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**A new generation of impact evaluations for public management**

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**Objectives/aims**

For last couple of years, at CAF, we’ve been conducting rigorous impact evaluations that focus on identifying ways of improving the processes that underlie public policies and programs. The main purpose of these evaluations has not been to measure the effect of a given program, but to compare different ways of implementing processes/programs within institutions. In this presentation we would like to share our experience with these evaluations as well as the main takeaways from this work

**Methods**

We’ve conducted several RTCs in partnership with public institutions in Latin America to assess the effectiveness of changes to their default procedures. Among these: the use of SMSs to increase enrollment in a CCT program in Argentina for low-income families; the use of emails to increase the number of registrations of administrative services provided by public institutions in Colombia; the use of electronic process to perform tax audits in Colombia

**Main findings**

Institutions perform multiple tasks in pursuit of their goals. Often times, impact evaluations focus on programs that directly affect citizens, and less attention is given to all the intermediate tasks and processes that institutions conduct on a regular basis. We contend that impact evaluations should have a more important role in improving these intermediate steps, as this will strengthen the institutional capabilities to design and implement public policies. As these evaluations tend to be less costly and easier to conduct, they may be more appealing to public managers, which, coupled with the rigorous knowledge they provide, make them a tool with great potential in public policy.