

Action Research & Action Learning as Means to Improve Service Delivery in the Public Sector: Case Example from a Capacity Building Project in Slovenia

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Abstract: Action Research (AR) and Action Learning (AL) are effective and efficient methods for implementing reform processes in public administrations. Developed first for private sector change processes, they have since been applied in the public sector with great benefits. This paper describes examples of AR and AL as they have been successfully applied during and institution development and capacity building in Slovenia under the auspices of a technical co-operation project involving Swiss and Slovene partner institutions.