

# Abstracts

**Bart van Riel en Marc van der Meer**

**The advocacy coalition – The advocacy coalition for European employment policy. The European integration process after EMU.**

This article deals with the emergence of the European employment policy. Less than six years after the Treaty of Maastricht was signed (December 1991)-opening Europe's way to monetary union – an employment chapter was added to the Treaty (June 1997). Viewed from the conclusions of Maastricht this was quite surprising. On the basis of detailed empirical sources we consider this development as a main 'constitutional' choice in the EU. Such choices are normally either explained within a Neo-Functionalist framework or a Intergovernmental framework for European integration. We argue, however, that neither framework is appropriate for understanding the emergence of the employment chapter. We finally consider whether the 'advocacy coalition' in favour of the European social policy concerns a 'deviant case' or reflects a new phase in the European integration process.

**Frank Hendriks**

**Los Angeles: the City and the Neighborhood in Comparative Perspective**

Los Angeles is an important city for research into transformation processes – both socio-culturally and politico-administratively. Los Angeles is the token har-binger and example of new concepts using the adjective "post-" In thinking on the Dutch Randstad, Los Angeles has usually been the token horror-scenario, to be feared, and to be evaded: 'the Randstad must not become another Los Angeles.' In present discourse, there is more room for a more reflective and comparative approach. In this article such an approach is being developed, with special attention to matters of institutional design and innovation. In such matters, the individual citizen appears to play a more important role in Los Angeles than in the Dutch Randstad, where institutional design and innovation appear to be more determined by the need for integration between administrative professionals. Hidden behind this, there is the institutional contrast between a dominantly integrative model of governance (impacting the Randstad) on the one hand, and

a dominantly aggregative model of governance (impacting Los Angeles) on the other hand.

**Steven Van de Walle and Jarl K. Kampen**  
**Are dissatisfied customers dissatisfied: on sense and nonsense of customer satisfaction surveys in government**

Distrusting citizens are an important stimulus for starting quality improvement initiatives. Client satisfaction surveys have been introduced in government quite recently, and are in some cases already considered as a common management instrument. In contrast with private sector, these surveys are not exclusively used for management purposes (i.e. quality improvement of service delivery), but also for increasing citizen participation. In most cases, quality improvements start from the hypothesis of a direct and linear relation between quality improvement and increased user satisfaction. Apart from quality however, there are a number of other factors that influence satisfaction of users and citizens. In this article, we develop a model of public service delivery containing the factors that determine and influence the relation between quality of service delivery and satisfaction with this service. When administrators do not consider these factors, there is a danger for starting the wrong improvement initiatives, and benchmarks will lose part of their usability.

**René Torenvlied**

(wordt nog nageleverd)

**Tom van der Grinten**  
**Health care reform: will it work this time?**

It looks like we find ourselves at the beginning of a new attempt for a comprehensive health care reform in the Netherlands. After so many fruitless tries in the past to reform the health care system, one can ask oneself how wise is it to start another effort. Indeed, the chances today look better than ever. But this is still far from a guarantee that a reform policy will in the end really be successful. It will depend on the extent the government is able to deal with critical factors for health care reform such as technical problems, socio-economic barriers, political support, sense of urgency in society and administrative conditions. The analysis reveals the changes of these factors since the former reform attempt (early nineties), the limited scope for government in the Dutch policymaking context to manage these factors and the importance to opt for a suitable change strategy.