

**NATIONAL BESTSELLER**

**"Should be read by every elected official in America.**

**This book gives us the blueprint."—Bill Clinton**

# **REINVENTING GOVERNMENT**

**HOW THE  
ENTREPRENEURIAL  
SPIRIT IS  
TRANSFORMING  
THE PUBLIC  
SECTOR**



PLUME

**DAVID OSBORNE AND TED GAEBLER**

# Contents

Acknowledgments xi

Preface xv

Introduction: An American *Perestroika* 1

- 1 Catalytic Government:  
Steering Rather Than Rowing 25
- 2 Community-Owned Government:  
Empowering Rather Than Serving 49
- 3 Competitive Government:  
Injecting Competition into  
Service Delivery 76
- 4 Mission-Driven Government:  
Transforming Rule-Driven  
Organizations 108
- 5 Results-Oriented Government:  
Funding Outcomes, Not Inputs 138
- 6 Customer-Driven Government:  
Meeting the Needs of the Customer,  
Not the Bureaucracy 166

- 7 Enterprising Government:  
Earning Rather Than Spending 195
  - 8 Anticipatory Government:  
Prevention Rather Than Cure 219
  - 9 Decentralized Government:  
From Hierarchy to Participation  
and Teamwork 250
  - 10 Market-Oriented Government:  
Leveraging Change Through  
the Market 280
  - 11 Putting It All Together 311
- Appendix A 332
  - Appendix B 349
  - Notes 361
  - Index 393