



# **Administration and Management in Criminal Justice: A Service Quality Approach**

*Jennifer M. Allen, Rajeev Sawhney*

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Emphasizing a forward-thinking approach to service quality in criminal justice, Jennifer M. Allen and Rajeev Sawhney use a service-quality lens to address administration and management concepts in the criminal justice system by identifying the stakeholders and their roles within the service delivery process. Students and criminal justice administrators will come away with an understanding of how to respond to customers (often called clients, offenders, victims, and the community) and to changing environmental factors. Readers will also learn how to better address community needs and how to respond appropriately to global and national dilemmas. The authors encourage students to consider the importance of their future role in providing high-quality and effective criminal justice services and challenge them to critique their own views on what constitutes management in this service sector.



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