
Index

- American Evaluation Association (AEA) 58, 59, 126, 128, 129, 131, 132
- American Evaluation Association (AEA) standards 59, 61, 127
- analytical framework 332, 337, 338, 341
- anonymity 101, 129, 130, 133, 265, 319, 320
- answer categories 242, 287, 289, 290
- appendix 116, 117, 125, 262, 320, 334, 337, 340–42
- arbitrary selection 234, 235, 237, 255
- arithmetic mean 204, 212, 245, 247, 248, 298, 300, 301, 303–5, 311
- assessment criteria 15, 17, 38, 66, 78, 81, 83, 84, 88, 107, 114, 168, 170, 196, 214, 215, 217, 218, 265, 221, 318
- assessment criterion 91, 93, 214, 215, 242
- association rule 212, 213
- benefit 7, 8, 9, 11, 18, 27, 29, 36, 38, 47–50, 67, 75, 79, 82, 94, 95, 100, 106, 117, 127, 139, 158, 159, 160, 166, 170, 184, 185, 188
- brevity 325, 326
- catering to target groups 318
- causality 8, 18, 23, 25, 90, 97, 136, 196, 218, 307
- cell frequency 306
- checking for errors 287, 292–4
- clarification of the assignment 12, 99, 126, 132, 320, 321, 324, 336
- client 10, 11, 12, 17, 18, 36, 37, 39, 82, 83, 86, 94, 99, 100, 102, 108, 110–15, 117, 119, 120–22, 124, 125, 127, 129, 130–32, 135, 136, 144, 147–50, 155, 156, 159, 160, 165, 168, 169, 170, 172–6, 184, 186, 216, 217, 247, 254, 266, 283, 284, 313
- code plan 284, 286, 290, 291, 294
- coding 217, 250, 253, 255, 270, 271
- coefficient of variation 298, 302–5
- collection method 11, 16, 102, 107, 136, 156, 222, 223, 227
- communication 4, 7, 23, 24, 29, 33, 43, 104, 112, 121, 126, 129, 151, 152, 158, 162, 163, 171, 176, 177, 179, 180, 182, 187, 222, 270, 297, 318, 324
- comparative value 192, 201, 215
- completeness 80, 105, 107, 109, 318
- comprehensibility 240, 256, 318, 327, 331, 337, 342
- conclusions 11, 21, 23, 28, 34, 81, 104, 106, 128, 132, 135, 136, 140, 147, 149, 153, 155, 176, 195, 208, 215, 229–37, 250, 295, 304, 311, 312, 313, 318, 322, 323, 327, 330, 331, 334, 339, 340, 342
- confidence interval 311, 313
- consistency check 292
- construction of types 207, 208
- contact person 74, 236, 253, 254, 255
- contractor 99, 108, 113, 114, 115, 122, 124, 125, 127, 129, 130, 131, 317, 323, 333
- control group 137, 138, 139, 140, 141, 142, 148, 215, 240
- correlation 23, 41, 143, 206, 207, 215, 230, 291, 307–10, 313
- correlation coefficient 308–10
- cost calculation 114, 121–4
- cost plan 114–17, 120, 122, 125, 129, 148
- costs 5, 9, 39, 52, 64, 67, 70, 76, 77, 95, 104, 105, 111, 115, 117, 119–27, 182, 203, 204, 210, 232, 273, 292
- course of the evaluation 131, 133, 164, 165, 170, 320–24, 326, 327, 341
- cross-tabulation 306, 313

- data 6, 7, 9, 11, 17, 20, 22, 29, 34–6, 41, 47, 53, 65–8, 72, 78, 79, 80, 81, 85, 90, 95, 101, 102–5, 107, 109, 110, 113, 114, 115, 120, 126, 129–33, 145, 146, 148, 149, 151, 153, 155, 168, 170, 175, 176, 182, 204, 215, 220–23, 226, 227, 228, 237, 239, 255, 257, 272–8, 280–85, 290, 292–4, 297–300, 306, 318, 321, 337, 339, 340, 341
- data analysis 107, 109, 114, 115, 128, 129, 168, 169, 180, 182, 248, 271, 273, 280–315, 327, 339, 341
- data cleansing 293
