

DIENSTLEISTUNGSQUALITT%0A

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Ausgehend von der Hypothese, dass es sich bei der Diskussion um Dienstleistungsqualität um eine rhetorische Modernisierung Sozialer Arbeit handelt, werden in der Arbeit historische Hintergründe der Debatten um eine Modernisierung Sozialer Dienste, fachpolitische Motive als auch deren Verwendungskontexte rekonstruiert. Die theoretischen Analysen sowie die empirischen Untersuchungen zum

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