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HOW MANAGEMENT MATTERS: STREET-LEVEL BUREAUCRATS AND WELFARE REFORM

Georgetown University Press. Paperback. Book Condition: new. BRAND NEW, How Management Matters: Street-Level Bureaucrats and Welfare Reform, Norma M. Riccucci, Both "bureaucracy" and "bureaucrats" have taken on a pejorative hue over the years, but does the problem lie with those on the "street-level" - those organizations and people the public deals with directly - or is it in how they are managed? Norma Riccucci knows that management matters, and she addresses a critical gap in the understanding of public policy...

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- Authored by Norma M. Riccucci
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