Let Managers Manage?

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From making to letting managers manage:

• Working towards results
• Cross boarder authority
• Citizen/ customer involvement
• Leadership
• Change and culture
Let managers manage by using results?

- Responsibility vs accountability: Span of performance

1. input/input: economy
2. input/output: efficiency/productivity
3. output/effect: effectiveness
4. input/effect: cost-effectiveness
5. effect/trust
6. output/trust
7. input/trust

Input → Objectives → Needs → Environment → Output → Effect → Trust → Activity
Let managers manage with cross border authority?

- Depth of performance: levels of government
- Public-public partnerships
Let managers manage with the support of citizens and customer involvement?

- Public-private partnerships (performance governance)
Letting managers manage through leadership?

- Political, administrative, and citizen leadership
Letting managers manage within their culture

- Power distance; uncertainty avoidance; individualism/collectivism; masculinity/femininity; long term/short term

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