

The New City Management

Professor Robin Hambleton

University of Illinois at Chicago
College of Urban Planning and Public Affairs,
412 South Peoria Street,
Chicago
60607
United States

Tel: +1 312 413 3375

Email: robinh@uic.edu

ABSTRACT

This cross-national comparative paper examines recent thinking relating to city leadership and urban management. By drawing on evidence presented in a new book – ‘Governing Cities in a Global Era’ edited by Robin Hambleton and Jill Gross (Palgrave, 2007) – the paper will suggest that new challenges now arise for urban leaders. As well as developing innovative and more inclusive styles of leadership it will be suggested that city governments – and specifically the officials working in city governments - should question the value of ‘new public management’

approaches that attempt to redefine the ‘citizen’ as a ‘customer’. An alternative approach – ‘new city management’ – will be presented.

In this model, which is gaining credibility in US city government, officials strive to enhance the quality of government as well as the quality of public services. As part of this new strategy it will be suggested that city leaders and managers need to develop far more sophisticated approaches to public involvement if decisions are to respond sensitively to the ‘dynamic diversity’ of the modern, multi-cultural city.

Key Words: leadership, governance, participation