



## Building service-oriented government [ lessons, challenges and prospects /

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Monografía

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

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**Contenido:** Preface; Chapter 1. Evaluating Public Service Performance in Urban China: Findings From the 2011 Lien Chinese Cities Service-Oriented Government Project WU Wei, YU Wenxuan, LIN Tingjin, WANG Jun and TAM Waikeng; 1.1. Public Service, Service-Oriented Government and Evaluation; 1.2. 2011 Lien Chinese Cities Service-Oriented Government Index; 1.3. 2011 Lien Survey of Service-Oriented Government in Chinese Cities; 1.3.1. Telephone survey of urban citizens; 1.3.2. Telephone survey of businesses; 1.4. Findings of the 2011 Lien Survey of Service-Oriented Government in Chinese Cities 1.4.1. The citizen perspective1.4.2. The business perspective; 1.4.3. General public service; 1.4.4. Overall ranking of service-oriented government; 1.5. Conclusion; References; Chapter 2. Public Ethical Values and Service-Oriented Government Kuotsai Tom LIOU; 2.1. Ethical Values in Public Service; 2.2. Challenging Issues in Service-Oriented Government; 2.2.1. Equity issues in policy

option; 2.2.2. Accountability concerns in service delivery; 2.2.3. Transparency emphasis in service attitude; 2.3. Conclusion; References Chapter 3. The Role of Emotional Labor in Public Service Meredith A NEWMAN3.1. What Emotional Labor Is and Is Not; 3.1.1. It is not emotional intelligence; 3.1.2. It is not public service motivation; 3.1.3. It is not leadership; 3.2. Emotional Labor: What It Is; 3.3. The Relationship Between Emotional Labor and Burnout; 3.3.1. First dimension: Emotional exhaustion; 3.3.2. Second dimension: Cynicism; 3.3.3. Third dimension: Ineffectiveness; 3.4. Implications for Practice; 3.4.1. Critical incident debriefings; 3.4.2. Self-care plans; 3.4.3. Redesign of jobs; 3.4.4. "Time-outs"; 3.5. Conclusion 5.1. Introduction5.2. Analysis; 5.3. Conclusion; 5.3.1. University, government and the public: Who is the quality for? Who to report to?; (1) Government-oriented quality; (2) Who was being ignored?; 5.3.2. Transparency; 5.3.3. Depth of involvement and inclusiveness of participation; 5.4. Discussion; References; Chapter 6. Integrated Development of Metropolitan Governance and Public Service: A Case Study of the Pearl River Delta Region YE Lin; 6.1. Introduction: Urbanization in China -- A Call for Change; 6.2. Metropolitan Development and Public Service Delivery

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