
Research team

The overall research team consists of 12 people including the research team responsible for the project management in each country.

Project Management

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Voice of users

in promoting quality of guidance services for adults in the Nordic countries

This evaluative study in the five Nordic countries deals with quality issues in guidance from the perspectives of adult users, policy makers and relevant stakeholders. The focus will be on guidance in the fields of occupations, personal development and social inclusion. Attitudes of users and stakeholders towards guidance outcomes are explored.

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Aims and objectives

The aim of the study is to contribute to the body of knowledge on the effectiveness of adult guidance. A special emphasis is put on the process of democratization in guidance, i.e. does the active involvement of users of guidance increase its effectiveness? The outcomes of guidance will be explored in three different strands: occupations, personal development and social inclusion.

Research questions

Are adult users of guidance actively involved in the guidance processes, organization and evaluation of the guidance services?

What counselor skills are helping or hindering the guidance process?

What counselor skills are needed in order to promote user involvement?

Methods

Participants in the study will be adults seeking guidance in the five Nordic countries as well as policy makers.

The methods used for collecting data are questionnaires and focus groups.

The research model will be based on four indicators of quality (service delivery principles, policy and planning, network and delivery) in three strands:

- occupations
- personal development
- social inclusion.

The influence of users on individual counseling, the improvement of services and on the strategic planning of services will be in focus.

A taxonomy of user involvement ranging from giving and getting information to forums of debate and partnership will be used to evaluate the degree of user involvement.

Project funding

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