- data collection 11, 16, 18, 71, 74, 99, 101–3, 107, 109, 114, 115, 128–31, 135, 136, 142, 143, 145, 148, 149, 152, 155, 168–70, 200, 202, 220–79, 321, 336, 337, 339, 340
- data editing 273
- data entering 290, 292
- data management 11, 280–313
- data matrix 290, 292–4
- data protection 131, 257, 281, 283, 294
- DeGEval (German Evaluation Society) 129, 154, 161, 164, 176–9, 181, 186
- DeGEval standards 164, 178, 179, 185, 186, 187
- Delphi method 223, 224, 257, 261, 262, 264–6
- diplomacy 319
- discourse psychology 296, 298
- drawing of a sample 229, 232, 237, 253, 254, 270
- effectiveness 15, 27, 28, 44, 55, 62, 79, 82, 88, 89, 93, 95, 102, 103, 112, 126, 128, 139, 154, 159–62, 204
- efficiency 15, 21, 27, 28, 48, 50, 68, 79, 82, 88, 89, 95, 96, 112, 154, 159, 190, 204, 221
- ethno-psychoanalysis 296, 298
- evaluation approach 10, 13, 29, 30, 32, 35–8, 40, 41, 46, 47, 50, 51, 54, 56, 58, 62, 85, 87, 88, 90, 96, 148, 149, 161, 165–70, 180, 181
- evaluation design 11, 56, 111, 113, 129, 135–57, 169, 187, 319, 321, 337
- evaluation guideline 46, 49, 50, 56, 60, 105–7, 280, 282, 283
- evaluation standards 14, 58, 59, 129, 155, 174, 176, 177, 179
- executive summary 333–5, 340, 342
- experiment 83, 94, 135–43, 146, 192, 193
- external evaluation 13, 51–3, 82, 108, 149, 153–5, 163, 167, 172, 179, 183
- feasibility standards 59, 60, 126, 127
- field experiment 83, 137, 138
- field phase 121, 129, 171
- final editing 12, 341
- final report 11, 12, 22, 115, 118, 176, 320, 322, 323, 324, 332, 334, 337, 342
- flip chart 330, 332
- focus group 220, 223, 224, 262–6
- frequency count 291, 293, 298, 299, 305
- full survey 102, 104, 109, 152, 230, 252, 253, 270
- grounded theory 296, 298
- guided expert interview 257
- handout 330, 332
- hypothesis 22, 56, 60, 102, 295, 307, 309, 311, 312, 313
- ID of a variable 287
- impact 7–10, 13, 14, 21, 23, 24, 26, 29, 32, 41–3, 46–8, 50, 51, 53, 54, 56–8, 60, 61, 66, 72, 83, 84, 95–7, 106, 107, 128, 143, 166, 184, 185, 191, 305, 309, 342
- inception report 111, 115, 130, 148, 320, 321, 324
- index 189, 209–13, 218, 304
- indicator 11, 39, 44, 48, 53, 66, 69–72, 93, 95, 102–7, 109, 132, 189–201, 204, 210–13, 215, 217, 218, 221, 227, 273, 275, 285, 321
- indices 334, 335, 342
- induction 295
- input 23, 28, 38, 43, 44, 48, 53, 60, 66, 72, 84, 85, 144, 305, 326
- instruments 10, 14, 20, 31, 36, 41, 43, 62, 64, 67, 78, 79, 86–8, 90–94, 96,

- 97, 99, 100, 105, 111, 113–18, 121, 125, 129, 131, 132, 135–7, 153, 182, 195, 198–201, 203, 205, 208, 217, 218, 221, 223, 225, 226, 249, 253–5, 258, 267, 269–71, 277, 278, 280, 295, 301, 317, 336, 337, 341
- interference factor 138, 139, 141, 142, 154, 158, 171, 172, 179, 222, 246, 265, 278
- interim report 177, 322, 324, 337
- interim workshop 321, 322, 324
- internal evaluation 51, 52, 53, 60, 101, 153–5, 163–5, 172, 179
- interpretation 33, 35, 55, 100, 171, 175, 177, 181, 186, 189, 190, 199, 204, 207, 209, 210, 212, 214–16, 221, 227, 229, 230, 245, 246, 253, 255, 263, 270, 295–8, 301, 313, 323, 328, 336, 339
- inter-quartile range 298, 302, 305
