

Impact of New Public Management Theory on NSOs: An International Case Study

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Abstract

In this paper the resilience of New Public Management in the public sector is investigated by considering its impact on three National Statistics Offices (NSOs). The issues are explored in detail using published sources, personal experience and detailed interviews with senior professionals of the NSOs. In all cases, it was found that the emphasis of NPM on efficiency planning, quality management and customer focus has enhanced NSO performance. In particular, ICT developments have helped NSOs address some of the challenges that adopting an NPM approach throws up and has helped them achieve more joined up collaborative government.

Keywords: New Public Management, National Statistics Offices