

# Focus

SUPPLEMENT TO NUMBER TWELVE  
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This supplement to  
**Focus**,  
*The Public Management  
Newsletter*  
gives names of persons to  
contact for additional information  
concerning news items  
in *Focus* Number Twelve

To know more about a news item in **Focus**, the **Public Management Newsletter**, first, please check the detailed information reported in **Focus On-Line**, an electronic newsletter published monthly on PUMA's Web site: <http://www.oecd.org/puma/focus>. If the information given there is not sufficient, contact the persons listed below, who kindly reported the developments in their countries.

## Articles on page two

### How citizens see the public sector

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### Improving service quality

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### E-mail in the public administration

and

### Keeping citizens informed

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## The People's Panel

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## Articles on page three

### Alternative dispute resolution

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### Supervising pension funds

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## Leadership development

and

## Benchmarking people management

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## Surveying employee attitudes

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## Articles on page five

### On track towards a "lean state"

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### A reformed central administration

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## Articles on page six

### Planning for the future

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### Looking ahead 30 years

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