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Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Introduction: why measure service delivery? -- Assessment of health facility performance: an introduction to data and measurement issues -- An introduction to methodologies for measuring service delivery in education -- Administrative data is a study of local inequality and project choice: issues of interpretation and relevance -- What may be learned from project monitoring data? lessons from a nutrition program in Madagascar -- Program impact and variation in the duration of exposure -- Tracking public money in the health sector in Mozambique: conceptual and practical challenges -- Public expenditure tracking survey in a difficult environment: the case of Chad -- Lessons from school surveys in Indonesia and Papua New Guinea -- Assessment of health and education services in the aftermath of a disaster -- Ukraine school survey: design challenges, poverty linkages, and evaluation opportunities -- Qualitative research to prepare quantitative analysis: absenteeism among health workers in two African countries -- Use of vignettes to

measure the quality of health care -- Client satisfaction and the perceived quality of primary health care in Uganda -- Health facility and school surveys in the Indonesia family life surveys -- Collecting data from service providers within the living standards measurement study -- Sharing the gain: some common lessons on measuring service delivery.

Sommario/riassunto

This publication presents tools and techniques for measuring service delivery in health and education and people's experiences from the field in deploying these methods. It begins by providing an introduction to the different methodological tools available for evaluating the performance of the health and education sectors. Country specific experiences are then explored to highlight lessons on the challenges, advantages and disadvantages of using different techniques to measure quality in a variety of different contexts and of using the resulting data to affect change. This book is a valuable r
