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TEACHER'S INSTRUCTIONS

Family planning in Mozarán and Izaltenango

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Notes.

Caso preparado por Xavier Ballart sobre la base de un ejemplo del libro de Anthony and Young, Management Control for Non Profit Organizations 7ª edición, 2002.

Introduction

This case is interesting to address aspects such as:

1. The need to adapt policies to different socio-economic and cultural contexts, for example in rural and urban areas.

2. What is performance (effectiveness) for this public service in the rural area (where there is more need to do pedagogy and change attitudes) and in the urban area (where it is more necessary to process more users and that they do not drop off, that is, stop going to the service after the first visit).

3. How can the ordinary delivery of the service be improved?

4. What measures of performance (effectiveness) make sense to compare the operations and results of all the centers from the government perspective.

5. How can the unit cost per service be calculated and to what extent should limits be placed for economic reasons on the distribution of services that reach a few people among their possible recipients (the alternative is that some who have the right to the service do not get it).

Proposal

Proposal of questions to prepare the discussion of the case:

1. A similar policy is applied in both places. Explain the components of the policy you think that need to be diverse and more adjusted to each center (basically centers in urban and rural areas)

2. If you had to collect performance data of the family planning policy, what do you think are the main outcomes? Cite 3 to 5 main outcomes. Present them in a table with two columns one for urban and one for rural areas. Some outcomes can be different for the two areas. Next to the outcome, write one brief comment about why this is a main outcome.

3. What do you think are the main activities or procedures? Cite 3 to 5 main activities or procedures. Present them in a table with two columns one for urban and one for rural areas. Some activities or procedures can be different for the two areas. Next to the activity, write one brief comment about why this is a main activity.

4. How can you calculate the cost of this service? How would you calculate the threshold for the maximum cost that should be considered?

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