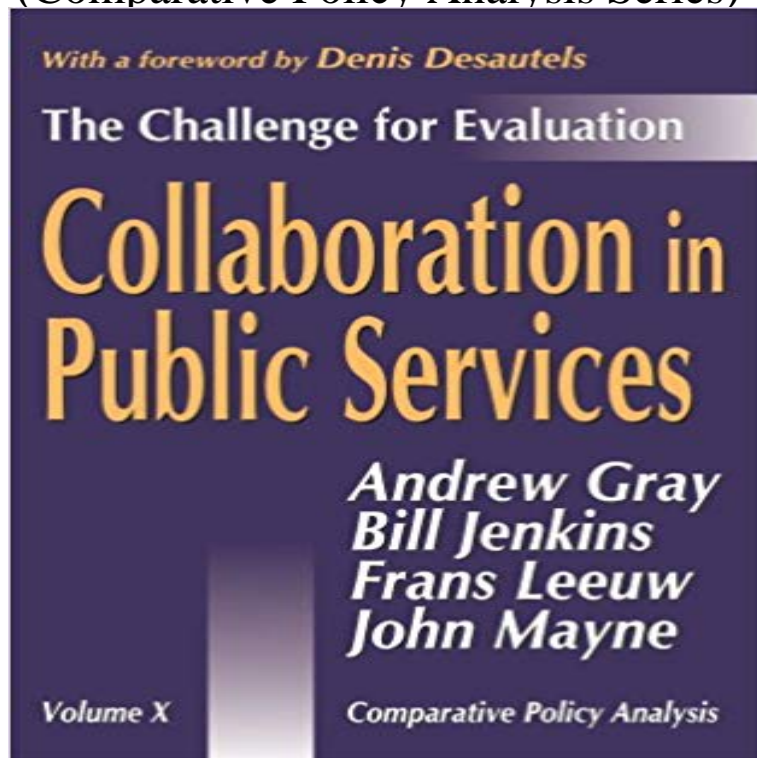


Collaboration in Public Services: The Challenge for Evaluation (Comparative Policy Analysis Series)



The International Group for Policy and Program Evaluation (INTEVAL) serves as a forum for scholars and practitioners of public policy to discuss ideas and developments as a community dedicated to enhancing the contribution of evaluation to government. From the groups studies has emerged a concern with the impact of public management reforms. Collaboration in Public Services examines collaboration in the delivery of public policies and identifies the challenges for policy and program evaluation. Written by a mix of academics, program managers, evaluators, and auditors, this volume explores the forms and challenges of collaboration in different national contexts. Chapter 1 introduces the notion and manifestations of collaboration and discusses emerging issues. Chapter 2 examines partnerships and networks of public service delivery. Chapter 3, drawing on Dutch and British data, reveals the QUANGO as both a collaborative end and means. Chapter 4 analyzes Israel's push to enhance collaboration with voluntary organizations. Chapter 5 examines the Canadian and Danish experiences. Chapter 6 suggests that the creation of markets to improve quality has not been totally successful at least in Nordic countries. Chapter 7 suggests that traditional service values such as trust and parliamentary accountability are challenged by the complexity of collaboration, but, using illustrations from Canada and other OECD countries, argues that results-based governance can increase trust, flexibility, and empowerment. Chapter 8 demonstrates from Dutch and Canadian experiences that auditor responses to collaborative delivery tend to overlook traditional roles as guardians of accountability on behalf of parliaments. Chapter 9 deliberates the efficacy of programs involving multiple partners. Chapter 10 discusses the lessons and challenges of evaluation and collaborative

government.

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