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**By Les Metcalfe;Sue Richards**

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Second Edition. New York: Longman. Metcalfe, Les y  
Richards, Sue. 1993. Improving Public Management. London:  
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METCALFE, Les; RICHARDS, Sue. Improving Public Management.  
London: European Institute of Public Administration; Sage,  
1993. MISHLER, William; ROSE

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