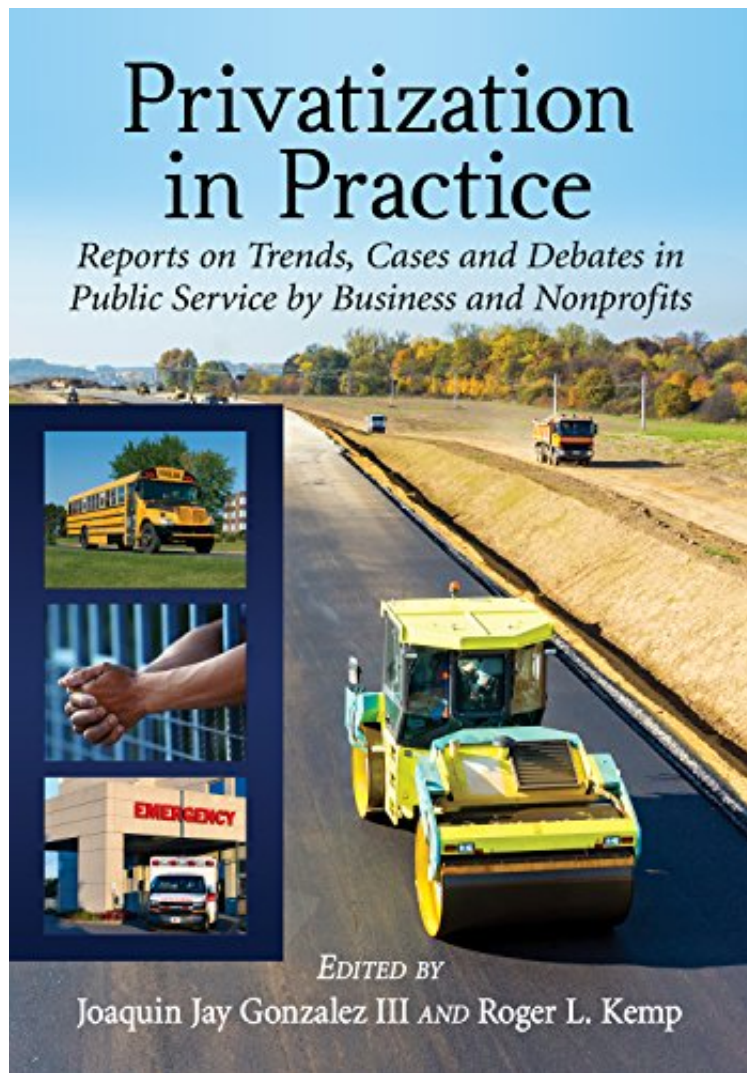


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Privatization in Practice: Reports on Trends, Cases and Debates in Public Service by Business and Nonprofits

Joaquin Jay III Gonzalez, Roger L. Kemp
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Cost efficiency was the initial goal of privatization--achieved in many cases but not consistently. Public services provided by the private sector were cheap in the beginning but became increasingly expensive, especially to low-income citizens. The lessons learned from early successes and failures gave birth to a new goal--effectiveness of services, as measured by accountable results. Government officials are not looking just for proven budget savings; they must also be concerned with the quality of public services and ultimately the happiness of citizens and communities. In its updated second edition, this collection of essays explores the good and the bad sides of privatization.

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About the Author
Joaquin Jay Gonzalez III, Ph.D., is Mayor George Christopher Professor of Public Administration and Russell T. Sharpe Professor of Business at Golden Gate University. He has worked on privatization and business-government-NGO partnership projects with the World Bank, the Institute On Governance, and the Inter-American Development Bank. (jgonzalez@ggu.edu)
Roger L. Kemp, Ph.D., ICMA-CM, is Distinguished Adjunct Professor at the Edward S. Ageno School of Business of Golden Gate University and a career city manager for 25 years in California, New Jersey, and Connecticut. A prolific author, Roger is also a Fellow at The Academy of Political Science in New York City.