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Improving Public PolicyKnowledge Management in the Public SectorOccupational Therapy in Psychiatry and Mental HealthConstitution of the Republic of South Africa Act (1996).Ratels on the LombaGeneral Knowledge DigestShifting Boundaries of KnowledgeReport on Financial MisconductVictims of Crime SurveyCorruption in South AfricaComprehensive Handbook of Social Work and Social Welfare, Social Policy and Policy PracticeA Nation at Work for a Better LifePolicies for Public Service TransformationBribes, Taxes and RegulationsMeasuring Business PerformanceImproving Employee Performance Through Appraisal and CoachingMeasuring the Information Society Report 2016Managing Performance in the Public SectorOpen BudgetsStrategic Plan for the Department of Agriculture, 2007Labour Relations ActSenior Training Officer2009 Information and Communications for Development'Mad Mike' HoarePublic Finance Management ActStrategic Human Resource DevelopmentManaging Unsatisfactory PerformanceReport of the AuditorKey Principles of Public Sector Reforms

Improving Public Policy

How to--and when to-measure business performance is a global management issue. This guide illustrates how different businesses use various types of measurements and goes into detail about the roles different types of metrics fulfill. Crucially, it presents a framework for guiding organizational thinking about quantifying and evaluating business performance.

Knowledge Management in the Public Sector

Occupational Therapy in Psychiatry and Mental Health

The Senior Training Officer Passbook(R) prepares you for your test by allowing you to take practice exams in the subjects you need to study. It provides hundreds of questions and answers in the areas that will likely be covered on your upcoming exam, including but not limited to: principles of curriculum development and the evaluation of training materials; training methods in staff development; principles of learning and instruction; classroom practices; preparing written material; and other related areas.

Constitution of the Republic of South Africa Act (1996).

This comprehensive text introduces public management students and government and nonprofit administrators to the principles and practices of Knowledge Management. The first book to focus exclusively on knowledge management techniques in government agencies, it covers such important concepts as collecting, categorizing, processing, distributing, and archiving critical organization data and information - and then converting and disseminating these resources to all who need to share in the organizational knowledge. Written in an easy-to-read, non-technical style, the book includes a thorough review of the current literature in the field as well as a comprehensive presentation of Knowledge Management

techniques. Extensive illustrations, models, checklists, and instructions lead readers through the steps involved in instituting KM programs in government and non-profit agencies.

Ratels on the Lomba

Decisions about "who gets what, when, and how" are perhaps the most important that any government must make. So it should not be remarkable that around the world, public officials responsible for public budgeting are facing demands—from their own citizenry, other government officials, economic actors, and increasingly from international sources—to make their patterns of spending more transparent and their processes more participatory. Surprisingly, rigorous analysis of the causes and consequences of fiscal transparency is thin at best. Open Budgets seeks to fill this gap in existing knowledge by answering a few broad questions: How and why do improvements in fiscal transparency and participation come about? How are they sustained over time? When and how do increased fiscal transparency and participation lead to improved government responsiveness and accountability? Contributors: Steven Friedman (Rhodes University/University of Johannesburg); Jorge Antonio Alves (Queens College, CUNY) and Patrick Heller (Brown University); Jong-sung You (University of California—San Diego) and Wonhee Lee (Hankyung National University); John M. Ackerman (National Autonomous University of Mexico and Mexican Law Review); Aaron Schneider (University of Denver) and Annabella España-Najéra (California State University–Fresno); Barak D. Hoffman (Georgetown University); Jonathan Warren and Huong Nguyen (University of Washington); Linda Beck (University of Maine–Farmington and Columbia University), E. H. Seydou Nourou Toure (Institut Fondamental de l'Afrique Noire), and Aliou Faye (Senegal Ministry of the Economy and Finance).

