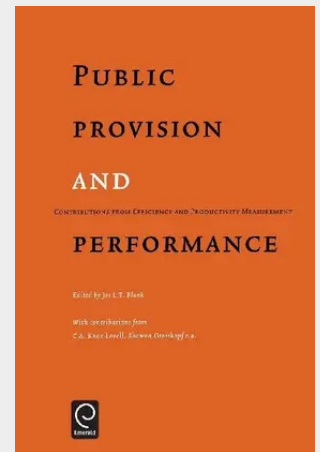


Governments are searching for possibilities to improve efficiency and reduce cost of the public sector services. There is a gap between efficiency research and policy implementation of the results. This book aims to bridge this gap. It provides a summary of research, an overview of methods, an insight of factors affecting efficiency.



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