. But this is just the beginning: nanomaterials 200 times stronger than steel and a million times thinner than a strand of hair and the first transplant of a 3D printed liver are already in development. Imagine “smart factories” in which global systems of manufacturing are coordinated virtually, or implantable mobile phones made of biosynthetic materials. The fourth industrial revolution, says Schwab, is more significant, and its ramifications more profound, than in any prior period of human history. He outlines the key technologies driving this revolution and discusses the major impacts expected on government, business, civil society and individuals. Schwab also offers bold ideas on how to harness these changes and shape a better future—one in which technology empowers people rather than replaces them; progress serves society rather than disrupts it; and in which innovators respect moral and ethical boundaries rather than cross them. We all have the opportunity to contribute to developing new frameworks that advance progress.

Recognizing Public Value Mark H. Moore. 2013-02-15 Mark H. Moore's now classic *Creating Public Value* offered advice to public managers about how to create public value. But that book left a key question unresolved: how could one recognize (in an accounting sense) when public value had been created? Here, Moore closes the gap by setting forth a philosophy of performance measurement that will help public managers

name, observe, and sometimes count the value they produce, whether in education, public health, safety, crime prevention, housing, or other areas. Blending case studies with theory, he argues that private sector models built on customer satisfaction and the bottom line cannot be transferred to government agencies. The Public Value Account (PVA), which Moore develops as an alternative, outlines the values that citizens want to see produced by, and reflected in, agency operations. These include the achievement of collectively defined missions, the fairness with which agencies operate, and the satisfaction of clients and other stakeholders. But strategic public managers also have to imagine and execute strategies that sustain or increase the value they create into the future. To help public managers with that task, Moore offers a Public Value Scorecard that focuses on the actions necessary to build legitimacy and support for the envisioned value, and on the innovations that have to be made in existing operational capacity. Using his scorecard, Moore evaluates the real-world management strategies of such former public managers as D.C. Mayor Anthony Williams, NYPD Commissioner William Bratton, and Commissioner of the Minnesota Department of Revenue John James.

Public Management Reform : A Comparative Analysis Christopher Pollitt, Geert Bouckaert. 1999-12-09 In this major new contribution to a rapidly expanding field, the authors offer an integrated analysis of the wave of management reforms which have swept through so many countries in the last twenty years. The reform trajectories of ten countries are compared, and key differences of approach discussed. Unlike some previous works, this volume affords balanced coverage to the 'New Public Management' (NPM) and the 'non-NPM' or 'reluctant NPM' countries, since it covers Australia, Canada, Finland, France, Germany, the Netherlands, New Zealand, Sweden, the UK and the USA. Unusually, it also includes a preliminary analysis of attempts to improve management within the European Commission.

Strategic Management in the Public Sector Paul Joyce. 2015-02-11 Strategic management is widely seen as essential to the public services, leading to better performance and better outcomes for the public. In fact, the private sector idea of strategic management has become so powerful in the public sector that politicians and policy makers have begun to talk about the importance of the modern state being strategic – and we may be witnessing the emergence of the Strategic State. Strategic Management for the Public Sector draws on experience and research from a range of countries and provides a theoretical understanding of strategic management that is grounded in the public sector. Drawing on the latest theory and research this text provides a fresh look at foresight, analysis, strategic choice, implementation and evaluation. This book also offers original and detailed case studies based on up to date evidence from different public sector settings, helping the reader to build on their understanding of theories and concepts presented earlier in the book. Strategic Management for the Public Sector has been written specially for managers and students taking postgraduate courses such as MBAs and MPAs. It will also appeal to individual managers and civil servants in the public sector looking for an accessible book to read as part of their own independent personal development.

The Path to Becoming a Data-Driven Public Sector Oecd, Organisation for Economic Co-operation and Development. 2019-11-28 Twenty-first century governments must keep pace with the expectations of their citizens and deliver on the promise of the digital age. Data-driven approaches are particularly effective for meeting those expectations and rethinking the way governments and citizens interact. This report highlights the important role data can play in creating conditions that improve public services, increase the effectiveness of public spending and inform ethical and privacy considerations. It presents a data-driven public sector framework that can help countries or organisations assess the elements needed for using data to make better-informed decisions across public sectors.

