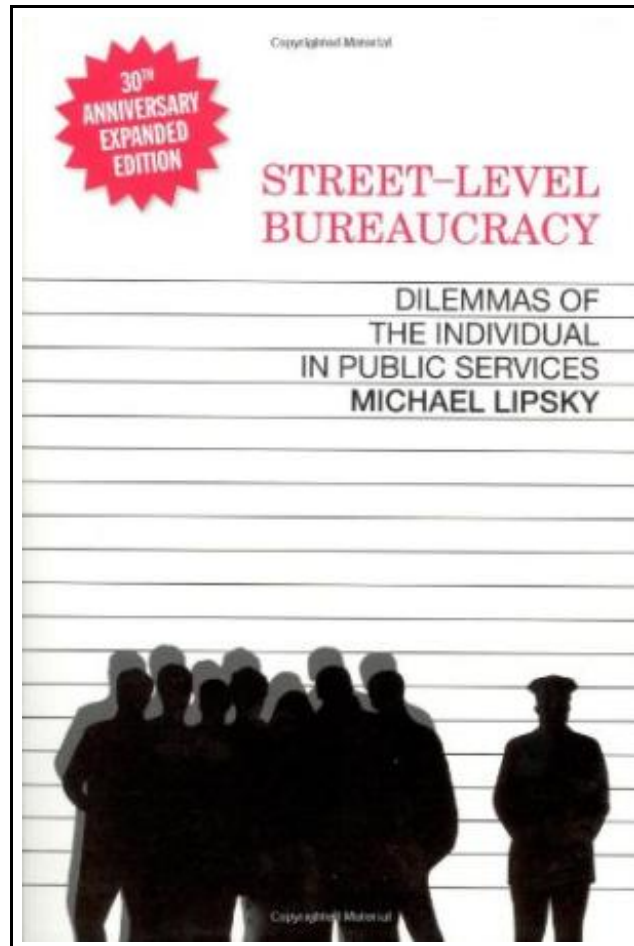


Street Level Bureaucracy: Dilemmas of the Individual in Public Service



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Reviews

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