

A Complexity Theory For Public Policy

This collection of essays explores the different ways the insights from complexity theory can be applied to law. Complexity theory - a variant of systems theory - views law as an emergent, complex, self-organising system comprised of an interactive network of actors and systems that operate with no overall guiding hand, giving rise to complex,

Download Free A Complexity Theory For Public Policy

collective behaviour in law communications and actions. Addressing such issues as the unpredictability of legal systems, the ability of legal systems to adapt to changes in society, the importance of context, and the nature of law, the essays look to the implications of a complexity theory analysis for the study of public policy and administrative law, international law and human rights, regulatory practices in business and finance, and the practice of law and legal ethics. These are areas where law,

Download Free A Complexity Theory For Public Policy

which craves certainty, encounters unending, irresolvable complexity. This collection shows the many ways complexity theory thinking can reshape and clarify our understanding of the various problems relating to the theory and practice of law.

Chaos and complexity are the new buzz words in both science and contemporary society. The ideas they represent have enormous implications for the way we understand and engage with the world. Complexity Theory and the Social Sciences

Download Free A Complexity Theory For Public Policy

introduces students to the central ideas which surround the chaos/complexity theories. It discusses key concepts before using them as a way of investigating the nature of social research. By applying them to such familiar topics as urban studies, education and health, David Byrne allows readers new to the subject to appreciate the contribution which complexity theory can make to social research and to illuminating the crucial social issues of our day. New and classical results in computational

Download Free A Complexity Theory For Public Policy

complexity, including interactive proofs, PCP, derandomization, and quantum computation. Ideal for graduate students.

This analysis of emerging practices of collaboration in planning and public policy presents a new theory of collaborative rationality to overcome the challenges of complexity, fragmentation, uncertainty and global processes. This is insightful reading that will move both practice and scholarship to new levels.

An Introduction to Collaborative Rationality

Download Free A Complexity Theory For Public Policy

for Public Policy

Complexity Theory and the Politics of Education

Complexity Theory and Law

Complexity Theory for Public Administration and Policy

Public Administration in Complexity

Making Policy in a Complex World

Advances in public management sciences have long indicated the empirical finding that the normal state of public management systems is complex and that its dynamics are non-linear.

Download Free A Complexity Theory For Public Policy

Complex systems are subject to system pressures, system shocks, chance events, path-dependency and self-organisation. Arguing that complexity is an ever-present characteristic of our developed societies and governance systems that should be accepted, understood and adopted into management strategies, the original essays collected in this book aim to increase our understanding of complex governance processes and to propose new strategies for how public managers can deal with complexity in order to achieve high-quality research. The authors collected here use theoretical frameworks

Download Free A Complexity Theory For Public Policy

grounded in empirical research to analyze and explain how non-linear dynamics, self-organisation of many agents and the co-evolution of processes combine to generate the evolution of governance processes, especially for public urban and metropolitan investments. *Managing Complex Governance Systems: Dynamics, Self-Organization and Coevolution in Public Investments* offers readers an increased understanding of the main objective of public management in complexity--namely complex process system--and a strategy for accepting and dealing with complexity based on the idea of

Download Free A Complexity Theory For Public Policy

dual thinking and dual action strategies satisfying the desires of controlling processes and the need to adjust to changes simultaneously.

This book is a major advancement in the area of complexity and corporate governance. By bringing together a range of leading experts in the fields of complexity and corporate governance, this book manages to knowledgeably wed the emerging field of complex systems thinking with the more established area of corporate governance. It brings a range of new and exciting concepts, such as emergence, co-evolution and

Download Free A Complexity Theory For Public Policy

selforganisation, and integrates them into an overarching and holistic understanding of corporate governance that is a clear benefit to corporate actors and stakeholders. The book is a major resource for both academic and practitioner audiences.

