



# Program Planning and Evaluation for the Public Manager

*Ronald D. Sylvia, Kathleen M. Sylvia*

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In an era of rapidly shrinking resources, efficient utilization of public resources is of paramount importance. Health care, social services, education, law enforcement, and other fields have established their own standards against which program operations are assessed. National accrediting bodies have implemented systems of rigorous peer review to ensure the quality of program processes and outcomes. Nongovernmental organizations must demonstrate success in achieving their stated goals in order to sustain or expand program funding. In the 21st century, process (how programs are organized and how work is conducted) has become as important as outcomes in determining program effectiveness.

Responding to these dynamic challenges, the authors utilize concrete case studies to immerse students in the techniques of program evaluation. They effectively examine systems theory, project planning, queuing theory, cost-benefit analysis, and organization processes (including standards-based program accreditation), providing practical examples in an easy-to-comprehend style. In addition, comprehensive discussions explain how process intervention is utilized to achieve program adaptations and strategic change. Like its highly regarded predecessors, the latest edition features evaluation exercises designed to facilitate student development of indicators and measures when dealing with real-world programs.

Not-for-sale instructor resource material available to college and university faculty only; contact publisher directly.

Titles of related interest from Waveland Press: Johnson, *Public Administration: Partnerships in Public Service*, Fifth Edition (ISBN 9781478610908); Stojkovic et al., *The Administration and Management of Criminal Justice Organizations: A Book of Readings*, Fifth Edition (ISBN 9781577666394); and Welch-Comer, *Quantitative Methods for Public Administration: Techniques and Applications*, Third Edition (ISBN 9781577664932).

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