

Improving the performance of government employees: a manager's guide

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Abstrak

With public scrutiny intensifying every day, optimizing the performance of government employees and departments is more critical than ever before. And just as in the private sector, the key for managers is to understand how different management systems perform individually and interact with one another. This book examines the roles and challenges of structural and technical systems, information and decision-making processes, rewards systems, and human capital management, and shows managers how to: deliver clear and consistent messages to all employees; position employees and units to provide the best possible service to the public; hold them accountable through clear expectations and measurable goals; and work with a strong leadership team to maintain, adjust, and improve all procedures. Liff devotes a chapter to each system and discusses its impact on overall performance as well as how to work proactively and innovatively to implement changes that will make a big difference. Including real-world government case studies demonstrating dramatic change, the book is both an inspiration and a blueprint for substantial improvement within every facet of government work.