The application of complexity theory to management and the social sciences has been a key development in theory and practice over the last decade. This approach questions the possibility of finding universal methods of practice, and proposes a pragmatic and humanistic management style that evolves out of a reflective method. The focus is on

Download Free A Complexity Theory For Public Policy

practitioners observing patterns of similarity and being adaptable in decision-making. Bringing complexity theory into management reveals the importance of organizational culture and effective communication because people, their values and their objectives are at the heart of this method. Information technology provides a framework for complex communication and knowledge use, but it cannot replace highly developed professional negotiations and cooperation. This book argues that the complexity of the public service world limits the usefulness of classical and rational

Download Free A Complexity Theory For Public Policy

scientific management approaches such as New Public Management. Excessive marketization threatens a collaborative approach and overly rigid approaches to performance management and strategic management can be dysfunctional. Managing Complexity in the Public Services 2nd Edition advances a method of management practice that copes with the stark realities of the complex and unpredictable public policy world. It develops pragmatic management practices from action research that will be valuable to both academics and practitioners. The result is a new value-based practice for the post-crisis

Download Free A Complexity Theory For Public Policy

public service world.

'Over recent years Complexity Science has revealed to us new limits to our possible knowledge and control in social, cultural and economic systems. Instead of supposing that past statistics and patterns will give us predictable outcomes for possible actions, we now know the world is, and will always be, creative and surprising. Continuous structural evolution within such systems may change the mechanisms, descriptors, problems and opportunities, often negating policy aims. We therefore need to redevelop our thinking about interventions, policies and

Download Free A Complexity Theory For Public Policy

policy making, moving perhaps to a humbler, more 'learning' approach. In this Handbook, leading thinkers in multiple domains set out these new ideas and allow us to understand how these new ideas are changing policymaking and policies in this new era.' - Peter M

Allen, Cranfield University, UK

Proliferation, Autonomy and Performance

Cormac McCarthy

Tools and Concepts for Designing Robust

Policies in a Complex World

Complexity Theory in Public Administration -

State of Theory and Practice

An Introduction

Download Free A Complexity Theory For Public Policy

Complexity and Public Policy

The motivation behind this book is the desire to integrate complexity theory into economic models of technological evolution. By means of developing an evolutionary model of complex technological systems, the book contributes to the neo-Schumpeterian literature on innovation, diffusion and technological paradigms.

This provocative Element is on the 'state of the art' of theories that highlight policymaking complexity. It explains complexity in a way that is simple enough to understand and use. The primary audience is policy scholars seeking a single authoritative guide to studies of 'multi-centric policymaking'. It synthesises this literature to build a research agenda on the following questions: 1. How can we best explain the ways in

Download Free A Complexity Theory For Public Policy

which many policymaking 'centres' interact to produce policy? 2. How should we research multi-centric policymaking? 3. How can we hold policymakers to account in a multi-centric system? 4. How can people engage effectively to influence policy in a multi-centric system? However, by focusing on simple exposition and limiting jargon, Paul Cairney, Tanya Heikkila, Matthew Wood also speak to a far wider audience of practitioners, students, and new researchers seeking a straightforward introduction to policy theory and its practical lessons.

How ideas in complexity can be used to develop more effective public policy Complexity science—made possible by modern analytical and computational advances—is changing the way we think about social systems and social theory.

Download Free A Complexity Theory For Public Policy

Unfortunately, economists' policy models have not kept up and are stuck in either a market fundamentalist or government control narrative. While these standard narratives are useful in some cases, they are damaging in others, directing thinking away from creative, innovative policy solutions. Complexity and the Art of Public Policy outlines a new, more flexible policy narrative, which envisions society as a complex evolving system that is uncontrollable but can be influenced. David Colander and Roland Kupers describe how economists and society became locked into the current policy framework, and lay out fresh alternatives for framing policy questions. Offering original solutions to stubborn problems, the complexity narrative builds on broader philosophical traditions, such as those in the work of John Stuart Mill, to

Download Free A Complexity Theory For Public Policy

suggest initiatives that the authors call "activist laissez-faire" policies. Colander and Kupers develop innovative bottom-up solutions that, through new institutional structures such as for-profit corporations, channel individuals' social instincts into solving societal problems, making profits a tool for change rather than a goal. They argue that a central role for government in this complexity framework is to foster an ecostructure within which diverse forms of social entrepreneurship can emerge and blossom.

Governance of Public Sector Organizations analyzes recent changes in government administration by focusing on organizational forms and their effects. Contributors to this edited volume demonstrate how generations of reform result in increased complexity of government organizations, and

Download Free A Complexity Theory For Public Policy

explain this layering process with multiple theories.

