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## The Diffusion and Adoption of BIKVA

*A 20-year Impact Case Study*

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**Unit of Assessment:** The evaluation model “User Participation in Quality Assessment (UPQA)\*”  
(\*= English translation of the Danish name: Brugerinddragelse i Kvalitetsvurdering – BIKVA)

**Title of case study:** The Diffusion and Adoption of BIKVA – a 20-year case study

## 1. Summary of the impact

Since its introduction in 1997, the BIKVA model (Krogstrup, 1997<sup>a&b</sup>) has been widely diffused and adopted. This diffusion and adoption is especially noticeable in public sector organizations and in educational programs in most of the Northern European countries. Besides the original work in Danish and later English, the model has been translated into Swedish and Finnish. Concrete examples of societal impact based on the BIKVA model are +500 documents relying explicitly on the model (or integrating parts of it). These documents e.g. represent reports from EU funded projects as well as national, regional or municipal evaluation or development projects.

## 2. Underpinning research

### 2.1 Purpose and goal of the BIKVA Model

The BIKVA model is created in the context of public service organizations, especially oriented towards evaluating the effects of activities in social work. The purpose of the BIKVA model is, through a process oriented assessment, to contribute to organizational learning in the concrete setting being assessed. Through organizational learning the practice field is helped to understand what facilitates or hampers the implementation of user needs and mandatory requirements. The goal of utilizing the BIKVA model is to establish a basis for assessing and preparing for change in the organization and to carry out a bottom-up oriented institutional analysis. This enables decision makers to determine, if the existing practice has to be continued, changed or terminated in search of increased effect.

### 2.2 The Origin of BIKVA: From doctoral dissertation to universal evaluation model

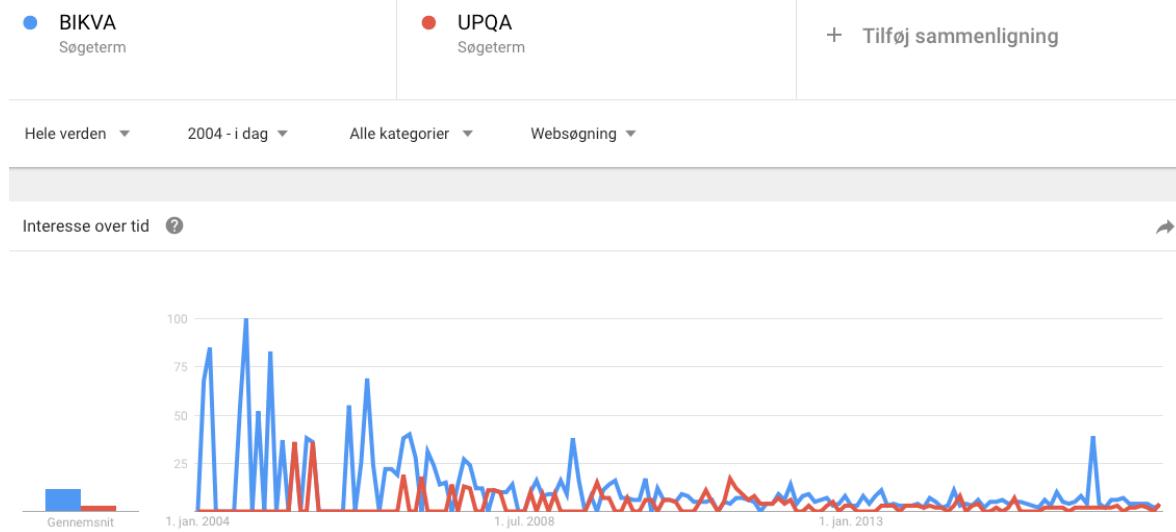
The BIKVA model is the result of H.K. Krogstrup's doctoral dissertation, which was funded by "Det Samfundsvidenskabelige Forskningsråd" and the Ministry of Social Affairs in Denmark. The doctoral dissertation was inspired by fieldwork made by Krogstrup and Stenbak in their 1993 and 1994 reports for the Danish Ministry for Social Affairs. As demonstrated in section 4 below, the model has turned out to be an universally adopted evaluation tool in many subject areas, especially throughout Northern Europe.

## 3. References to the research

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- Krogstrup, H.K. and Stenbak, E. (1993) *Fra udstødning til deltagelse*, Projekt Socialpsykiatri 15-M, Socialministeriet. ISBN: 87-89814-06-1
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- Krogstrup, H. K. (2004). *Asiakaslähtöinen arvointi BIKVA malli*, Hyväät Kaytännöt (Finnish Translation)
- Krogstrup, H.K., Brix, J. og Krogsgaard, L. (work in progress) *Brugerinvolvering i Kvalitetsudvikling: Om inddragelse af brugere i nytænkningen af den offentlige sektor*, Hans Reitzels Forlag, København
- Segura et al. (2010) Best practices on preventing the harmful use of alcohol amongst older people, including the transition from work to retirement – Vintage Project WP5 Report

