



Public Sector Organizations and Cultural Change

Chris Bilney, Soma Pillay

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Since the height of the privatization debate in the 1990s, changes in government policy have resulted in significant transformation in the public sector. Some organizations have made the transition from government bureaucracy to business venture successfully; others have struggled to relinquish their traditional bureaucratic culture. In this book, Pillay and Bilney explore the cultural changes occurring within the public sector and the effects that government mandated change initiatives have actually had.

The culmination of this book was due to the subject expertise and guidance of Professor Robert Jones at Swinburne University of Technology, Melbourne, Australia. It provides perspectives on the efficacy of cultural change in the Australian public sector, and explores the practical implications for society and government as it seeks to entrench the culture of the citizen as customer. It is particularly useful for researchers and organizations searching for ways to improve service delivery within the confines of particular market positions.

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