

EAMIP PROJECT NO. CC10

TITLE Evaluation of Program Delivery Abroad:
Immigration Program and Tourism Program

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PRESENT SITUATION

A new and major responsibility of the Department is the delivery of programs abroad on behalf of other government departments. The principal programs are Immigration (CEIC), Tourism (DRIE), and ODA (CIDA). Beginning with the first two, the Evaluation Division is examining program delivery effectiveness with the support of, and in consultation with the relevant functional and geographic divisions.

OBJECTIVE

The purpose of these two studies is to analyse a variety of resource allocation and program impact issues, to provide a coherent view of the Department's program delivery responsibilities, and to make recommendations which would enhance the overall effectiveness of program delivery.

GOAL

It is intended to complete initial reports in March 31, 1984. Implementation of findings, and the fact that a comprehensive study of program delivery has been undertaken, should strengthen the Department's hand in negotiations with the relevant domestic departments as well as improve the management of these programs.

DESCRIPTION

Both the Immigration and Tourism studies have taken the approach of first identifying evaluation issues in consultation with program managers. Issues fall in the following categories:

- Immigration: - resource management
- refugees
- cross program effects
- client satisfaction
- Tourism: - roles and responsibilities
- resource allocation
- program effectiveness
- bilateral relations and cross program effects.

Analysis of these issues involves extensive interviews, headquarters data and file review, and visits to selected posts. The report to be prepared will describe the current situation, identify problems and their incidence, reach conclusions, and make recommendations.