- interview guide 252, 282, 283, 285, 294, 337, 341
- interviewer number 286, 287
- investigation of causality 307
- invitation to tender 99, 108, 111–14, 120, 129, 320, 336
- label 287–91
- laboratory experiment 136
- layout 99, 108, 110, 112, 114, 130, 321, 332, 333, 341, 342
- location parameters 298–301, 305
- management response 323, 324
- maximum 302
- measurement 11, 29, 34, 46, 50, 53, 60, 66, 67, 71, 74, 78, 80, 94–6, 104, 135–40, 189, 190, 192–218, 220, 222, 226, 227, 229, 241, 246, 272, 286–90, 300, 304, 305, 307, 308, 313
- measurement quality 190, 198, 203, 205, 218, 245, 272
- median 298, 300–302, 305, 311
- method of least squares 310
- minimum 302
- missing value 289, 290, 293, 294
- mode 298, 300, 305
- monitoring 2, 5, 6, 8, 10, 13, 15, 20, 22, 23, 52–4, 60, 65–7, 72, 77, 78, 81, 83, 87–91, 93, 96, 102
- non-reactive procedures 221, 222, 225, 226, 228, 268
- null character 303
- objective hermeneutics 296, 297
- observation 5, 6, 15, 31, 78, 82, 88, 100, 173, 191, 220, 222–9, 266–72, 278, 281, 286, 295, 297, 305, 338
- operationalization 30, 47, 48, 133, 190, 193, 196–201, 205, 261
- oral interview 222, 224, 249
- outcome 3, 9, 28, 31, 38, 48, 72, 83, 84, 93–6, 101, 305, 342
- output 8, 9, 25, 28, 38, 44, 48–50, 53, 56, 60, 66, 68, 72, 83–5, 92, 94–7, 114, 116, 117, 191, 266, 305, 336
- overhead 119–22, 125
- overhead transparencies 329, 330, 332
- peer group 83, 84
- peer review 220, 223, 224, 257–61, 262, 264–6
- peripheral condition 145, 194
- personnel costs 119, 120, 121, 123, 125
- population 104, 140, 229, 230–37, 252, 269, 281, 298, 305, 311, 313, 337
- presentation 10, 12, 14, 32, 38, 54, 62, 87, 99, 107, 111, 113–17, 119, 120, 122, 125, 126, 129, 130, 135, 144, 151, 159, 167, 175, 183, 220, 244, 245, 272, 281, 306, 317, 318, 324–32, 338, 341
- pretest 148, 200, 205, 206, 208, 241, 248, 252–6, 270, 271, 277, 338
- probability of error 229, 230, 231, 312
- project management 125, 150, 182
- qualification requirements 11, 158, 180, 182
- questionnaires 105, 115, 122, 124, 127, 129, 131, 135, 204, 220, 224, 240, 241, 242, 244, 247, 249–53, 255, 256, 258, 261, 269, 271, 275, 277, 278, 280, 286–90, 293, 294, 337, 341

- random selection 102, 152, 174, 230, 232, 234, 235, 237, 254, 255, 269
- range 289, 290, 293, 298, 302–5, 308, 311
- regression analysis 212, 309, 313
- reliability 33, 57, 61, 154, 155, 190, 193, 194, 198, 246, 257, 263
- reminders 286
- report 11, 12, 22, 80, 81, 84–6, 101, 107, 111, 115, 117–19, 121, 128, 130, 132, 133, 144, 148, 153, 174, 175, 176, 177, 178, 186, 206, 260, 263, 268, 275, 276, 317, 319–24, 325, 332, 333–42
- reporting 11, 12, 65, 66, 81, 88, 101, 128, 130, 132, 133, 148, 178, 180, 187, 268, 314, 317–42
- representativeness 215, 222, 229–35, 237, 244
- research design 11, 135, 136, 143, 147, 149, 150, 154–6, 334, 336, 337, 339
- response options 241–3, 245, 246, 248, 249, 251, 256
- return of questionnaire 286
- sample 15, 102, 104, 109–11, 139, 152, 215, 229–37, 252–4, 270, 273, 281, 298, 301, 303–5, 311, 313
- sample error 229, 231, 233, 237
