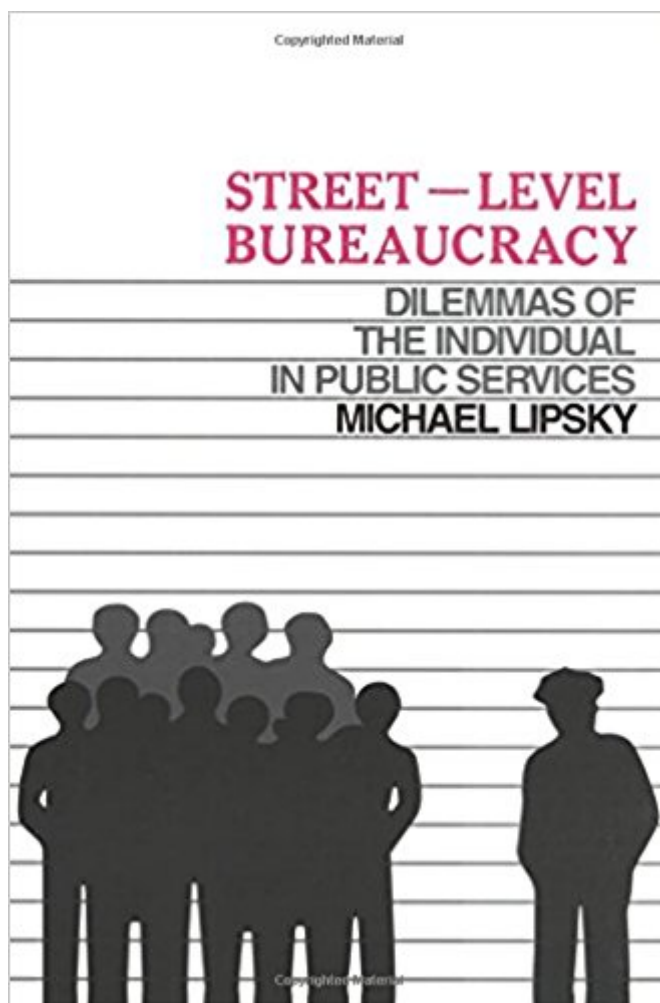


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# Street Level Bureaucracy: Dilemmas Of The Individual In Public Services



## Synopsis

Street-Level Bureaucracy is an 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.

## Book Information

Paperback: 262 pages

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## Customer Reviews

MICHAEL LIPSKY is senior program director of Demos, a non-partisan public policy research and advocacy organization, and an affiliate professor at Georgetown University.

Bought this book for a course given the same name as this book that outright said that almost the entire course was built around reading and understanding the content of this book. Book focuses on street level bureaucrats (Paid professionals who work with some form of clientele directly, yet still maintains a high level of discretion on how they may do their job), this ranges from teachers to police offices to almost any other form of public servant. As a result, you get the final part of the story, the point of view that is very rarely ever reported on. After reading this book, anyone from an Anti-Government Tea-Party member to a Socialist that believes that the Government should control everything, will reevaluate their view on public servants and government involvement in their lives. To this day I still use terminology and ideas gleaned from this book, to very good effect in both the purposes of customer service and interfacing with public servants while they are on the job. Highly recommended read, especially for the price.

Lipsky compiles a great analysis of the average "street-level" bureaucrat. He describes how their freedom to utilize discretion to function and survive within their job parameters and resources. He argues how various barriers, both perceived and real affect the average public worker and change their ability to do their job as well as potential solutions to these barriers. This text will be useful for anyone needing to compile research on the subject of "street-level" public servants. However the writing is very dry and repetitive so the average reader will likely find the subject matter uninteresting.

Great book.

Libsky's book is a must read to anyone who specializes or interested in public administration or personnel management.

I read an essay by Lipsky for one of my grad school classes and I immediately fell in love with his writing. I have this book sitting in my office. I grab it from time to time and pull from it. Great book!

Great analysis and good read!

Brilliant and ground-breaking. Incredibly accessible.

Great book for anyone looking for theory in regards to discretionary power of civil servant positions making decisions regarding sanctions and services for clients.

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