



# Reinventing Texas Government

*Michael Lauderdale*

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## **Reinventing Texas Government** Michael Lauderdale

The Survey of Organizational Excellence is revolutionizing the operation of Texas state agencies and other governmental and private organizations. Developed and refined over the last twenty years by a team of researchers led by Michael Lauderdale, the survey is a proven tool for improving the effectiveness of state government services through surveys of employee attitudes toward their organizations.

In this book, Lauderdale gives a history of the survey and its use under four governors, including George W. Bush. He explains what the survey is, how to use it, and how to apply its results to organizational change and improvement. Step-by-step instructions for planning, implementing, and evaluating the survey are enhanced with real-life case studies from the 140,000 surveys that have been distributed and used by more than 75 different organizations. Lauderdale also sets the survey in a broader perspective by identifying some of the forces currently impelling change in organizations throughout our society and exploring where this push for change is taking us.

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