

## in the Public Sector How it is Used

Edited by Wouter Van Dooren  
and Steven Van de Walle

'Most social science work on the burgeoning industry of public service performance indicators concentrates on critiques of the validity or reliability of the numbers. But we know much less about how performance numbers are actually used in public sector organizations. This timely book gives us some intriguing answers to that question.' - Christopher Hood, Gladstone Professor of Government, University of Oxford, UK

'...This book has opened a window into the fascinating real world of performance information and its use. It is ideal reading for practitioners and theoreticians as it balances appropriate scepticism with some practical ways forward. It will contribute to practical improvements in public sector policy, and a much-needed and deeper debate on a crucial topic.' - Nick Manning, Manager - Public Sector and Governance, Latin America and the Caribbean Region, World Bank, Washington DC, USA

Performance information has long permeated the public sector. The actual use of performance information however has long been taken for granted. This book is one of the first to bring together an international team of acclaimed academics focusing on how and whether politicians, public officials, and citizens use public sector performance information. Combining practical experience with academic analysis this book explores the social and organizational dynamics of performance indicators. It moves beyond the technicalities of measurement and indicators and looks at how performance information is changing the public sector.

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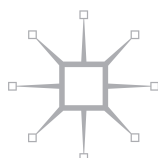
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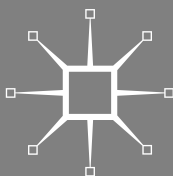
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