



# Engaging Public Sector Clients: From Service-Delivery to Co-Production

*J. Alford*

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## **Engaging Public Sector Clients: From Service-Delivery to Co-Production** J. Alford

Exploring three rich cases across three countries, this book shows how government organizations need their clients to contribute time and effort to co-producing public services, and how organizations can better elicit this work from them, by providing good client service and appealing to their intrinsic needs and social values.

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