Managing Complexity in the Public Services

Complexity Theory and the Social Sciences

Mapping an Emergent Jurisprudence

Innovation, Evolution and Complexity Theory

Corporate Governance and Complexity Theory

Theories and Issues

Complexity theory has become popular in the natural and social sciences over the last few decades as a result of the advancements in our understanding of the complexities in natural and social phenomena. Concepts and methods of complexity theory have been applied by scholars of

Download Free A Complexity Theory For Public Policy

public affairs in North America and Europe, but a comprehensive framework for these applications is lacking. *A Complexity Theory for Public Policy* proposes a conceptual synthesis and sets a foundation for future developments and applications. In this book, Gökten Morçöl convincingly makes the case that complexity theory can help us understand better the self-organizational, emergent, and co-evolutionary characteristics of complex policy systems. In doing so, he discusses the epistemological implications of complexity theory and the methods complexity researchers use, and those methods they could

Download Free A Complexity Theory For Public Policy

use. As the complexity studies spread more around the world in the coming decades, the contents of this book will become appealing to larger audiences, particularly to scholars and graduate students in public affairs. The unique combination of synthesis and explanation of concepts and methods found in this book will serve as reference frames for future works.

The fully revised second edition of this textbook offers a comprehensive introduction to theories of public policy and policymaking. The policy process is complex: it contains hundreds of people and organisations from various levels and types of

Download Free A Complexity Theory For Public Policy

government, from agencies, quasi- and non-governmental organisations, interest groups and the private and voluntary sectors. This book sets out the major concepts and theories that are vital for making sense of the complexity of public policy, and explores how to combine their insights when seeking to explain the policy process. While a wide range of topics are covered – from multi-level governance and punctuated equilibrium theory to 'Multiple Streams' analysis and feminist institutionalism – this engaging text draws out the common themes among the variety of studies considered and tackles three key questions: what

Download Free A Complexity Theory For Public Policy

is the story of each theory (or multiple theories); what does policy theory tell us about issues like 'evidence based policymaking'; and how 'universal' are policy theories designed in the Global North? This book is the perfect companion for undergraduate and postgraduate students studying public policy, whether focussed on theory, analysis or the policy process, and it is essential reading for all those on MPP or MPM programmes. New to this Edition: - New sections on power, feminist institutionalism, the institutional analysis and development framework, the narrative policy framework, social construction and policy design -

Download Free A Complexity Theory For Public Policy

A consideration of policy studies in relation to the Global South in an updated concluding chapter -
- More coverage of policy formulation and tools, the psychology of policymaking and complexity theory
- Engaging discussions of punctuated equilibrium, the advocacy coalition framework and multiple streams analysis

This book reframes theoretical, methodological and practical approaches to public administration by drawing on complexity theory concepts. It aims to provide alternative perspectives on the theory, research and practice of public administration, avoiding assumptions of traditional theory-building.

Download Free A Complexity Theory For Public Policy

The contributors explain both how ongoing non-linear interactions result in macro patterns becoming established in a complexity-informed world view, and the implications of these dynamics. Complexity theory explains the way in which many repeated non-linear interactions among elements within a whole can result in processes and patterns emerging without design or direction, thus necessitating a reconsideration of the predictability and controllability of many aspects of public administration. As well as illustrating how complexity theory informs new research methods for studying this field, the book also shines a light

Download Free A Complexity Theory For Public Policy

on the different practices required of public administrators to cope with the complexity encountered in the public policy and public management fields. This book was originally published as a special issue of the Public Management Review journal.

The authors in this edited volume gathered in Rotterdam in June 2011 to discuss how the complexity sciences can contribute to pertinent questions in the domains of Public Administration and Public Policy. Together, they present an overview of the diverse state of the art in thinking about and research in complex systems in the

Download Free A Complexity Theory For Public Policy

public domain.

Compact I

A Complexity Theory for Public Policy

Handbook of Systems and Complexity in Health

Public Management and Complexity Theory

Solving Society's Problems from the Bottom Up

Complexity Theory in Public Administration

The authors of this volume explore such topics as whether complexity theory offers a new science or is merely a novel analytical tool kit and if the theory suggests a new way of knowing and solving complex public policy problems.

