



## Street Level Bureaucracy: Dilemmas of the Individual in Public Service

By Michael Lipsky

Russell Sage Foundation, United States, 2010. Paperback. Book Condition: New. 2nd Revised edition. 226 x 152 mm. Language: English . Brand New Book. First published in 1980, Street-Level Bureaucracy received critical acclaim for its insightful study of how public service workers, in effect, function as policy decision makers, as they wield their considerable discretion in the day-to-day implementation of public programs. Three decades later, the need to bolster the availability and effectiveness of healthcare, social services, education, and law enforcement is as urgent as ever. In this thirtieth anniversary expanded edition, Michael Lipsky revisits the territory he mapped out in the first edition to reflect on significant policy developments over the last several decades. Despite the difficulties of managing these front-line workers, he shows how street-level bureaucracies can be and regularly are brought into line with public purposes. Street-level bureaucrats from teachers and police officers to social workers and legal-aid lawyers interact directly with the public and so represent the frontlines of government policy. In Street-Level Bureaucracy, Lipsky argues that these relatively low-level public service employees labor under huge caseloads, ambiguous agency goals, and inadequate resources. When combined with substantial discretionary authority and the requirement to interpret policy on a case-by-case...



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