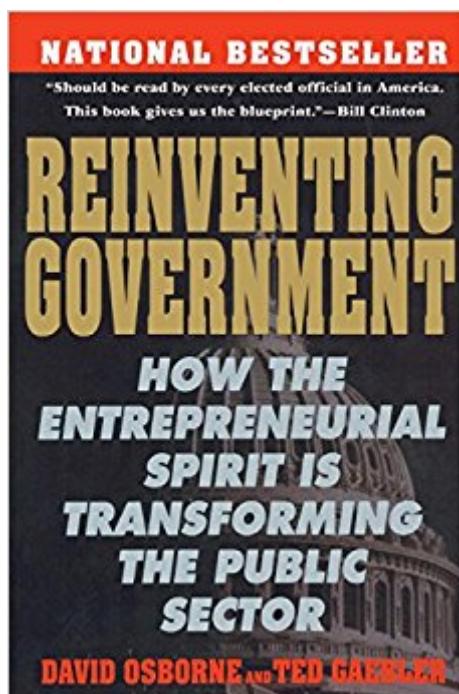


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# Reinventing Government: How The Entrepreneurial Spirit Is Transforming The Public Sector (Plume)



## Synopsis

"A landmark in the debate on the future of public policy." - The Washington Post.

## Book Information

Paperback: 432 pages

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## Customer Reviews

An inspiring, well-organized exposition of ten principles that appear to offer hope for renewal in an era of government decline. Osborne's *Laboratories of Democracy* (1988) celebrated government innovation at state and local levels; here, the ideas are further developed, with many more examples and a sharper focus. Osborne and Gaebler (the former city manager of Visalia, California) charge that government bureaucracy, created a hundred years ago to combat official corruption, has outlived its usefulness. Since governments are increasingly caught between declining revenues and rising demands for service, the authors call on them to become more ``catalytic,'' ``mission-driven,'' ``customer-driven,'' ``anticipatory,'' ``market-oriented,'' etc. The authors recognize that these terms may have a vaguely threatening ring to many liberals and public employees, but they counter those fears with examples of how the adoption of these principles has resulted in employee empowerment, increased public support, etc. For example, they explain how, when Phoenix forced its trash collectors to compete with private businesses while guaranteeing the collectors' jobs, morale and productivity soared. Most convincing is the way Osborne and Gaebler discuss honestly the most serious potential problems with their proposals--e.g., their refusal to endorse merit pay for individual teachers, which, they admit, may set up cutthroat situations.

Analyzing the successful experiments, they provide theory for political scientists to chew on and examples for government officials to consider--e.g., that of Visalia, which uses bonuses to reward groups of employees more often than individuals ``on the theory that individual rewards encourage people to hoard information and compete with one another, while group rewards encourage people to share information and work together.'' Required reading for burned-out civic reformers, and stirring stuff for socially concerned businesspeople. -- Copyright ©1992, Kirkus Associates, LP. All rights reserved. --This text refers to an out of print or unavailable edition of this title.

David Osborne, managing partner of The Public Strategies Group, has served as an advisor to Vice President Al Gore, a consultant to America's public sector managers and a counselor to leaders worldwide. He lives in Essex, Massachusetts.

This book is getting dated, but is a must read for anyone serious about public policy and government. Recommended to me by a former state auditor, it represents a new way of thinking about the government as a governor rather than a service provider. Creativity, flexibility and autonomy are foundational to reinvention. Also understanding your customer, their needs, and the critical differences between efficiency and effectiveness. A good paradigm shifting look at government.

Every citizen should read this book the week before they go to the polls to vote, then think really carefully about who they want leading whatever level they are voting for. Although this book refers mostly to local government, it is applicable at all levels. The organizational principles are sound and could even be applied to the private and non-profit sectors. It just takes will and the guts to try.

Skeptically I thought "a book written in the Clinton administration?" It's twenty years old how can it speak to social policy in the new millennium? WRONG it's a very thought provoking book and the information is as fresh today as it was when it was penned. Very good investment.

Excellent book!

This is excellent source of information for my research project. Book was promptly sent to me when I purchased it through . Good job and thank you

nice

Because there is a book that we need actually in the politics and it is a very good book. Really.

I am glad that i bought a replacement copy as the examples are so fresh and relevant for today. Reading again for information to use in my job.

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