Measuring and Improving Productivity in Services
Issues, Strategies and Challenges

Faridah Djellal
Professor of Economics, University of Tours, France

Faïz Gallouj
Professor of Economics, University of Lille 1, France

Services, Economy and Innovation

Edward Elgar
Cheltenham, UK • Northampton, MA, USA
Contents

List of figures vi
List of tables vii
List of boxes ix
Acknowledgements x
General introduction xi

PART I PRODUCTIVITY: DEFINITIONS AND METHODS OF MEASUREMENT

1. A key notion in economic analysis: definitions, measurements, issues and controversies 3
2. The service challenge 32
3. Public services: a new challenge 58
4. Internal steering, planning and design departments in public organizations: the ultimate test 91

PART II PRODUCTIVITY: DETERMINANTS AND STRATEGIES

5. The traditional factors influencing productivity 121
6. Productivity factors in services 143
7. Productivity factors in public services 171

General conclusion 217
Bibliography 219
Index 233