

Udliciteringens negative effekter

Speciale 2009 – Policy-analyse

Kandidatuddannelsen i politik og administration
Aalborg Universitet

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Abstract

The purpose of this master thesis is to identify the negative effects of contracting-out the delivery of employment services. Most analysis on this subject in Denmark concentrates on price and efficiency. In this master thesis the main topic is the legitimacy in the relationship between the service deliverers and the citizen.

The analysis concerns the differences in the service delivery in the 2 phases of contracting-out in Denmark. In the first phase(2004-2006) the contracting-out was highly decentralized and held a very low degree of result-oriented pay for the private actors in the quasi-market. In the second phase(2007-2009) a new, highly centralized and highly result-oriented payment-system was introduced.

The existence of the negative effects creaming and bonus-oriented behaviour among the private service deliverers are analysed in the 2 phases in order to identify causal inference between the result-orientated payments scheme and the negative effects.

The findings suggest causal inference between these variables, as the existence of the negative effects is limited in the first phase and predominant in the second phase. As other variables have low variation from the first to the second phase, causal inference is suggested. The more result-oriented payment scheme, the more negative effects from the contracting out in the relationship between service deliverer and citizen.

Thereby it seems that the employment system has changed from a professional bureaucracy in Mintzberg's(1983) terms, into a machine bureaucracy of public delivery on the one hand, and a profit-oriented bureaucracy of private delivery on the other.

Thereby the professional logic that ensured legitimacy in the delivery has been replaced by a bureaucratic logic in the public part of the system and a profit-oriented logic in the private part of the system. This raises questions for the legitimacy of the system as the control in a profit-oriented system is low in quasimarkets.

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