Social Accountability: Tools to Enhance Development Results

Keith McLean
Lead Specialist
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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)

Access to services

Electricity Supply: 100%
Registration of documents: 97%
Food and Civil Supplies: 95%
District Hospital: 87%
Issue of Birth and Death Certificates: 82%
Water Supply: 80%
Education: 46%
Garbage Clearance: 9%

Source: CRC in Sikkim (2011), India
Citizen Report Cards Findings

Comparison Satisfaction with overall Quality of Service

Services

Source: Over all Satisfaction with Quality of Public Services in Brahmapur, Odisha, India (2008)
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

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!

kmclean@worldbank.org