INDEX

Page numbers in *italics* refer to figures, those in **bold** refer to tables.

Abbott, Tony 57
accountability see public accountability (PA); public accountability (PA) study (Israel)
Action Teams for Jobs programme (UK) 99, 101
activation policies 2–4, 11, 12
  *see also* marketization; marketization study
active labour market policies (ALMPs)
  Germany 19, 129, 131
  Italy 21–22
  market-based 16, 24, 24–25
  shift to private providers 33
UK 17
Active Participation Model (APM) (Australia) 44
actor behaviour 36, 49
Arbeidsvoorziening (Netherlands) 38, 41–42, 43, 51
Australia
  Active Participation Model (APM) 44
  agency numbers 57
  Centrelink 40, 44, 94
Commonwealth Employment Service (CES) 36, 37, 39, 40, 41
  competition 55, 57
  creaming of clients 100

Department of Employment and Workplace Relations 44
Employment Assistance Australia (EAA) 37, 39, 40
Employment Services Act 1994 39
employment services reforms 57
Employment Services Regulatory Authority (ESRA) 39, 40, 41
financing of contractors 93–94
Job Compact 39
Job Network *see* Job Network (JN) (Australia)
Job Services Australia (JSA) 55, 62, 95, 104
market competition
  compared to
  Netherlands 46–47
  evolution 37, 44–45, 48–50
  origins 36, 39–41
mutual obligation 39
National Employment Services Association (NESA) 37
never-ending reform 5
NFP providers 55–56
  *see also* not-for-profit (NFP) providers study (Australia)
privatization 57, 58, 70
provider types 97
regulation 39
tendering system 44, 47
Australia (cont’d)
  vocational training 36, 99
  Working Nation initiative 36, 39, 40, 44, 55, 57, 62

Becker, H.S. 65
Belgium 34, 47–48, 49, 51
Biagi Law (Italy) 22
Blair, Tony 2
Borghi, V. 151

Carney, T. 55, 58
Centrelink (Australia) 40, 44, 94
Centres for Work and Income (CWI) (Netherlands) 38, 42, 46
change, institutional
  path dependence theory 34, 35
  Struyven theory 35–36
  Thelen/Streeck theory 35
change to market competition study
  Australia
    compared to Netherlands 46–47
    evolution 37, 44–45
    origins 36, 39–41
  Belgium 47–48
  change consequences 50
  change factors 48–50
  Netherlands
    compared to Australia 46–47
    compared to Belgium 47–48
    evolution 38, 45–46
    origins 41–43
  political parties’ influence 49–50
Chan, V. 58–59
childcare 111, 122, 123
clients
  childcare 111, 122, 123
  choice 19, 21
  concern about 58, 71
  creaming and parking of 100–102, 110, 113–115
  see also Work Programme (UK) study
disabled see disabled clients
ethnic minorities 93, 101, 102
mental health issues 119–120
monitoring 3, 39, 84–87
profiling 77–78, 116
refugees 98, 99–100, 102
regulation 18, 23
risk selection 77–78, 82–84
  single parents 101, 111, 112, 121, 122–123, 123, 124
social divisions 92, 93, 104–105
transport 141
Clinton, William J. 2
collaboration 13
Commonwealth Employment Service (CES) (Australia) 36, 37, 39, 40, 41
competition 13
  Australia 55, 57
  Germany 19, 19–20
  impacts on NFPs see not-for-profit (NFP) providers study (Australia)
  logic of action 35
  UK 16, 18
  see also change to market competition study
conditionality 91–92, 110, 111, 112
  effects of 96, 102–105
  provider types 96–99
  service types 99–100
  targeting unemployed groups 100–102
  Considine, Mark 34, 55, 59, 99
  control, central 14, 162
  Israel 158, 160, 161–162
  UK 17
  see also regulation
conversion 37, 38, 40, 43, 44
  Cooperation Structure for Work and Income (SWI) (Netherlands) 38, 41
  Cooper, L. 55, 58
  Council of the European Union 147
creaming and parking of clients 100–102, 110, 113–115
  see also Work Programme (UK) study
Crothers, L. 75
decentralization 13
  Germany 133
  Italy 21, 23, 25
  Netherlands 80
  UK 17
  see also discretion of local actors
Department for Work and Pensions (DWP) (UK) 17, 27
  see also Work Programme (UK)
Department of Employment and Workplace Relations (Australia) 44
dependency politics 1
Index

