



Understanding Public Management

Kjell A Eliassen and Nick Sitter



Contents

List of Figures and Tables Preface Introduction: Liberalising and Modernising Public Services		vi vii 1
2	European Integration – Recapturing Sovereignty and Institutionalising Liberalisation	34
3	Liberalisation and Privatisation	55
4	Regulation and Competition Policy	75
5	Modernising Public Administration: To the New Public Management and Beyond	93
6	Modernising Government – eGovernment	113
7	Organisational Design and Institutional Governance	131
8	Tools of Management and Leadership	149
Conclusion: Public Service Delivery in the 'Knowledge Society'		169
Bibliography		174
Index		186