

# Managing Human Behavior in Public and Nonprofit Organizations


By Robert B. Denhardt, Janet V. Denhardt, Maria P. Aristigueta



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The only text in management and organizational behavior to focus on public organizations, nonprofit organizations, and school systems, **Managing Human Behavior in Public and Nonprofit Organizations** fosters competency in critical management and leadership skills including communication, motivation, teamwork, group dynamics, and decision-making. Cases, self-assessment exercises, simulations, and evaluative instruments provide students the opportunity to experience the applied side of theories and to learn both cognitively and experientially. The **Third Edition** covers recent developments in the field including the emergence of "positive organizational behavior."

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#### Review

*“Excellent in scope, approach and appeal.”* (Nevin Smith 2011-11-02)

*“This book is so practical and easy to understand. I have used this book for 4 years. I have changed books in other courses, but this one has worked so well I have not changed.”* (Anne Swafford 2011-11-02)

*“Based on over 34 years in the public sector, I find the text has presented the challenges in dealing with human behavior in a very valid and useful manner.”* (Larry Bustetter 2011-11-02)

*“The single most impressive aspect of this book is its focus on organizational behavior within the public and nonprofit sectors. Most organizational textbooks focus on the private for profit sector with an occasional reference to the public sector. This textbook makes the subject more relevant to the public administration or nonprofit management student.”* (John J. Donohue 2011-11-02)

*“I like the book’s action science approach to the topic. I teach experientially. I link this to organization learning models. So this book is a perfect format for me.”* (Nancy Adams 2011-11-02)

#### About the Author

**Robert B. Denhardt** is Professor and Director of Leadership Programs in the Sol Price School of Public Policy at the University of Southern California, Regents Professor Emeritus in the School of Public Affairs at Arizona State University, and Distinguished Visiting Scholar at the University of Delaware. Dr. Denhardt is a past president of the American Society for Public Administration and a member of the National Academy of Public Administration. Dr. Denhardt has published 22 books, including *Managing Human Behavior in Public and Nonprofit Organizations*, *The Dance of Leadership*, *Theories of Public Organization*, *Public Administration: An Action Orientation*, *In the Shadow of Organization*, and *The Pursuit of Significance*.

**Janet V. Denhardt** is the Chester A. Newland Professor of Public Administration and Director of the Price School Sacramento in the Sol Price School of Public Policy at the University of Southern California. She is a member of the National Academy of Public Administration and her teaching and research interests focus on organization theory, organizational behavior, and leadership. She has authored numerous books including *Managing Human Behavior in Public and Nonprofit Organizations*, *The Dance of Leadership*, *The New Public Service*, and *Street-Level Leadership: Discretion and Legitimacy in Front-Line Public Service*. Prior to joining the faculty at the University of Southern California, Dr. Denhardt taught at Arizona State University and at Eastern Washington University, and she has served in a variety of administrative and consulting positions.

**Maria P. Aristigueta** is the Charles P. Messick Professor, Director of the School of Public Policy and

Administration, and Policy Fellow in the Institute of Public Administration at the University of Delaware. Her teaching and research interests are primarily in the areas of public sector management and include performance measurement, strategic planning, civil society, and organizational behavior. She is a coauthor of *Managing Human Behavior in Public and Nonprofit Organizations* (3rd edition), author of *Managing for Results in State Government and Managing Behavior in Public and Non-Profit Organizations*, and coeditor of the *International Handbook of Practice-Based Performance Management*.

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