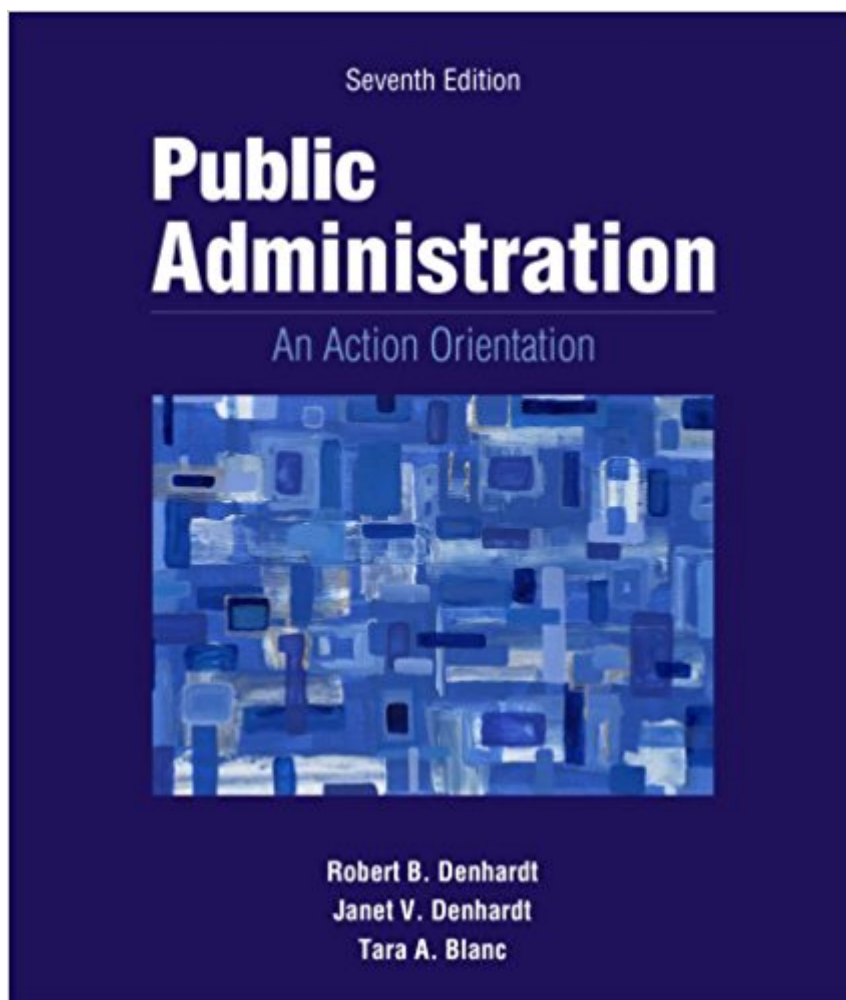




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# **Public Administration: An Action Orientation, (with CourseReader 0-30: Public Administration Printed Access Card)**



## Synopsis

Issuing a call to action, *PUBLIC ADMINISTRATION: AN ACTION ORIENTATION*, Seventh Edition, encourages readers to become active participants in public administration--and equips them with the tools to do it effectively. Robert B. Denhardt, Janet V. Denhardt, and Tara A. Blanc teach readers how to influence the operations of public agencies--helping them learn to get involved and effect positive changes, regardless of whether they are working outside the agency as citizens or within the agency as managers. With a strong emphasis on ethics, the text introduces the theories and scholarly literature of the field while reflecting the latest trends and issues. Practical applications help readers sharpen personal management, communication, delegation, motivation, and decision-making skills. Key topics like nonprofit management, the global dimensions of public administration, and organizational theory are covered thoroughly.

## Book Information

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## Customer Reviews

"the approach is solid. The text starts with the importance of PA and progresses nicely through the various essential building blocks of the discipline. The authors, in my view, do a very good job of maintaining neutrality in the topic, yet challenge the reader through case studies and exercises." "This is an excellent approach to expose students to public administration while also reinforcing the importance of management principles and the basis of ethical conduct and the role of ethics in our decision-making." "The authors make the core ideas, concepts, and terms readily apparent to students. Students are not left to guess about what it is that the authors intend to

emphasize in each chapter."