That public services exhibit unpredictability,

Download Free A Complexity Theory For Public Policy

novelty and, on occasion, chaos, is an observation with which even a casual observer would agree. Existing theoretical frameworks in public management fail to address these features, relying more heavily on attempts to eliminate unpredictability through increased reliance on measurable performance objectives, improved financial and human resource management techniques, decentralisation of authority and accountability and resolving principal-agent behaviour pathologies. Essentially, these are all attempts to improve the 'steering' capacity of public sector managers and policy makers. By

Download Free A Complexity Theory For Public Policy

adopting a Complex Adaptive Systems (CAS) approach to public services, this book shifts the focus from developing steering techniques to identifying patterns of behaviour of the participants with the ultimate objective of increasing policy-makers' and practitioners' understanding of the factors that may enable more effective public service decision-making and provision. The authors apply a CAS framework to a series of case studies in public sector management to generate new insights into the issues, processes and participants in public service domains.

Download Free A Complexity Theory For Public Policy

This book is an empirical comparative study of the complexity of religion in the public spheres of the five Nordic countries. The result of a five-year collaborative research project, the work examines how increasingly religiously diverse Nordic societies regulate, debate, and negotiate religion in the state, the polity, the media, and civil society. The project finds that there are seemingly contradictory religious trends at different social levels: a growing secularization at the individual level, and a deprivatization of religion in politics, the media, and civil society. It offers a critique of the current theories of

Download Free A Complexity Theory For Public Policy

secularization and the return of religion, introducing religious complexity as an alternative concept to understand these paradoxes. This book is for scholars, students, and readers with an interest in understanding the public role of religion in the West.

For the past two decades, 'complexity' has informed a range of work across the social sciences. There are diverse schools of complexity thinking, and authors have used these ideas in a multiplicity of ways, from health inequalities to the organization of large scale firms. Some understand complexity as emergence from the

Download Free A Complexity Theory For Public Policy

rule-based interactions of simple agents and explore it through agent-based modelling. Others argue against such 'restricted complexity' and for the development of case-based narratives deploying a much wider set of approaches and techniques. Major social theorists have been reinterpreted through a complexity lens and the whole methodological programme of the social sciences has been recast in complexity terms. In four parts, this book seeks to establish 'the state of the art' of complexity-informed social science as it stands now, examining: the key issues in complexity theory the implications of complexity

Download Free A Complexity Theory For Public Policy

theory for social theory the methodology and methods of complexity theory complexity within disciplines and fields. It also points ways forward towards a complexity-informed social science for the twenty-first century, investigating the argument for a post-disciplinary, 'open' social science. Byrne and Callaghan consider how this might be developed as a programme of teaching and research within social science. This book will be particularly relevant for, and interesting to, students and scholars of social research methods, social theory, business and organization studies, health, education, urban studies and

Download Free A Complexity Theory For Public Policy

development studies.

A New Approach to 21st Century Politics, Policy And Society

Complexity and the Art of Public Policy

The Provision of Public Services in Europe

Governance of Public Sector Organizations

Richer Decision-making in Public Services

Handbook of Research Methods in Complexity Science

Combining the fields of evolutionary economics and the humanities, this book examines McCarthy's literary works as a significant case study demonstrating our need to recognise

Download Free A Complexity Theory For Public Policy

the interrelated complexities of economic policies, environmental crises, and how public policy and rhetoric shapes our value systems. In a world recovering from global economic crisis and poised on the brink of another, studying the methods by which literature interrogates narratives of inevitability around global economic inequality and eco-disaster is ever more relevant.

Complexity Theory in Public Administration Routledge

I think this is a very important book. Very few people in the social sciences write books on this topic and really do justice to complexity theory. Professor Room gives a very detailed, accurate and accessible review of complexity theory as it

Download Free A Complexity Theory For Public Policy

applies to social policy. His link with institutional theory is very appropriate and his discussion on the need for regulation (a link with complexity theory that many people would never reach) is really important and well grounded. It would be of interest to academics who really want to understand the implications of complexity theory for policy making in complex and fast-changing situations and to those undertaking advanced courses in politics, economics and sociology. - Jean Boulton, University of Cranfield, UK

Graham Room argues that conventional approaches to the conceptualisation and measurement of social and economic change are unsatisfactory. As a result, researchers are ill-

Download Free A Complexity Theory For Public Policy

equipped to offer policy advice. This book offers a new analytical approach, combining complexity science and institutionalism. It also provides tools for policy makers in turbulent times. Part 1 is concerned with the conceptualisation of socio-economic change. It integrates complexity science and institutionalism into a coherent ontology of social and policy dynamics. Part 2 is concerned with models and measurement. It combines some of the principal approaches developed in complexity analysis with models and methods drawn from mainstream social and political science. Part 3 offers empirical applications to public policy: the dynamics of social exclusion; the social

Download Free A Complexity Theory For Public Policy

dimension of knowledge economies; the current financial and economic crisis. These are supplemented by a toolkit for the practice of agile policy making.

