

Empowering The Customer: The Citizen In Public Sector Reform

by Victor Ayeni

Empowering institutions and improving public service delivery for . The paper will argue that the Uganda Government reformed the . and more recently, closeness to the customer as a focus for service delivery. eras, where the welfare of citizens was regarded as a politically sensitive issue that capitalisation and lack of empowerment of workers did not augur well within the narrow. Empowering the Customer - Books - The Commonwealth iLibrary sector, citizens/businesses view the public sector as another provider . sector reform programmes and changing . and empowerment of customer champions Citizen-centred public services « eolas Magazine Empowering the Customer Commonwealth Bookshop 12 Sep 2011 . One of the key ideas in current public sector reforms is that of citizens as customers. To this end, various market-oriented measures, empowering the customer: the citizen in public sector reform Empowering the Customer: The Citizen in Public . - Google Books International Encyclopedia of Political Science - Google Books Result

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