Digital Government and Public Management J. Ramon Gil-Garcia, Sharon S. Dawes, Theresa A. Pardo. 2021-12-26 In every part of the world information and technology are changing society and challenging the structures, roles, and management of traditional government institutions. At the same time, universal needs for human and social development, environmental protection, commercial and financial stability, and scientific and technological advancement demand governmental attention. In this complex and changing environment, governments are still expected to provide for the public good through legal and political processes, and public programs and services. Digital transformation, electronic government, government 2.0, and electronic governance are just some of the labels used to characterize the ideas and actions that underlie adaptation, transformation, and reform efforts. This book contributes to the ongoing dialog within the digital government research and practice community by addressing leadership and management challenges through the interplay of five interconnected themes: management, policy, technology, data, and context. These themes are evident in a wide range of topics including policy informatics, smart cities, cross-boundary information sharing, service delivery, and open government, among others. Accordingly, it includes chapters that explore these themes conceptually and empirically and that emphasize the importance of context, the need for cross-boundary thinking and action, a public value approach to performance, and the multi-dimensional capabilities necessary to succeed in a dynamic, multi-stakeholder environment. The chapters in this book were originally published as a special issue of the journal, Public Management Review.

Creating Public Value Mark Harrison Moore, Mark H. Moore. 1995 A summation of 15 years of research on what public-sector executives should do to improve the performance of public enterprises. Cases are used to illuminate their broader lessons for government managers.

Public Governance as Co-Creation Christopher Ansell, Christopher K. Ansell, Jacob Torfing. 2021-06-10 Co-creation, a strategy inspired by product and service design, would stimulate public innovation, improve governance and reinvigorate our democracy.

Governance Models for Creating Public Value in Open Data Initiatives Manuel Pedro Rodríguez Bolívar, Kelvin Joseph Bwalya, Christopher G. Reddick. 2019-05-07 This book relies on the conceptual model of Open Government (OG), focusing on transparency and, concretely, in open data initiatives at the local government context with the aim of improving participation and collaboration. Most Open Government models are centered on three pillars: transparency, participation and collaboration. Transparency is a crucial ingredient of OG and, applied to data openness means to ensure that the data are well known, comprehensible, easily accessible and open to all. New governance models based on different open data models have not been proposed up to now. The chapter authors seek to contribute recent research to the discussion on governance models of open data initiatives to support Open Governments with the aim of creating public value. It includes both theoretical and empirical studies on governments models in open data initiatives.

Public Management as a Design-Oriented Professional Discipline Michael Barzelay. 2019 While public management has become widely spoken of, its identity and character is not well-defined. Such disparity is an underlying problem in developing public management within academia, and in the eyes of practitioners. In this book, Michael Barzelay tackles the challenge of making public management into a true professional discipline. Barzelay argues that public management needs to integrate contrasting conceptions of professional practice. By pressing forward an expansive idea of design in public management, Barzelay formulates a fresh vision of public management in practice and outlines its implications for research, curriculum development and disciplinary identity.

Understanding Values Work Harald Askeland, Gry Espedal, Beate Jelstad Løvaas, Stephen Sirris. 2020-02-14 At the core of institutional theories, 'values' is a central term and figures in most definitions; however it remains understudied and under-explored. The editors of this open access book identify a resurgence of interest in the values-construct which underpins discussions of identity, 'ethos' and the purpose/nature of public and civic welfare provision. Considering the importance of values and values work to social, material and symbolic work in organizations, individual chapters explore values work as performed in organizations and by leaders. Focusing on practices of values work, the book applies and combines different theoretical lenses exemplified by the integration of institutional perspectives with micro-level perspectives and approaches.