Robert B. Denhardt is Professor and Director of Leadership Development in the Sol Price School of Public Policy at the University of Southern California, Regents Professor Emeritus at Arizona State University, and Distinguished Visiting Scholar at the University of Delaware. A past president of the American Society for Public Administration and a member of the National Academy of Public Administration, Dr. Denhardt has published twenty-two books, including *THE DANCE OF LEADERSHIP*, *THE NEW PUBLIC SERVICE*, *MANAGING HUMAN BEHAVIOR IN PUBLIC AND NONPROFIT ORGANIZATIONS*, *THEORIES OF PUBLIC ORGANIZATION*, *PUBLIC ADMINISTRATION: AN ACTION ORIENTATION*, *IN THE SHADOW OF ORGANIZATION*, and *THE PURSUIT OF SIGNIFICANCE*. Janet V. Denhardt is the Chester A. Newland Professor of Public Administration in the Price School of Public Policy at the University of Southern California. Her teaching and research interests focus on organization theory, organizational behavior, and leadership. Her most recent book, *THE DANCE OF LEADERSHIP*, was preceded by *THE NEW PUBLIC SERVICE*, *MANAGING HUMAN BEHAVIOR IN PUBLIC AND NONPROFIT ORGANIZATIONS*, and *STREET-LEVEL LEADERSHIP: DISCRETION AND LEGITIMACY IN FRONT-LINE PUBLIC SERVICE*. Prior to joining the faculty at the University of Southern California, Dr. Denhardt taught at Arizona State University and Eastern Washington University as well as served in a variety of administrative and consulting positions. Tara A. Blanc is a lecturer in the School of Public Affairs at Arizona State University. Her teaching and research interests are primarily in the areas of public service, civic and political engagement, leadership, and public service ethics. Formerly the associate director of the Cronkite/Eight Poll at Arizona State University, she co-directs a public opinion poll for ASU's Morrison Institute for Public Policy and provides consulting services on projects involving public opinion research, planning, and communication.

This book is good. The author did do a good job on some areas, but there were some areas where there could be much MORE information. One example, regarding the federal, state and local revenue and spending information could have offered much more to the students understanding. My professor apparently loves this author because she spoke of this book throughout, which ironically, she did not require it as our text. I got it because she did provide some information from this book for a paper and I liked what I read. I thought it would be useful for extra educational purposes. I didn't use it as much as I thought I would, but it did come handy for an occasional reference. In addition, PLEASE check the school out before committing to it. America's educational system is in

BIG trouble! Most "professors" do not want to teach anymore, and MANY of them are NOT qualified to teach. Northern Arizona University (NAU) has too many "professors" that don't want to teach or give constructive feedback or feedback at all! This school is bordering on being a joke! I had to literally teach myself for most of my classes, there were few professors who are good. When your paying HIGH tuition you should be getting a SOLID education! NAU does not care if the students complain and they make it clear it is NOT about your education, but the MONEY THEY GET FROM YOU! For my Master's I am going to research extensively before I commit... If we as students make our VOICE heard about these schools, then they will have to listen and this will force them to do better!

It's a detailed primer on public administration, and I believe the author's have done an exceptional job with compiling a lot of information and publishing it in a very digestible manner. Many MPA programs use this book (and with good reason) for intro classes. The authors took the approach of providing an adequate depth of many common public administration topics, but obviously doesn't delve too deeply into each section as there are complete fields of academic literature on such topics (ie, the chapter of human resources introduces the student to that topic but isn't all-encompassing). The authors provide detailed information while avoiding overwhelming the reader. It would have been five stars if not for the blatant political favoritism of the authors. Granted many students of MPA programs like myself are inclined to be progressive in nature but academic materials are supposed to be objective texts, way too much "my president was great then these guys screwed up for a few years" for my taste. As an instructor you may want to give your class a head's up to appreciate the detailed information in the book and overlook the authors' biases. Assuming your students even notice of course.

The seller's description stated the book was in okay/good condition. The first 3 chapters of the book have significant damage from liquid, pretty sure coffee, because the pages are discolored and some are stuck together. Because some of the pages were stuck together, the print had ran together and chunks of words are missing, making it hard to read the material. Also there were pages completely missing out of the book. I completely missed it until I was getting quizzed on the information, and discovered that I did not even read that information due to missing pages. Not an accurate representation of the book's condition.

I received the book and I was surprised that the book is really good and clean as a new

While the book was great condition and it was exactly what I needed for class, I received it 4 days later than I needed it. This is ridiculous considering that I even paid extra shipping to make sure it'd get here on time. My professor graciously gave me an extension on my assignments, but I was still behind in the class. It's been a hassle. Order earlier rather than later.

I bought new so I could use the course reader. The professor didn't know anything about accessing the code. I called the course reader hotline and they said they couldn't give me access without the professor's code. Waste of money paying extra to get course reader that no one will activate.

This is a decent text. I am using it in my MPA grad program. It is semi-easy to follow however it seems the author tried to see how much they could cram on the page due to the small print.

Small print but has a lot of useful information. Did not receive an access card with rental book.

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