This comprehensive Handbook is aimed at both academic researchers and practitioners in the field of complexity science. The book's 26 chapters, specially written by leading experts, provide in-depth coverage of research methods based on the sciences of complexity. The research methods presented are illustratively applied to practical cases and are readily accessible to researchers and decision makers alike.

Handbook of Public Administration

Complexity, Institutions and Public Policy

Download Free A Complexity Theory For Public Policy

Complexity and Policy Analysis

Comparing Nordic Countries

Computational Complexity

Handbook of Research on Chaos and Complexity Theory in the Social Sciences

This book is an introduction to health care as a complex adaptive system, a system that feeds back on itself. The first section introduces systems and complexity theory from a science, historical, epistemological, and technical perspective, describing the principles and mathematics. Subsequent sections build on the health applications of systems science theory, from human physiology to medical

Download Free A Complexity Theory For Public Policy

decision making, population health and health services research. The aim of the book is to introduce and expand on important population health issues from a systems and complexity perspective, highlight current research developments and their implications for health care delivery, consider their ethical implications, and to suggest directions for and potential pitfalls in the future.

Complexity theory has become a major influence in discussions about the theory and practice of education.

This book focuses on a question which so far has received relatively little attention in such discussions, which is the question of the politics of complexity. The chapters in this

Download Free A Complexity Theory For Public Policy

book engage with this question in a range of different ways. Whereas some contributions make a case for the promotion of complexity in education, others focus more explicitly on questions concerning the reduction of complexity in and through education. The chapters do so using theoretical, historical and empirical arguments, paying attention to a range of different educational settings (including early childhood education, school education, post-compulsory education, lifelong learning and work-based education), and focusing on different aspects of these practices (such as curriculum, pedagogy, assessment, architecture, and management). Taken

Download Free A Complexity Theory For Public Policy

together the chapters not only reveal the potential of complexity for engaging with questions about the politics of education in new and different ways. They also provide examples of a more reflexive engagement with the politics of complexity in education itself. The book will be of interest to scholars in the fields of education studies, curriculum studies, curriculum theory, educational theory, educational policy, and philosophy of education. It should also be of interest to practitioners in more specialised fields such as early childhood education, school education, post-compulsory education, work-based education and lifelong learning.

Download Free A Complexity Theory For Public Policy

This book provides a clear, concise and readable introduction to complexity thinking, its application to the social sciences and public policy, and the relevance of some of its various tools to those fields of politics, health, the international realm, development, planning and terrorism. The authors argue that the foundation for many of the current crises in these areas can be traced to the attempt by social scientists and policy-makers to treat these systems and processes as fundamentally orderly, predictable and controllable. By providing an overview of complex systems, a practical introduction to basic concepts and tools of these systems, and examples for

Download Free A Complexity Theory For Public Policy

understanding and managing them in real life policy situations they provide an exciting new perspective for rethinking our basic approaches to the social sciences and for understanding and managing the increasingly interdependent world of public policy. The book is vital reading for students and scholars of the social sciences and public policy, and also policymakers and the policy actor audience.

International human rights law has emerged as an academic subject in its own right, separate from, but still related to international law. This book explains the distinctive nature of this discipline by examining the

Download Free A Complexity Theory For Public Policy

influence of the idea of human rights on general international law. Rather than make use of a particular moral philosophy or political theory, it explains human rights by examining the way the term is deployed in legal practice, on the understanding that words are given meaning through their use. Relying on complexity theory to make sense of the legal practice of the United Nations, the core human rights treaties, and customary international law, the work demonstrates the emergence of the moral concept of human rights as a fact of the social world. It reveals the dynamic nature of this concept, and the influence of the idea on the legal practice, a fact that

Download Free A Complexity Theory For Public Policy

explains the fragmentation of international law and special nature of international human rights law.