General Knowledge Digest

Shifting Boundaries of Knowledge

Over the last decade, information and communication technologies (ICT) have been increasingly used to achieve development goals. Developing countries, including poorer ones, have enjoyed rapid technological progress to help pull millions of people out of poverty. ICTs help transform economic and social activities for firms, governments and citizens. Information and Communication for Development 2009: Scaling Up Impact, the second issue of the World Bank's IC4D series, focuses on the effect of increased access to advanced ICT services and development of a vibrant IT sector on sustaining growth.

Report on Financial Misconduct

Victims of Crime Survey

Corruption in South Africa

Comprehensive Handbook of Social Work and Social Welfare, Social Policy and Policy Practice

Monitoring and ensuring effective, efficient, and economic use of resources in the public sector is addressed in this critical analysis. The importance of tracking performance for good governance is considered, as are the benefits of designing a departmental and human performance management system. Particular attention is paid to the difficult task of measuring worker performance in the public sector, where a wide array of unquantifiable variables must be examined. Various performance models, such as the Excellence Foundation and the Balance Scorecard, provide an invaluable resource of concepts, considerations, and challenges for improving public sector performance.

A Nation at Work for a Better Life

Policies for Public Service Transformation

The Measuring the Information Society Report, which has been published annually since 2009, features key ICT data and benchmarking tools to measure the information society, including the ICT Development Index (IDI). The IDI 2016 captures the level of ICT developments in 175 economies worldwide and compares progress made since the year 2014. The MISR 2016 assesses IDI findings at the regional level and highlights countries that rank at the top of the IDI and those that have improved their position in the overall IDI rankings most dynamically since 2014. It will also use the findings of the IDI to analyze trends and developments in the digital divide. The report will present 2015 prices for about 160 countries and provide a detailed analysis of mobile-cellular, fixed-broadband and mobile-broadband prices over the period 2008-2015. It will highlight the role of ICTs in achieving the Sustainable Development Goals and present the newly agreed SDG indicator framework, including the ICT indicators. The report will also include a chapter looking into new metrics to measure mobile uptake, and a chapter presenting data analyzing Internet use and uptake.

Bribes, Taxes and Regulations

Measuring Business Performance

Improving Employee Performance Through Appraisal and Coaching

Measuring the Information Society Report 2016

Author Donald Kirkpatrick is one of the leading voices on human resources and training and development. For more than forty years, Kirkpatrick's four-level performance evaluation model has been the standard throughout the world, and has revolutionized the way enterprises manage, monitor, and optimize employee performance. The new edition of Improving Performance Through Appraisal and Coaching contains all the wisdom and step-by-step processes of the original, with all the guidance and tools you'll need to implement a program that gets maximum results. The book starts with a 40-question test about your organization and its processes and attitudes regarding performance appraisal and coaching. Taking the test both before and after reading the first section of the book will highlight exactly where your existing initiatives can be improved and new ones put in place. Kirkpatrick then goes on to describe in detail how a culture of coaching builds and enhances performance, and how to build this culture across the entire organization. Examples and eye-opening Notes from the Field both reinforce and complement the author's sage recommendations, illustrating how his approaches can be adopted in their entirety or deployed piecemeal, depending on your organization's specific needs. The case studies, both from major employers, prove the overarching value of a proactive performance appraisal program and vibrant coaching environment. The book is packed with ready-to-use forms and, more important, instructions and observations on their effective use. Plus, every chapter is designed for practical application, featuring accessible charts and figures, lists of key points, specific suggestions, cause-and-effect relationships, and much more. While workplaces and jobs have changed dramatically, some truths seem everlasting. One is that in order to obtain exceptional employee performance, you need to build a thorough and consistent appraisal mechanism and coaching program. The other is that there is no one more knowledgeable about how to do it than Donald Kirkpatrick.

