CONTENTS

List of figures viii
List of tables ix
Notes on contributors x
Preface xii

1 Introduction: accountability and welfare state reforms 1
   Tom Christensen and Per Lægreid

PART I
Theoretical and conceptual issues 13

2 Democratic order, autonomy and accountability 15
   Johan P. Olsen

3 Accountability, performance and legitimacy in the welfare state: if accountability is the answer, what was the question? 31
   Werner Jann

4 Combining agency and stewardship: welfare reforms and accountability 45
   Thomas Schillemans

PART II
Accountability in welfare state areas 59

5 Hybrid welfare administrative systems and changing accountability relations: comparing the development of the Danish and Norwegian systems 61
   Tom Christensen, Flemming Larsen and Karsten Vrangbæk
Contents

6 Public sector reform and accountability dynamics: the changing welfare administration in Norway and Germany
Bastian Jantz

7 The welfare state in flux: individual responsibility and changing accountability relations in social services
Piret Tõnurist and Wouter De Tavernier

8 Dimensions of accountability in healthcare
Karsten Vrangbæk and Haldor Byrkjeflot

9 Accountability through performance management? Hospital performance management schemes in Denmark, Germany and England
Karsten Vrangbæk, Tanja Klenk, John Appleby and Sarah Gregory

10 Accountability, legitimacy and immigration control: the inclusion of social actors in asylum regulation in Norway, Denmark and Germany
Tord Skogedal Lindén, Ina Radtke and Karsten Vrangbæk

11 Welfare reforms, accountability and performance
Per Lægreid and Kristin Rubecksen

PART III
Accountability in unsettled situations

12 Accountability, transparency and societal security
Tom Christensen and Martin Lodge

13 Accountability under inquiry: inquiry committees after internal security crises
Julia Fleischer

14 Accountability relations in unsettled situations: administrative reforms and crises
Tom Christensen and Per Lægreid

15 Accountability in times of austerity: democratic and constitutional gains but learning loss?
Hanne Foss Hansen and Mads Bege Kristiansen

16 Regulatory reform, accountability and blame in public service delivery: the public transport crisis in Berlin
Tobias Bach and Kai Wegrich
PART IV

Accountability, administrative reforms and multilevel governance 237

17 Principles meet practicalities: challenges of accountability reform in the British civil service 239
   Thomas Elston

18 Multiple accountabilities in public-private partnerships (PPPs): how to unravel the accountability paradox? 255
   Tom Willems and Wouter Van Dooren

19 Digital era governance reform and accountability: the case of Denmark 267
   Niels Ejersbo and Carsten Greve

20 The dynamics of the EU accountability landscape: moving to an ever-denser union 280
   Anchrit Wille

Index 294