#### 4. Details of the impact

In 2004 – seven years after its first publication (Krogstrup, 1997<sup>a & b</sup>) – the BIKVA model was translated to Finnish and to Swedish, which sparked a diffusion of the model in both countries. Our online search and content review of the documents identified establish that +500 of these rely on (parts of) BIKVA (542 documents as of May 2nd 2017). We find that 402 documents are published in Finland; 71 documents are published in Denmark; and 44 documents are published in Sweden. Besides these counts we also found documents in Dutch, Norwegian, English and Icelandic that report explicitly on the use of BIKVA as either a methodological inspiration or foundation. Based on this data we argue that the general public awareness of the BIKVA/UPQA model is resonable. Our Google Trends search for the model demonstrates that people on a continous basis still search for the model – see screenshot below presenting the global search activity. (Please note that the figure is an index scale: 100 does not imply "100 searches", but that April 2005 was the time with most search activity concerning the model related til google search in general).



*Source: Index scale from Google Trends: May 2017 – Search: BIKVA & UPQA (Danish and English acronyms)*

#### 4.1 Direct impact: The diffusion and adoption of BIKVA

##### 4.1.1 Geographical reach

The BIKVA model is especially used in the Northern European countriens such as Finland, Sweden and Denmark. Beside the wide adoption of the model in these countries, other countries can also be added to the list: the United Kingdom, the Netherlands, Iceland, Norway, Spain, Slovenia, Czech Republic, and Italy. The model has also found its way into multi-national collaborations such as methodological underpinning in work packages in European funded projects such as 'The Vintage Project' (Segura et al., 2010).

##### 4.1.2 Institutions adopting BIKVA

Our review of the documents found in relation to BIKVA determines the types of institutions utilizing the BIKVA model to evaluation and/or development. This list is not all including. The BIKVA model has been used in multiple projects in educational contexts. These projects relate to semester specializations, practice reports, under-graduate and graduate theses, master theses, and PhD dissertations. The model has also found its way into handbooks of evaluation, trade magazines, and special sections on the homepage of different resource-centers. Besides the educational aspect, the BIKVA model has also served as foundation for (parts of) reports of research-based consultancy, evaluation reports from municipal and regional agencies, and to develop results for EU-funded initiatitves.

##### 4.1.3 Themes covered by the BIKVA model

The range of themes evaluated by the BIKVA model is broad and here we provide a shortlist:

*Rehabilitation of people with addiction to alcohol and drugs; self-empowerment and coping with a job; development projects for adolescents with physical disabilities; helping people cope with mild or moderate depressions; evaluation of residences for vulnerable citizens; regional development plans for psychiatric social work; palliative care in nursing homes; organizing homeless people; analysing the value of the social services from a user perspective.*

#### **4.2 Indirect impact – Who are those affected by BIKVA?**

For the many people who has been indirectly involved in the results of the use of the BIKVA model, such as users (and their next to kind), the impact of the BIKVA model is even larger than compared to the direct impact exemplified above. As a complement to this we found in our content analysis of some of the reports, that the users reported on an experienced positive effect post-evaluation, because of the effects stemming from the work based on (parts of) BIKVA.

#### **4.3. Data collection method and multitude of empirical evidence**

We did wide internet searches utilizing both academic and non-academic databases to find empirical evidence for the use and hereby adoption of the BIKVA model. We used library-databases, Google, Google Scholar, Web of Science, Inderscience, ProQuest, KORA, Sciencedirect, emeraldinsight, and Scopus. Our search (finalized May 2nd 2017) identified 542 documents using or mentioning BIKVA/UPQA. The main part of these documents were not peer reviewed, academic publications. In first round we browsed the documents to investigate if the BIKVA model was mentioned and/or used to verify the content and if the document could be added to our list. In the second round we coded the documents written in Swedish, Norwegian, Danish and English in Nvivo to investigate the 1) institutions using/publishing the documents, 2) the themes covered in the document, 3) the units of analysis and 4) the amount- and type of data used in each document. The +400 documents written in Finnish were not coded due to language barriers.

#### **4.4 The future of BIKVA**

The publisher of the 1997 book (Krogstrup 1997a) has asked for a book focusing on the ‘20 year anniversary’ version of the BIKVA model with a focus on its empirical usage and the aspects from here that can be used to develop it further. The authors of this impact case study has accepted this invitation to revitalize the model in the new societal context of New Public Governance, which has made the model and its co-creation/co-evaluation methodology outmost relevant again.

### **5. Sources to corroborate the impact**

#### **Public sources:**

The references to the research (section 3.) all represent public sources used corroborate and to substantiate the impact of the BIKVA/UPQA model. The full data collection methodology (in Danish) including search terms and relevant versus irrelevant results stemming from different databases are forwarded on request by contacting [krosgaard@learning.aau.dk](mailto:krosgaard@learning.aau.dk).

#### **People sources**

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