

# Social Accountability: Tools to Enhance Development Results

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# Content of the session

- Selected Social Accountability Tools
- Citizen Report Cards (CRC) for Monitoring Results
- Leveraging ICTs for Citizen Feedback
- Reflections on CGF Reform Challenges

# Information to Public

- Right to Information Legislation -- RTI
  - (aka Access to Information or ATI)
- Citizen's Budgets
  - Simplified easy to read budgets
- Citizen's Audits
  - Simplified and summarized audit reports

# Expenditure Oversight

- **Public Expenditure Tracking**
  - PETS to track expenditure flows from budget allocation to intended budget holder
- **Public Hearings**
  - Parliaments, National/Local governments
- **Participatory Performance Audits**
  - Value for Money Audits
  - Conducted by SAI with civil society participation

# Participatory Development

- Participatory Planning
  - Prioritization of needs upstream
- Participatory Budgeting
  - Integrate needs prioritization with available budget envelope (esp. capital budget)
- Participatory Budget Execution
  - Funds flow to local beneficiary groups to implement agreed projects

# Service Delivery/Results Monitoring

- **Community Score Cards**
  - Participatory community-level service delivery scoring
- **Citizen Report Cards**
  - Quantitative survey of citizens
  - Can survey subgroups—private sector, youth, etc.
- **Social Audits**
  - Public meetings held at a village, ward, or parish level to account for expenditures and results.

# Social Accountability Tool for Citizen Feedback on Results: Citizen Report Cards (CRC)



# What is a Citizen Report Card?

- It provides **quantitative estimation** of actual **user experience with service delivery** on:
  - Access
  - Usage quality
  - Reliability
  - Responsiveness
  - Hidden cost(s)
  - Satisfaction
- Main features:
  - Relatively simple evaluation tool
  - Provides summative feedback on service performance
  - Can be used to compare performance of :
    - Single or multiple services
    - Single or multiple jurisdictions
  - Diagnostic tool for corrective action



# CRC: Methodology and Scope

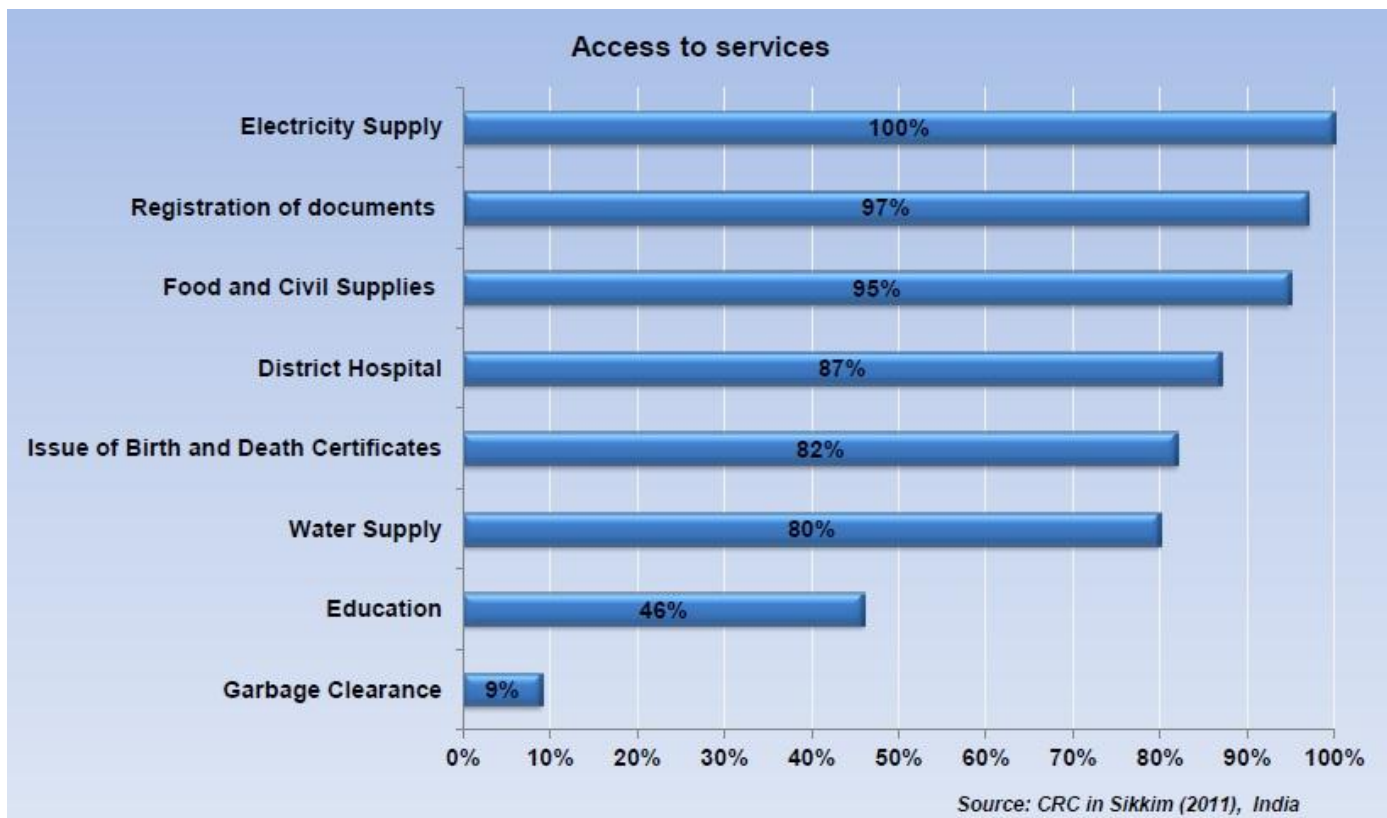
- Steps:

- Define scope
- Design data collection tool
- Design of sample frame
- Data collection
- Data analysis
- Data Interpretation and report writing
- Public Dissemination
- Advocacy for reform

- Scope:

- Common service / Special service
- Single service / Multiple services
- Service providers: national / provincial / local
- Service delivery aspects to assess e.g. quality / reliability
- Identify population of interest

# Citizen Report Cards Findings (1)



# Citizen Report Cards Findings (2)



# Difference between CRC and CSC

- **Citizen Report Card**

- Survey instrument – data collected through questionnaires
- Unit: household / individual
- Meant for macro level
- Emphasis on monitoring – demand side data on performance and actual scores / reports
- Implementation time longer (3-6 months)
- Requires strong technical skills

- **Community Score Card**

- Participatory process – data through focus group discussions
- Unit: community
- Meant for local level
- Emphasis on immediate feedback and accountability, less on actual data
- Implementation time short (3-6 weeks)
- Requires strong facilitation skills

# Leveraging ICTs for Citizen Feedback



## 2-way SMS communication: FrontlineSMS

- Free and open-source software
  - send, receive and manage massive SMS communication
- Additional Requirements:
  - laptop, cellphone/GSM modem/internet connection.
- It can be used to conduct short-surveys and polls.
- Reach many citizens quickly
- Limitations:
  - 160 character survey
  - Only 1 question per SMS

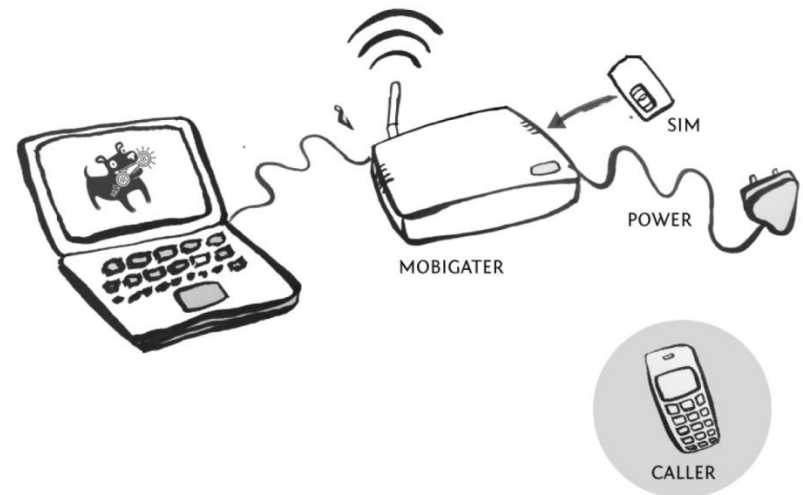


FRONTLINESMS

<http://www.frontlinesms.com/>

# Interaction Voice Response systems (IVR): FreedomFone

- Free and open-source software to create and share audio content using IVR, voicemail and SMS.
- It connects “offline” audiences with no access to the internet.
- It works with all languages (voice-based).
- You can create voice-based surveys to get citizen feedback
- Useful in low literacy contexts
- Can ask multiple questions per call compared to SMS
- More complex technology required than SMS



<http://freedomfone.org/>

# Data collection: Magpi (EpiSurveyor)

- Free mobile data collection survey
- Good substitute for paper-based surveys (cost & time savings)
- It does not require connectivity for data collection
  - Can store data on cellphone
- You create your survey online, download it to the phone for field-based data collection
- CRC surveyors can use instead of paper questionnaire
- Better for larger surveys
- Needs physical surveyors to implement questionnaire



<https://www.magpi.com>



# SAC for Growth Reforms

- Key Reform Areas
  - Logistics and Connectivity
  - Investment Climate
  - Skills

# Some Reform Examples

- Free Movement of Goods and People
  - Basterre Accord
- Reducing Barriers for Business Licensing
  - Reducing Time, bureaucratic hurdles
- Property Registration
  - Regulatory Hurdles, Time, and Cost

# Reform Strategies

- Multistakeholder Working Groups and Coalitions
  - Public Sector/Private Sector/ CSOs/ Media
- Pool Resources
  - Across Chambers of Commerce
- Combine closed-door dialogue with public awareness of reform areas' growth impact
  - Why are these reforms important for “The man in the street”

# Strategic Use of Data

- Data Driven Advocacy
- Data Driven Monitoring of Reform Areas
- Leverage ICT for efficient data collection
- Create Healthy Competition and Buzz Around Reforms
  - Promote Race to the top
- Link data driven advocacy to global metrics
  - Cost of Doing Business Rankings
- Use Social Accountability Tools for citizen feedback



Thank You!

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