Devereux, Robert 114
disabled clients
  Netherlands 80
  UK 96, 101, 102, 111, 112, 121–122, 123–124, 124
discretion of local actors
  frontline workers 75
  Germany 20–21
  Israel 156, 157, 160, 162, 163
  and marketization 12
  and public accountability 151, 152, 153, 162, 163
  and regulation 13, 14–15, 15, 25–26, 28
  UK 17–18, 27
  see also 28
  decentralization
  displacement 37, 38, 40, 42
distrust 79

Eardley, T. 55–56, 58
Employment Assistance
  Australia (EAA) 37, 39, 40
Employment Services Act 1994
  (Australia) 39
Employment Services Regulatory Authority (ESRA)
  (Australia) 39, 40, 41
Employment Support Allowance (ESA) (UK) 96, 102, 114, 118
enterprising states 34
European Social Fund (ESF) 51

Federal Employment Agency (FEA) (Germany) 20, 21, 29, 131, 132, 133, 137
Flexible New Deal (FND) (UK) 112, 114–115
Freud report (UK) 112
frontline workers 55, 75, 120, 140, 141, 144
frontline workers study (Netherlands) conclusion and discussion 87–88
  findings
  monitoring 84–87
  risk selection 82–84
  methods 81–82
  research context 79–80
  functionality 35–36

GAIN (Greater Avenues to Independence) programme
  (USA) 2–4

Garratt, B. 65
Germany
  competition 19, 19–20
  discretion of local actors 20–21
  Federal Employment Agency (FEA) 20, 21, 29, 131, 132, 133, 137
  governance of PES 131–133
  Hartz reforms 19, 129–130, 131–132
  joint-facilities 132
  marketization 130
  marketization study 15–16, 19–21, 24, 24–27, 26
  mini-jobs 139, 148
  National Accreditation Body 21
  PES 20, 21
  regulation 19, 20
  vocational training 19, 20, 20–21
  voucher system 20, 20–21
  ‘Get Britain Working’ programmes (UK) 17

Greve, C. 79
Hansmann, H. 63
Hardy, B. 79
Hartz reforms (Germany) 19, 129–130, 131–132
hierarchies 19, 133, 144–146
Hub Contract (UK) 18

Implementation Structure (SUWI) (Netherlands) 42, 43, 45, 46
Implementing Body for Employee Insurance (UWV)
  (Netherlands) 38, 42, 45, 46
individual reintegration contracts (IRO) (Netherlands) 38, 45–46
institutional evolution and change 33, 35
Israel see public accountability (PA) study (Israel)

Italy
  Biagi Law 22
  local administrations 22
  Local Programming Plans 22
  marketization study 15–16, 21–24, 24, 24–27, 26, 28
  minimum insertion income scheme 22
  Ministry of Labour and Social Affairs 22
Index