Creating Public Value Mark H. Moore. 1997-03-25 A seminal figure in the field of public management, Mark H. Moore presents his summation of fifteen years of research, observation, and teaching about what public sector executives should do to improve the performance of public enterprises. Useful for both practicing public executives and those who teach them, this book explicates some of the richest of several hundred cases used at Harvard's Kennedy School of Government and illuminates their broader lessons for government managers. Moore addresses four questions that have long bedeviled public administration: What should citizens and their representatives expect and demand from public executives? What sources can public managers consult to learn what is valuable for them to produce? How should public managers cope with inconsistent and

fundamental issue of strategic management within diverse public administrative traditions. The impact of strategic management on the performance of public agencies is examined and it is argued that the appropriate use of strategic management models depends on the politico-administrative and cultural contexts of the public services organization in question, concluding that there is no single best way to strategically lead public organisations. This is an advanced textbook aimed at the postgraduate level, particularly students on MPAs and MBAs with a public sector option or MScs in Public Policy and Public Management.

Public Value John Benington, Mark Moore. 2010-11-30 This text provides a concise and internationalized restatement of the public value approach, an assessment of its impact to date - in theory and practice - and of its particular relevance to the challenges of public management in a time of crisis and austerity.

Interactive Political Leadership Eva Sørensen. 2020-01-10 Building on recent theories of interactive governance and political leadership, Interactive Political Leadership develops a concept of interactive political leadership and a theoretical framework for studying the role of elected politicians in the age of governance. The purpose of the theoretical framework is to inspire and guide empirical research into how elected politicians perform political leadership in a society where citizens and other stakeholders play an active role in making and implementing political decisions and what barriers, challenges, and dilemmas they encounter in relation to the performance of interactive political leadership. The research framework draws extensively on recent theories of interactive governance and political leadership and other new developments in political science and public administration research. Moreover, it finds inspiration in current tendencies and embryonic examples of interactive political leadership performed by elected politicians operating at different levels of governance in Western liberal democracies. The basic assumption is that political legitimacy is essential for the survival of a political system, and that interactive political leadership stands out as a promising way of securing what political scientists denote as input-, throughput-, output-, and outcome legitimacy in the age of governance. Hence, interactive political leadership aims to establish a bridge between representative democracy and emergent forms of political participation, to promote political learning and accountability, to strengthen the political entrepreneurship of elected politicians, and to advance the political system's implementation capacity through resource mobilization. The book develops 20 propositions that sets the agenda for a new and much needed field of empirical research into political leadership in the age of governance.

Guardians of Public Value Arjen Boin, Lauren A. Fahy, Paul 't Hart. 2021 This open access book presents case studies of twelve organisations which the public have come to view as institutions. From the BBC to Doctors Without Borders, from the Amsterdam Concertgebouw Orchestra to CERN, this volume examines how some organisations rise to prominence and remain in high public esteem through changing and challenging times. It builds upon the scholarly tradition of institutional scholarship pioneered by Philip Selznick, and highlights common themes in the stories of these highly diverse organizations; demonstrating how leadership, learning, and luck all play a role in becoming and remaining an institution. This case study format makes this volume ideal for classroom use and practitioners alike. In an era where public institutions are increasingly under threat, this volume offers concrete lessons for contemporary organisation leaders. Arjen Boin is Professor of Public Institutions and Governance at the Department of Political Science, Leiden University, Netherlands. Paul 't Hart is Professor of Public Administration at the Utrecht School of Governance, Utrecht University, Netherlands. Lauren A. Fahy is a PhD Fellow at the Utrecht School of Governance, Utrecht University, Netherlands.

Creating High-Performance Government Organizations Mark G. Popovich, Jack A. Brizius. 1998-04-03 The more than three dozen cases presented here will help you understand what high-performance organizations are and develop a clearer understanding of the preconditions to major change, the steps essential to getting started, and ways to overcome common roadblocks. This book details the eight characteristics common to high-performance agencies, illustrating each with concrete examples.

Discover tales of courage and bravery in Explore Bravery with Minjie Lin is empowering ebook, **Creating Public Value Strategic Management In Government** . In a downloadable PDF format (*), this collection inspires and motivates. Download now to witness the indomitable spirit of those who dared to be brave.

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Creating Public Value Strategic Management In Government Introduction

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