Managing Performance in the Public Sector

Charlie Squadron - the iron fist of the South African Defense Force's 61 Mechanised Battalion Group - led the way on 3 October 1987 during the climactic battle on the Lomba River in Southern Angola. Not only were they up against a vastly superior force in terms of numbers and weaponry, but they also had to deal with a terrain so dense that both their movement and sight were severely impaired. Despite this, the squadron nearly wiped out the Angolan forces' 47 Brigade. In Ratels on the Lomba, the reader is taken to the heart of the action in a dramatic recreation based on interviews, diary entries and Facebook contributions by members of Charlie Squadron. It is an intensely human story of how individuals react in the face of death.

Open Budgets

Strategic Plan for the Department of Agriculture, 2007

Key Principles of Public Sector Reforms contains case studies from Cameroon, Ghana, Grenada, India, Kenya, Rwanda, St Vincent and the Grenadines, Saint Lucia, Seychelles, South Africa, Tanzania and Trinidad and Tobago on the policy

reforms, strategies and methodologies that support national priorities and greater policy coherence for sustained development and growth.

Labour Relations Act

Senior Training Officer

2009 Information and Communications for Development

'Mad Mike' Hoare

Public Finance Management Act

In 2004, South Africa's National Research Foundation (NRF) initiated a foresight exercise on the challenges of knowledge-making in social sciences, law, and the humanities (SSLH) in South Africa in the 21st century. The main contributions to this project are collected in this volume. It is designed to open horizons about the value of and prospects for SSLH research, while simultaneously promoting and stimulating scholarship in this domain. The contributions provide a useful starting point for thinking about the current state of SSLH research, and gives researchers locked into single disciplinary perspectives a taste of the debates and trends in allied disciplines. They also provide an organizing frame for a new, broad-based, open conversation among the many interested parties involved in producing, reproducing and disseminating knowledge.

Strategic Human Resource Development

Comprehensive Handbook of Social Work and Social Welfare, Volume 4: The Profession of Social Work features contributions from leading international researchers and practitioners and presents the most comprehensive, in-depth source of information on the field of social work and social welfare.

Managing Unsatisfactory Performance

This paper analyses the business environment for micro enterprises in Tanzania based on survey data. The primary objective of the study is to identify major constraints facing the firms' business operations. Taxation, corruption, and regulations in the form of licences and permits, are found to be the most important constraints on business operations. Reported constraints vary according to firm characteristics such as age, location, education and gender of the owner. Contrary to previous studies and current policies, financial constraints and property rights are not perceived as important constraints.

Report of the Auditor

Comprehensive and informative, the extensively revised fifthedition of Occupational Therapy in Psychiatry and MentalHealth is an accessible overview of occupational therapy inpsychiatry, providing key information on a range of internationalmodels of occupational therapy as well as their practicalapplications. The fifth edition includes: • Case studies throughout to illustrate application oftheory to practice • Coverage of key concepts and issues in occupationaltherapy • New material on emerging areas of practice • Comprehensive information on assessment and treatmentfor children, adolescents and adults, covering key mental healthconditions Occupational Therapy in Psychiatry and Mental Health isan ideal resource for students in occupational therapy, newlyqualified and experienced practitioners, and other allied healthprofessionals seeking an up-to-date, globally relevant resource onpsychiatry and mental health care.

Key Principles of Public Sector Reforms

The success of political and social transformation in South Africa depends on many factors. One of these is a legitimate, responsive and development-oriented public service which has the capacity to implement the new government's reconstruction and development policies effectively and efficiently. Established in 1910 in a colonial, pre-apartheid context, the public service must now be transformed into a relevant and appropriate instrument for implementing new, post-apartheid policies. This book is the result of a research project undertaken to establish guidelines for this process. It is aimed at practitioners as well as researchers, students and interested members of the public. The book identifies the normative, structural and functional objectives of change, with various experts assessing some of the most important strategies to facilitate the creation of a new public service.

ROMANCE ACTION & ADVENTURE MYSTERY & THRILLER BIOGRAPHIES & HISTORY CHILDREN'S YOUNG ADULT FANTASY HISTORICAL FICTION HORROR LITERARY FICTION NON-FICTION SCIENCE FICTION