Italy (cont’d)
PES 23
Treu Package 21–22

Jayasuriya, K. 104
Jobcentre Plus (JCP) (UK) 17, 18, 94, 97, 101, 112, 113
jobcentres (Germany)
Perspective 50plus
- funding and spending 135–136, 142–143
- networking 136–137
- network steering 143–144
- organizational development 134–135
- participation 133, 134, 141–142
PMA 143
- programme management 137–138
- public jobcentres 142
within PES structure 133
staffing levels 130
Job Compact (Australia) 39
Job Network (JN) (Australia)
- bonus payments 96
- creaming of clients 100
- in evolution of market system 37
- functional conversion 44
- impacts on NFPs 55–56, 58–59, 64
- introduction of 36, 39, 94
- parking of clients 101
- reduced training 99
- reduction in provider numbers 57, 97
Job Seekers’ Allowance (JSA) (UK) 102, 114, 118, 121, 122
Job Services Australia (JSA) 55, 62, 95, 104
Keating, Paul 57
layering 35, 37, 38, 40, 42, 45
Le Grand, J. 76
Lipsky, M. 67, 78
LISV (National Social Insurance Institute) (Netherlands) 42
logic of action 35
Lugasy v. The Ministry of Industry, Trade and Labour (Israel) 158
Lyons, M. 58–59, 60
Manpower Demonstration Research Corporation 2–3
Manpower Services Act 1990 (Netherlands) 41, 43
marketization 11–12
actor numbers 13
governance form 13–15, 15
regulation and discretion 15
shift to 109–110
transaction types 146
types 14
vs privatization 129
see also change to market competition study
marketization study
- comparative discussion 24, 24–27, 26
- conclusion 28
- Germany 19–21
- Italy 21–24
- research design 15–16
- UK 16–19
Mead, Lawrence 1
mental health issues 100, 119–120
Ministry of Labour and Social Affairs (Italy) 22
minorities, ethnic 93, 101, 102
monitoring performance 78–79, 84–87, 87–88
Mosley, H. 77–78
National Accreditation Body (Germany) 21
National Childcare Strategy (UK) 111
National Employment Services Association (NESA) (Australia) 37
National Social Insurance Institute (LISV) (Netherlands) 42
Netherlands
Arbeidsvoorziening 38, 41–42, 43, 51
Centres for Work and Income (CWI) 38, 42, 46
Cooperation Structure for Work and Income (SWI) 38, 41
frontline workers study see frontline workers study (Netherlands)
Implementation Structure (SUWI) 42, 43, 45, 46
Implementing Body for Employee Insurance (UWV) 38, 42, 45, 46
individual reintegration contracts (IRO) 38, 45–46
Manpower Services Act 1990 41, 43
market competition
  compared to Australia 46–47
  compared to Belgium 47–48
  evolution 38, 45–46, 48–50
  origins 41–43
National Social Insurance Institute (LISV) 42
NV Kliq 42
Organization for Work and Income 42
parking of clients 101
privatization 42, 49
social insurance implementing bodies (UVIs) 38, 41, 42, 43
tendering system 46–47
vocational training 41
Work and Social Assistance Act 2004 46, 80
networks 28, 60, 130, 137, 143, 143–144, 144–146
New Deal programmes (UK) 94, 95, 99, 111–112
not-for-profit (NFP) providers 76, 97–98, 103, 163
not-for-profit (NFP) providers study (Australia) 62, 70–71
Boards of Directors
  challenges 60
demographic
  characteristics 60–61
  processes 61–62
  role 59–60
impacts of reforms 58–59
Board committees 67
Board member evaluations 68, 69
Board member induction 67–68
Board member motives 68–69
Board member payment 66–67
Board member recruitment 65–67
Board member skills 65–66
Board member training 68
Board professionalism 64, 65, 67–68, 69–70
Board size and structure 67
commercialization 65
mission/values changes 69
NFP–FP competition 57–58
organizational growth 63–64
relationships 62
limitations of study 70–71
method 56–57
NFP characteristics 60
nondistribution constraint 63
NPM (New Public Management) 2, 11, 153–154
NV Kliq 42
OECD (Organisation for Economic Co-operation and Development) 2, 131
organizational success 59–60
Organization for Work and Income (Netherlands) 42
outcome-based funding 14, 18, 40, 93, 94–96, 112, 129, 161
see also conditionality; creaming and parking of clients
outcome-based management 153
parents, single/lone 101, 111, 112, 121, 122–123, 123, 124
parking and creaming of clients 100–102, 110, 113–115
see also Work Programme (UK) study
path dependence, theory of 34
Pathways to Work programme (UK) 101
performance-based management 153
Perspective 50plus programme (Germany) 146–147
demographic change and pension reform 134
differences from marketization trends 130
evaluation
  activation content 140–141
cost-efficiency 141
data 138–139
employment and benefit outcomes 140
participant characteristics 139
participant responses 139–140
funding and targeting 135–136
governance 133
key figures 135
management 137–138
networking 136–137
Index

