



## Enhancing Evaluation Use: Insights from Internal Evaluation Units

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**Enhancing Evaluation Use: Insights from Internal Evaluation Units** offers invaluable insights from real evaluators who share strategies they have adopted through their own experiences in evaluation. Readers will learn about the challenges, solutions, and lessons drawn from the experience of evaluators working in a wide range of organizations. Referencing the latest literature, contributors discuss factors that help or undermine attempts to foster an evaluative thinking and learning culture within an organization. Applicable in a wide range of situations, their accounts demonstrate the initiative and innovative thinking they use to address challenges in various, sometimes complex, evaluation settings. Questions at the end of each chapter stimulate thought and discussions about the issues raised and allow readers to apply their findings to their own situations.

“This book speaks to a cutting-edge topic, that is, the potential to generalize program evaluation expertise to larger organizational questions, and the cases from multiple international contexts represent a unique feature.”

—John Clayton Thomas, *Georgia State University*

“The use of actual cases to highlight major concepts in evaluation in the public sector is a great feature.”

—Danica G. Hays, *Old Dominion University*

“The text provides practical information from a variety of organizational contexts and the integration of international experiences provides for expanded discussion of evaluation theory and practice.”

—Kathleen Norris, *Plymouth State University*

“The key strengths of this book lie in its national, supra-national and international organizational contexts, its consistency in insider perspectives, and the detailed examples provided.”

—Donna Haig Friedman, *University of Massachusetts, Boston*

## EVALUATION IN ORGANIZATIONS: A BOOK REVIEW

by Robert Picciotto, UKES Council Member

*(Excerpted)*

"The book of essays reviewed here was edited by two eminent evaluators. It fills an important gap in the literature: in pursuit of improved quality of evaluation products, evaluation thinkers have lavished attention on evaluation methods, ethics and use but they have sorely neglected evaluation governance issues and have largely failed to probe the workings of evaluation within organizations. All contributors to the book are seasoned practitioners. They hail from national, supranational and international organizations and many of them have trespassed across these thematic and organizational boundaries. They all are equipped to draw on a vast reservoir of hands--on experience as evaluation commissioners, managers, internal evaluators or external practitioners. Given its pragmatic focus the book is bound to elicit broad based interest among evaluation practitioners. While it addresses familiar dilemmas and challenges (evaluation independence, evaluation utilization, organizational learning, nurturing of an evaluation culture, etc.) it does so from the distinctive perspective of "insiders" who have had to contend with a variety of organizational constraints and management pressures. [It] should be of practical value to teachers, students, professional evaluators as well as evaluation commissioners and programme managers. All in all, this is a book that belongs on your shelf if you are intent on enhancing the role that evaluation plays in your organization."

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