

# Accepted Manuscript

Location-allocation of public services – Citizen access, transparency and measurement. A method and evidence from Brazil and Sweden

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PII: S0038-0121(16)30001-5

DOI: [10.1016/j.seps.2016.09.008](https://doi.org/10.1016/j.seps.2016.09.008)

Reference: SEPS 547

To appear in: *Socio-Economic Planning Sciences*

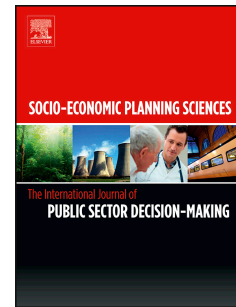
Received Date: 2 January 2016

Revised Date: 1 September 2016

Accepted Date: 28 September 2016

Please cite this article as: Fredriksson A, Location-allocation of public services – Citizen access, transparency and measurement. A method and evidence from Brazil and Sweden, *Socio-Economic Planning Sciences* (2016), doi: 10.1016/j.seps.2016.09.008.

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LOCATION-ALLOCATION OF PUBLIC SERVICES –  
CITIZEN ACCESS, TRANSPARENCY AND MEASUREMENT.  
A METHOD AND EVIDENCE FROM BRAZIL AND SWEDEN.<sup>1</sup>

AUGUST 2016

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**Abstract**

Access to public services is an important determinant of economic opportunities and well-being. We argue that location-allocation analysis can be used not only to determine the optimal spatial allocation of public services, but also as a tool to increase transparency in the allocation decisions. We illustrate by analyzing Citizen Service Centers in Brazil and Sweden. We first show how the optimal spatial allocation of such centers can be obtained with data that is largely publicly available, which allows for transparency. Based on the suggested optimum, we then introduce different public services misallocation metrics, beyond what the literature has previously discussed. We show how such misallocation metrics can be related to socioeconomic outcomes and political- and other variables, thus suggesting a method that can become a useful tool in analyses of public sector performance.

**Keywords:** Public services, Location-allocation, Citizen Service Center, Spatial access, Transparency, Misallocation

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<sup>1</sup> I thank Matheus Albergaria, Erlend Berg, Love Ekenberg, Wouter Gelade, Catherine Guirking, Thiago Paixão, Imran Rasul, Sylvia Saes, Rohini Somanathan and Frédéric Wautelet for helpful discussions; participants at the CRED workshop (UNamur), the 2014 CSAE/Oxford development economics workshop and the 2015 Nordic Conference in Development Economics; Eric Thorén and Anette Petersson at the Swedish Tax Agency and Ilídio Machado, Cristina Onaga and Carlos Torres at Poupatempo; the Swedish Transport Administration and the Agency for Growth Policy Analysis for road data, Nordregio for the Swedish population density map, the Consortium des Équipements de Calcul Intensif (CÉCI) - Fonds de la Recherche Scientifique de Belgique (Grant No. 2.5020.11), where computational resources for some robustness tests were used, and two anonymous referees and the editor for much helpful suggestions. A salary grant from the Swedish Research Council is acknowledged. Any errors are the sole responsibility of the author.

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