Growing the Productivity of Government Services

Patrick Dunleavy
*London School of Economics and Political Science, UK*

Leandro Carrera
*Pensions Policy Institute, King's College, London, UK*

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

**Preface**  
**vii**

**Acknowledgements**  
**x**

**Glossary and list of abbreviations**  
**xiv**

1. **Introduction: why has government productivity been so neglected in economics and public management?**  
   
## PART I  NATIONALY PROVIDED GOVERNMENT SERVICES

2. **Studying national agencies’ productivity**  
   33

3. **Rapid productivity growth – customs regulation**  
   57

4. **Growing productivity gradually – tax services**  
   73

5. **How productivity can remain unchanged despite major investments – social security**  
   120

6. **Broadening the picture – two national regulatory agencies**  
   161

## PART II  ANALYSING DECENTRALIZED GOVERNMENT SERVICES

7. **Methods and quality issues in analysing complex and localized services**  
   199

8. **Hospital productivity in England’s National Health Service**  
   233

## PART III  SUSTAINABLE INCREASES IN PRODUCTIVITY

9. **Embracing digital change and enhancing organizational learning**  
   273

10. **Pushing through to productivity advances**  
    299

**Appendix: Data and methods**  
**329**

**References**  
**334**

**Index**  
**361**