



Evaluation and Quality of Services for users

*- opening the floor for the discussion
in the working group -*

**Workshop: Farm Advisory System implementation
in the European Union: experiences and prospects**



Monitoring the implementation of FAS



☐ **What** is relevant to monitor?

- ✓ the financial resources
- ✓ the process of delivery (financial and procedural data)
- ✓ the human resources involved: administrators, advisors and holders
- ✓ the tipologies of services delivered
- ✓ the fields of services delivered
- ✓ the structures: advisors' and holders'

☐ **How** gather the data and information needed?

- ✓ Interviews, questionnaire, checklist, case-studies ...
- ✓ Monitoring systems: specific for the FAS or integrated to other fields of knowledge systems?

☐ Consider the need for feeding the **evaluation** activities

- ✓ Involving the evaluators in defining the set of data to be gathered

Which themes for the evaluation

☐ **The Regulatory framework: is it adequate?**

- » The relevance of the FAS for addressing problems, needs and issues of the agricultural and forest sector
- » The flexibility and subsidiary of MSs in addressing the specific needs
- » The accessibility of the system for a wider range of farmers

☐ **The delivery mechanisms: are they supportive?**

- » Administrative: The procedures for applying
- » Quality of the advice: criteria of selection, competences and trustiness of the advisories
- » Methods for delivering advice
- » Fields of advice: tailoring the advice to demand-driven and consumer-driven at MS/local level.
- » Approach: participative or top-down?

☐ **The efficiency: is it worth?**

- » Cost-benefits analysis
- » Synergies with other measures

Which themes for the evaluation



☐ **The effectiveness: which effects are expected?**

- » Increase of awareness: Improvements of environmental-friendly behaviors
- » Improvements of environmental performance and contribution to climate-change
- » Improvements of competitiveness
- » Development of human potential and innovation

☐ **The contribution to the wider knowledge system**

- « The integration of FAS into the KS: the effects in the value chain
- « The value added to the KS
- « The pertinence for the different fields of advisory and of the development of human potential in agriculture and forest sector

☐ **The contribution of the on-going and mid-term evaluations of RDPs**

- » In view of revising the delivery mechanisms
- » Analyze and compare the different ways to perform in efficiency (benchmarking)
- » Revise the legal framework



Methods & tools for the evaluation



□ The Methods

- On-desk :
 - documentary analyses
- In the field:
 - Interviews, questionnaire,
 - Case-studies
 - Farmer surveys
- Counterfactual analysis

□ Definition and use of indicators

- Going beyond the CMEF: define additional indicators addressing the specific needs for measuring the effects of the FAS
- Qualitative indicators to be used as complementary to Quantitative indicators
- Setting up a set of indicators for benchmarking utility and aggregation at European level