

Supplementary material.

Table 1. Impact factors

Impact factors	Reference
Competition among potential service contractors	Brown and Potoski 2004; Brown, Potoski and Slyke, 2006; Oh and Park 2017; Girth et al., 2012; Lenferink, Tillema and Arts 2013; Amaral, Saussier and Yvrande-Billon, 2009; Hefetz and Warner, 2011; Costantino et al. 2012; Fernandez, 2007, 2009
Coordination and collaboration among actors	Brown and Potoski 2004; Desrieux, Chong and Saussier, 2013; Mattison and Thomasson, 2007; Brown, Potoski and Slyke, 2006; Peat and Costley, 2001; Lindholst and Bogetoft, 2011; Lenferink, Tillema and Arts 2013; Ke, Ling and Zou 2015; Fernandez, 2007
Support from politicians, employees and end-users	Brown, Potoski and Slyke, 2006; Amirkhanyan, Kim and Lambright, 2007; Warner and Hefetz, 2008, Ohemeng and Grant 2014; Romzek and Johnston, 2005; Fernandez, 2009
Flexible adjustments of RFPs, contracts and sanctions	Fernandez, 2007
Trust relations and mutual learning	Mattison and Thomasson, 2007; Brown, Potoski and Slyke, 2006; Desrieux, Chong and Saussier, 2013; Oh and Park, 2017; Ke, Ling and Zou, 2015; Fernandez, 2009
Extrinsic and intrinsic motivation of contractors	Lindholst and Bogetoft, 2011; Amirkhanyan, Kim and Lambright, 2007; Koning and Heinrich, 2013
Competencies, capacities and resources of contractors and public managers	Brown, Potoski and Slyke, 2006; Hefetz and Warner, 2011; Amirkhanyan, Kim and Lambright, 2007; Lindholst and Bogetoft, 2011; Mattison and Thomasson, 2007
Monitoring of contract performances	Peat and Costley, 2001; Romzek and Johnston, 2005; Oh and Park, 2017; Amirkhanyan, Kim and Lambright, 2007; Brown, Potoski and Slyke, 2006; Brown and Potoski, 2004; Fernandez, 2009