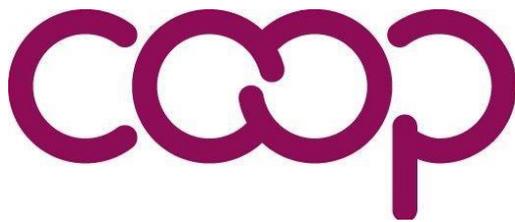


## ICA CCR EUROPEAN RESEARCH CONFERENCE 2022

*“Rethinking co-operatives: From local to global and from the past to the future”*

13-15 July 2022, Athens Greece

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ΙΝΣΤΙΤΟΥΤΟ ΕΥΝΕΤΑΙΡΙΑΤΙΚΩΝ ΕΡΕΥΝΩΝ

& ΜΕΛΕΤΩΝ (ΙΣΕΜ)

**Title of abstract:** Impact evaluation of social and economic inclusion programmes. A scoping review of impact evaluation studies.

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**Abstract:**

Social and economic inclusion programmes are mostly developed by third sector organisations, such as NGOs, non-profit organisations, professional associations, social enterprises, cooperatives, and public benefit bodies. These organisations are constantly under pressure to present and report their impact, identify the social outcomes they produce and evaluate and measure the value they create for society. Although, there is a growing body of evidence, a common understanding of the social impact and how to assess it, is still missing. In addition, these organisations are pushed to adopt measurement tools and methods from the private, for-profit sector, that promote a more managerial, top-down approach, focus on quantitative results, that run the risk to blur less measurable soft outcomes and miss to give holistic feedback of the work. Responding to this issue, various, customized social impact evaluation and measurement attempts have taken place, from a more qualitative, long-term and bottom-up point of view.

This article aims to assess and compare empirical studies that evaluate and measure the social impact of programmes targeting economic and social inclusion or integration, such as formation, vocational training, soft skills development, and social and solidarity economy projects. More specifically, we analyse how these studies define impact, what instruments are used to demonstrate their social impact and what types of social impact are demonstrated by these instruments. To address these objectives, a scoping review is performed of all peer-reviewed studies that are available in the Web of Science research, published between 2011 and 2020. The comparison of evaluation tools and methods used, as well as the results they produced, will reveal the complexity and the difficulties faced by the aforementioned organisations in addressing the social impact of their programmes. It will also show potential areas of conceptualization convergence among different evaluation approaches.

**Keywords:** social impact evaluation, social impact measurement, socio-economic inclusion programmes, non-profit organisations, social economy organisations