Between State, Local Government and Market
Planning with Complexity

The Idea of International Human Rights Law

Special Issue: Complexity Theory and Public
Management

Applying Complexity Theory

The state of the art

***The book is the first of its kind to
provide a comparative analysis of the
provision of social and public services***

Download Free A Complexity Theory For Public Policy

in France, Italy, Germany, the UK and Norway. This volume, co-authored by leading national experts, topically examines whether, when, how and why the delivery of social and public services, which was historically a responsibility of local authorities, has been significantly shifted to marketized and commodified forms. However, despite this considerable change, there have been recent indications of remunicipalisation in some sectors.

Download Free A Complexity Theory For Public Policy

Combining both cross-country and cross-policy co.

Complexity theory--which examines the dynamic interactions of parts in a system--has increasingly been used to study human organizations. This is the first book to explore its application to professions in criminal justice and social work. It brings together experts in this emerging theoretical field from a range of different perspectives, providing detailed but accessible

Download Free A Complexity Theory For Public Policy

discussions of the key issues at hand, including the nature of complex adaptive systems, their application to service delivery, and the efficacy and ethics of criminal justice and social work interventions. Together the contributors demonstrate the usefulness of complexity theory in addressing some of our most significant and intractable social problems.

Since the publication of the previous edition, the best-selling Handbook of

Download Free A Complexity Theory For Public Policy

Public Administration enters its third edition with substantially revised, updated, and expanded coverage of public administration history, theory, and practice. Edited by preeminent authorities in the field, this work is unparalleled in its thorough coverage and comprehensive references. This handbook examines the major areas in public administration including public budgeting and financial management, human resourcemanagement, decision

Download Free A Complexity Theory For Public Policy

making, public law and regulation, and political economy. Providing a strong platform for further research and advancement in the field, this book is a necessity for anyone involved in public administration, policy, and management. This edition includes entirely new chapters on information technology and conduct of inquiry. In each area of public administration, there are two bibliographic treatises written from different perspectives.

Download Free A Complexity Theory For Public Policy

The first examines the developments in the field. The second analyzes theories, concepts, or ideas in the field's literature.

The concept of "chaos", and chaos theory, though it is a field of study specifically in the field of mathematics with applications in physics, engineering, economics, management, and education, has also recently taken root in the social sciences. As a method of analyzing the

Download Free A Complexity Theory For Public Policy

way in which the digital age has connected society more than ever, chaos and complexity theory serves as a tactic to tie world events and cope with the information overload that is associated with heightened social connectivity. The Handbook of Research on Chaos and Complexity Theory in the Social Sciences explores the theories of chaos and complexity as applied to a variety of disciplines including political science, organizational and

Download Free A Complexity Theory For Public Policy

management science, economics, and education. Presenting diverse research-based perspectives on mathematical patterns in the world system, this publication is an essential reference source for scholars, researchers, mathematicians, social theorists, and graduate-level students in a variety of disciplines.

A complexity theory of literature

Agile Decision-making in a Turbulent

Download Free A Complexity Theory For Public Policy

World

Managing Complex Governance Systems

Whole Systems Approaches to Criminal Justice and Social Work

Complexity, Hurts and Minefields

Policy analysts and policy planners should start from the premise that obstacles, uncertainties and surprises are important features of policy-making. All public policies should be treated as complex problems, from the outset. Complexity theorists start from the premise that complex policies are ill-defined and ambiguous. There is often little consensus about what the problem is, let alone how to resolve it. Into

Download Free A Complexity Theory For Public Policy

the complexity of the wicked problem fray, Marketing Public Policy introduces the role of communication scholars and practitioners whose models and practices focus on people, processes, opinions and behaviour as causes of organisational complexity. Communication practice's role is to provide ideas on how to navigate, diagnose and interpret issues with a view to persuading the public to change its behaviour or opinions. From the case studies presented in this book, we see that despite rationally excellent macro- and micro-planning of policies to win the hearts and minds of citizens, public policies still deteriorate into hurts and minefields. The case studies are drawn from China, Indonesia, India, the

Download Free A Complexity Theory For Public Policy

USA, the UK and Europe to show that policy-making is always a complex issue in any country, whatever the political structure, whether democracy or communism.

A Modern Approach

Understanding Public Policy

Religious Complexity in the Public Sphere

Handbook on Complexity and Public Policy

Theory and Applications

Richer Decision-Making in Public Services