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Hospital Compare was created through the efforts of Medicare and the Hospital Quality Alliance (HQA). The HQA: Improving Care Through Information was created in December 2002. The HQA was a public-private collaboration established in December 2002 to promote reporting on hospital quality of care.

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Muscat. Each chapter in this part addresses a particular reform theme: transparency and accountability; civil service systems and HR management; service delivery and digitalisation; organisation and management of government reforms; policy making, coordination, and implementation. Part III investigates the internal and external impact of the reforms, reporting and analyzing the results of a survey carried out among government employees and the Maltese population. The book concludes with a chapter on global reform trends that are likely to impact public service delivery in the future. Providing an in-depth view of public service in a small island state, this volume will be useful to researchers and students interested in public sector management, administration, and public policy as well as practitioners, consultants, and government employees.

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This book contains selected papers presented

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at the 3rd International Seminar of Contemporary Research on Business and Management (ISCRBM 2019), which was organized by the Alliance of Indonesian Master of Management Program (APMMI) and held in Jakarta, Indonesia on 27-29th November 2019. It was hosted by the Master of Management Program Indonesia University and co-hosts Airlangga University, Sriwijaya University, Trunojoyo University of Madura, and Telkom University, and supported by Telkom Indonesia and Triputra. The seminar aimed to provide a forum for leading scholars, academics, researchers, and practitioners in business and management area to reflect on current issues, challenges and opportunities, and to share the latest innovative research and best practice. This seminar brought together participants to exchange ideas on the future development of management disciplines: human resources, marketing, operations, finance, strategic management and entrepreneurship.

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