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managers of non-profit and public sector human service agencies must continually respond to the dynamic nature of their organization's environment.

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cook, d. l. (1976). project management in human service organizations. project management quarterly, 7(3), 15–18.

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how to cite. bowen, d. e. (1986), managing customers as human resources in service organizations. *hum. resour. manage.*, 25: 371–383. doi: 10.1002/hrm.3930250304