Perspective 50plus programme (Germany) (cont’d)
organizational development 133–134
Programme Management Agency (PMA) 137
roll-out of programme 134–135
spending 136
success factors 141
bottom-up targets 141–142
choice and finance use 142–143
choice and treatment combinations 142
network steering 143–144
PMA 143–144
voluntary participation 141–142
privatization 1, 33, 48, 94
Australia 57, 58, 70
Netherlands 42, 49
vs marketization 129
see also public accountability (PA) study (Israel)
professionalism 64–65
profiling 77–78, 116
see also risk selection
public accountability (PA) 151–152
and privatization 152–154
privatized service delivery 154–155
public accountability (PA) study (Israel) 155–156
analysis of contractors’ PA
  to courts and tribunals 157–158
due process 159–160
integrity 159
to Ministry 156–157
to Parliament 157
for public service values 159
results vs inputs/procedures 160
to state comptroller and public committees 158
transparency 159
conclusions 163–164
methodology 156
reconstruction of accountability 161–163
purchaser–provider split 14–15, 19, 20, 25, 28, 77

RAG (red, amber, green) rating system 102, 116, 125
Ramina, G. 55, 58
Rees, J. 98
refugees 98, 99–100, 102
regulation
Australia 39
Germany 19, 20
Israel 156, 157, 160, 161
Italy 23
and marketization 12
and marketization type 14, 14–15, 15, 25, 26, 27, 28
UK 18–19
rights to welfare 91–92
risk selection 77–78, 82–84, 87
Riverside model (USA) 3–4
Rogers, C. 55, 58
service contracts 145
Skocpol, T. 36
Smith, S.R. 67
social divisions 92, 93, 104–105
social insurance implementing bodies (UVIs) (Netherlands) 38, 41, 42, 43
social status 4
Sol, E. 77–78
Streeck, W. 33, 35, 40
Struyven, L. 78
SUWI (Implementation Structure) (Netherlands) 42, 43, 45, 46
SWI (Cooperation Structure for Work and Income)
  (Netherlands) 38, 41
tendering 13, 18, 19, 20, 21, 46, 46–47, 146
Thelen, K. 33, 34–35, 40
Titmuss, Richard 105
trade unions 48, 49
training, vocational
  Australia 36, 99
  Germany 19, 20–21, 25
  Italy 21, 23, 25
  Netherlands 41
  UK 17, 25, 99
transport 141
Treu Package (Italy) 21–22
trust 79
United Kingdom (UK)
  Action Teams for Jobs programme 99, 101
  competition 16, 101
  conditionality 112
Department for Work and Pensions (DWP) 17, 27
see also Work Programme (UK)
discretion of local actors 17–18, 27
Employment Support Allowance (ESA) 96, 102, 114, 118
financing of contracted employment services 93
Flexible New Deal (FND) 112, 114–115
Freud report 112
funding effects 99–100
‘Get Britain Working’ programmes 17
Hub Contract 18
Jobcentre Plus (JCP) 17, 18, 94, 97, 101, 112, 113
Job Seekers’ Allowance (JSA) 102, 114, 118, 121, 122
local councils 18
marketization study 15–16, 16–19, 24, 24–27, 26
National Childcare Strategy 111
New Deal programmes 94, 95, 99, 111–112
not-for-profit providers 98
parking of clients 101, 102
Pathways to Work programme 101
payment levels 114
provider types 97
regulation 18–19
right–responsibilities balance 110
Universal Credit 113
vocational training 17, 25, 99
Work Programme see Work Programme (UK); Work Programme (UK) study
United States (USA) 2–4, 94, 100
Universal Credit (UK) 113
UWV (Implementing Body for Employee Insurance) (Netherlands) 38, 42, 45, 46
van Berkel, R. 14, 151
Vinzant, J. 75
Watson, T. 65
Wistow, G. 79
Work and Social Assistance Act 2004 (Netherlands) 46, 80
‘work first’ programmes 3–4, 111
Working Nation initiative (Australia) 36, 39, 40, 44, 55, 57, 62
Work Programme (UK) black box delivery model 113
conditionality 94, 95
coordination 18
creaming/parking of clients 110, 113–115
differential payments 96, 102, 110–111, 113–115
impacts on providers 97–99, 100, 103, 104
overview 17–18, 112–113
path to 111–113
Work Programme (UK) study conclusions 124–125
data and methods 115–116
results 120
client evaluations 119–120
creaming and parking of clients 116–124, 124–125
differential payments 117–119, 124–125
disabled clients 121–122, 122–123, 123
job outcomes by claimant group 118, 121, 121
lone parent clients 122
profiling 116
underfunding 119
Ye’ari committee (Israel) 158, 159, 160, 162–163
Yee, H. 65