

College Station, TX- A recent study conducted by Texas A&M Political Science Doctoral Candidate Carla Flink, examines how government agencies can improve the quality of public services. Studying English local governments, Flink finds that the management of public organizations can influence the quality of government services such as education, social care, protecting the environment, and housing.

Given that government agencies are characterized as inefficient and ineffective, scholars and practitioners are constantly searching for ways to strengthen the service delivery for citizens. As one way to see improvement, researchers in the field of public administration examine how the management of public organizations can influence the quality of goods and services. “This study supports the idea that management matters for public organizations,” says Flink. This study controls for a variety of demographic information like age, socioeconomic status, ethnic diversity, population size, and spending of the local governments. Taking into account all of these factors, the management of these organizations still influences the quality of services.

The focus of this study is on the strategies–approach to everyday work–used by of two levels of management. Considering multiple strategies, Flink finds that total strategy conflict among two levels of management decreases the quality of public services. Furthermore, results indicate strategy conflict has a more damaging impact on smaller organizations’ ability to provide for the public. The findings suggest that levels of management should aim for strategy alignment.

The article, titled “Multidimensional Conflict and Organizational Performance,” is forthcoming in the *American Review of Public Administration*. For further questions, please contact Carla Flink (cmfink@pols.tamu.edu).