Building Service-Oriented Government: Lessons, Challenges and Prospects

By Wu Wei

World Scientific Publishing Co Pte Ltd. Paperback. Book Condition: new. BRAND NEW, Building Service-Oriented Government: Lessons, Challenges and Prospects, Wu Wei, Providing quality public service is one of the essential functions of a government. In the turbulent time, however, governments worldwide are experiencing a variety of unprecedented challenges to meet citizens' increasing demands and expectations. In China, building a service-oriented government and a harmonious society is central to the 12th Five-Year Plan and challenges the governance philosophies, capacities and competencies of Chinese government at every level. Researchers of Nanyang Centre for Public Administration (NCPA) at Nanyang Technological University systematically examined the concept of service-oriented government in the context of China and developed an assessment scheme to evaluate the performance of building service-oriented government in Chinese cities. Under the auspices of the Lien Foundation in Singapore, based on the assessment scheme, they conducted large-scale telephone surveys of citizens and businesses in 32 major Chinese cities in 2011. This book presents their findings and empirical studies on public service performance, citizen satisfaction, political trust and government transparency based on the data collected from the 2011 Lien project. Moreover, it also includes selected papers presented at the 2012 Lien International Conference on Public...

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