- sample size 230, 231, 311
- scale 68, 189, 190, 199–213, 217, 241, 242, 243, 245, 246, 248, 262, 288–91, 299, 303, 304
- scaling (procedures) 189, 193, 200–209, 218, 243
- scatterplot 306, 310
- schedule 19, 24, 99, 108, 113–20, 122, 125, 129, 148, 321, 322
- secondary analysis 105, 225, 273, 275, 277
- selection 17, 22, 37, 72, 73, 77, 83, 102, 103, 105, 109, 111, 113, 128, 139, 140, 141, 142, 144, 151, 152, 155, 174, 175, 186, 200, 206, 216, 218, 220–22, 237, 242, 246, 252–5, 260, 269, 270, 318, 326
- selection criteria 229, 232–4, 237, 253, 254
- self-evaluation 51, 60, 153, 163–5, 179
- social context 11, 154, 158–88, 318
- spurious relationship 308
- stakeholder 11, 16, 19, 24, 27, 31, 32, 34–8, 66, 67, 72, 78, 83, 85, 88, 89, 100, 101, 107, 109, 114, 126–8, 132, 135, 144–6, 148, 152, 153, 155, 156, 158–64, 166–88, 216, 283, 317, 319, 320, 323–6, 333, 336
- standard deviation 212, 245, 298, 302–5, 308
- standardization 105, 153, 205, 208, 209, 210, 211, 223, 240, 248, 259, 278
- statistical dispersion 301, 303–5, 308
- (statistical) significance 215, 216, 229, 233, 281, 302, 312
- statistics 53, 103, 105, 215, 227, 229, 273–6, 281, 287–90, 292, 295, 296, 298, 305, 309, 311
- structuring 29, 36, 50, 130, 133, 156, 242, 246, 267, 269, 282, 294, 297
- survey 16, 56, 72, 80, 85, 99, 102, 104, 105, 109, 114, 115, 117, 118, 121, 124, 127, 130, 131, 136, 139, 151, 152, 168, 176, 180, 191, 198, 205, 215, 216, 220, 222–8, 230, 233–8, 240, 241, 244, 246–57, 259, 261, 262, 264, 265, 266, 268–78, 280, 282, 286, 289, 295, 297, 337–9
- survey form 224, 240, 253, 259, 286
- survey instruments 99, 115, 117, 118, 121, 131, 205, 225, 249, 295
- survey process 224, 225, 236, 254, 255, 256, 268, 286
- survey situation 223, 238, 240
- synopsis 263, 330, 335
- systematic error 235, 248
- tender 108–17, 119, 120, 122, 124, 125, 129
- terms of reference 99, 111–13, 119, 127, 320, 321, 324, 336
- third variables 308
- timeliness 128, 168, 187, 319
- title page 112, 333, 334, 342
- transcription 253, 255, 283, 284
- transparency 9, 26, 33, 59, 63, 80, 83, 161, 179, 186, 318–21, 329, 336, 337
- travel costs 119, 121–3, 125

- use 10, 17, 18, 32, 41, 64, 70, 77, 80, 86–9, 95, 96, 97, 105, 130, 136, 147, 150, 158, 159, 166, 169, 173, 181, 184–8, 205, 220, 249, 256, 262, 264, 266, 268, 269, 272, 273, 276, 277, 280, 285, 297, 305, 313, 319, 320, 321, 323, 328–33, 335
- usefulness 9, 11, 13, 15, 18, 19, 24, 33, 35, 36, 38, 71, 83, 84, 91, 135, 190, 203, 258, 273, 278, 281, 304
- validity 11, 18, 27, 31–3, 35, 58, 103, 135, 147, 148, 154, 155, 168, 190, 193, 194, 198, 246, 257, 297, 308
- value range 289, 290, 293, 302
- variable 31, 43–6, 71, 89, 94, 204, 205, 234, 281, 287–93, 298–313
- variance 204, 298, 302, 303, 308
- visualization 325, 326, 328–32
- VOL/A 110, 111
- whiteboard 330
- wording of questions 220, 239, 240, 248
- workshop 69, 115, 117–19, 123, 127, 130, 132, 151, 152, 167, 170, 319, 321–7, 330
- written survey 114, 115, 118, 127, 130, 222, 224, 240, 249, 259, 338
- Z-transform 212

