

<i>List of figures</i>	vi
<i>List of tables</i>	vii
<i>List of boxes</i>	ix
1 Introduction	1
2 Defining the concepts	19
3 The history of performance management	42
4 Performance measurement	62
5 Incorporation of performance information	86
6 The use of performance information	117
7 Users	139
8 Non-use	154
9 The effects of using performance information	174
10 The future of performance management	203
<i>Index</i>	219