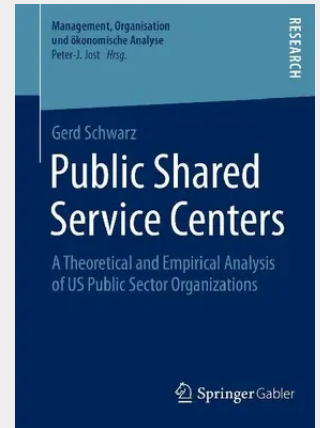


Public Shared Service Centers

A Theoretical and Empirical Analysis of US Public Sector Organizations

A Shared Service Center (SSC) is a semi-autonomous organizational unit that carries out back-office functions – such as IT, finance, or HR – for multiple internal clients. Many public sector organizations adopt SSCs due to budgetary pressures. This book is based on the most comprehensive study about public shared services to date. Gerd Schwarz applies transaction cost theory to understand the theoretical and empirical foundations of public shared services and analyzes SSCs compared to the main alternatives for performing back-office activities, i.e., carrying them out within individual agencies or outsourcing to a private service provider. He details planned and realized cost and quality effects of SSCs, distinguishing between nascent and mature SSCs. The author also provides recommendations regarding the SSC organizational architecture, e.g., the location strategy, governance structure, pricing of services, and whether services should be optional or mandatory for the customers.

Gerd Schwarz analyzes the pros and cons of shared service centers for the implementation of IT, finance, personnel and purchasing processes and make design suggestions on the empirical study of American public companies are based at 72. It describes how through the development of shared service centers achieved cost and quality improvements and shows based on the transaction cost approach to outsourcing to the differences in detail.



53,49 €

49,99 € (zzgl. MwSt.)

Lieferfrist: bis zu 10 Tage

Artikelnummer: 9783834944795

Medium: Buch

ISBN: 978-3-8349-4479-5

Verlag: Springer

Erscheinungstermin: 01.07.2014

Sprache(n): Englisch

Auflage: 2014

Serie: Management, Organisation und ökonomische Analyse

Produktform: Kartoniert

Gewicht: 4547 g

Seiten: 330

Format (B x H): 148 x 210 mm

