

General Aspects about the Evaluation of Effects in the Public Services Domain

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Abstract: The purpose of this paper is to investigate and clarify a very difficult problem: the specific indicators for effects evaluation in different social and cultural sectors. To be more specific, the author analyzes the indicators for public health services and public educational services.

In this analysis, there is fundamental distinction between intermediary effects (such as number of patients, number of graduates etc.) and final effects (like improvement in public health stage, number of research programs, number of symposiums etc.). Each category of effects presented above has a different way to evaluate.