



The New Face of Government: How Public Managers Are Forging a New Approach to Governance (ASPA Series in Public Administration and Public Policy)

David E. McNabb

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Change is sweeping the globe, and at the government level, operational changes are prompting many public administrators to develop new management styles and ways of delivering services to their citizens. In the process, they are changing the face of government. **The New Face of Government: How Public Managers are Forging a New Approach to Governance** explores how national leaders are changing the art and practice of government and how public managers are shaping and guiding government's response to the transformation.

Includes a Field-Tested Survey for Diagnosing Institutional Disequilibrium

Focusing on change at the federal, state, and local levels, this book addresses policy dimensions such as:

- Strategic and knowledge management
- Enterprise architecture
- Information and communications technology
- Organizational performance assessment
- Technological and organizational improvement

It evaluates how these areas enable agencies from the public and private sectors to become more cost-effective, performance-oriented learning organizations. Not all the ambiguities in policy making and administration have been resolved. However, there is much hope for the future of government and governance. The successes and failures included in **The New Face of Government: How Public Managers are Forging a New Approach to Governance** illustrate this promise and provide guideposts for public managers who find themselves faced with similar problems and new challenges.

About the Author:

David E. McNabb teaches a variety of public and private administration and management courses both in the U.S. and abroad, including college and university programs in Latvia, Bulgaria, Germany, the United Kingdom, Italy, France, and Belgium. He is the author of nearly 80 peer-reviewed conference papers and articles. This is his seventh book.

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