

Call for Book Chapters

Handbook of Public Service Delivery

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Purpose of the Book

This book takes an integrated approach to public service delivery, exploring its various yet interconnected aspects. Public service delivery has been evolving in both theoretical approaches and best practices reflecting the fundamental changes in the socio-political and cultural environments of public service. Traditional, centralized, and bureaucratic modes of delivering services are now being supplemented by more flexible, collaborative modes of public service delivery that emphasize co-production, governance, and technology utilization. New Public Management emerged as a philosophy in the 1990s centered around managerial rights, customer focus, innovation, and collaboration among organizations. Emergent practices, however, present specific challenges. This book will cover chapters that investigate theoretical approaches as well as the design and organization of public service delivery, its implementation and evaluation, and particular challenges that face public service delivery. Public service delivery is not amenable to simple standardization (one model fits all), as it requires adaptations to specific contexts to be effective such as diverse environments, rural areas, pressures of globalization, and peculiar challenges that developing nations face. This book considers these complications to present a more holistic understanding of effective public service delivery.

The socio-political, cultural, economic, and technological environments of the public sector have changed significantly since the 1980s. Public service delivery that is based on centralized, hierarchical, and regulatory models is criticized. Rising citizen expectations, pressures for more democratic participation, shortage of tax-based funds, increasing demand for social equity and representation, and advances in information technologies require reconsideration and redesigning traditional public service systems. This volume incorporates the most recent developments in the

theory and practice of public service delivery. A strategic and integrated approach is needed to effectively design and deliver public services in complex and dynamic environments. With up-to-date contributions from reputed scholars in the field, this volume will present a very comprehensive review of theories, issues, and challenges relevant to public service delivery.

Book Structure

This handbook will be organized into four parts: an introduction, four substantive parts, and a conclusion. The handbook will have approximately 24 chapters, not including the introduction and conclusion. Each chapter is expected to be 8,000 words (including references, tables and figures, and appendices).

The introduction covers an overview of what public service delivery is for modern public administration. The purpose of this chapter is to broadly define public service delivery and provide a roadmap for the book chapters.

PART I explores the theoretical perspectives on public service delivery. It examines the role of public administration in securing effective service delivery, mainly focusing on the importance of new public management and new public service for framing modern public service delivery.

PART II is focused on designing public service delivery and will explore the role of contracting privatization and citizens in delivering public services. The role of politics and the public interest will be primarily focused upon.

PART III will look at implementing and evaluating public service delivery. This part considers performance management and the role of effectively evaluating programs. The role of human resources and quality management are vital.

PART IV discusses the challenges of public service delivery. This part will provide a global perspective of some critical issues in the future in public service delivery. Issues such as equity and justice will be focused upon.

The conclusion will review the key findings from the research for public service delivery.

Proposed Table of Contents (subject to revision)

Structure of The Book

Preface

Introduction by Christopher Reddick and Tansu Demir

Part I: Theoretical Perspectives

- Chapter 1: Public Administration Theory, Bureaucracy, and Political Decision Making
- Chapter 2: New Public Administration, Equity, Justice, Representation
- Chapter 3: New Public Management, Competition, Markets, and Customer Focus
- Chapter 4: New Public Service: Public Interest, Citizenship, and Accountability

Part II: Designing Public Service Delivery

- Chapter 5: Citizen Participation and Governance
- Chapter 6: Collaboration for Public Service Delivery, Public-Private Partnerships
- Chapter 7: Privatization and Outsourcing of Public Services
- Chapter 8: Collaboration with Nonprofit Organizations
- Chapter 9: Intergovernmental Collaboration for Public Services
- Chapter 10: Network Governance and Public Service Delivery
- Chapter 11: Politics of Public Service Design: Roles of Elected Officials, Political Parties, and Interest Groups

Part III: Implementing and Evaluating Public Service Delivery

- Chapter 12: Corruption, Accountability, and Oversight
- Chapter 13: Information Technology and Public Service Delivery
- Chapter 14: Cost, Quality, and Agency Capacity in Public Service Delivery
- Chapter 15: The Role of Human Resources: Motivation, Training, Staffing, Compensation
- Chapter 16: Performance Assessment of Public Service Delivery
- Chapter 17: Efficiency, Quality, Economy, and Customer Satisfaction
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- Chapter 19: Strategic Management and Public Service Performance Assessment

Part IV: Challenges of Public Service Delivery

- Chapter 20: Challenges of Public Service Delivery in Developing Countries
- Chapter 21: Public Service Delivery in Rural Areas
- Chapter 22: Challenges of Public Service Delivery in Times of Economic Downturn
- Chapter 23: Challenges of Public Service Delivery in Diverse Communities: Equity and Justice Issues
- Chapter 24: Challenges of Public Service Delivery in a Global Era

Conclusion by Christopher Reddick and Tansu Demir

Tentative Timeline

March 1, 2023	Agreement from Contributors
May 1, 2023	Proposed Chapter 150 word abstracts author biographies (100 words)
November 1, 2023	Deadline for draft chapters
December 1, 2023	Review of all draft chapters sent to authors
March 1, 2024	Deadline for final draft chapters
April 1, 2024.	Submission of a full manuscript to Edward Elgar for copy-editing