Social Accountability's role in achieving Availability, Quality, Equity, and Choice

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Results for Development
Social Accountability: definition

SOCIAL ACCOUNTABILITY
or
TRANSPARENCY and ACCOUNTABILITY

“civil society-led monitoring & accountability efforts to hold gov’t accountable for promises….
…and to ensure that gov’t policy, spending, and services are responsive to citizen needs”

Characterized by its focus on promoting citizen voice and rights
Social Accountability: what it involves

**Advocacy**
- Collect additional data
- Conduct independent analysis
- Empower citizens
- Leverage citizen input and feedback

**Social Action**
- Advocacy

**Citizen empowerment**
- Improved government programs, spending, and services
- Improved human development
### SAc: different levels

| National commitments, policy, programs, budgets | • Consistency with need  
• Operationalization and realization |
|------------------------------------------------|---------------------------------------------------------------------------------|
| Program Implementation | • Resource tracking - PETS  
• Policy tracking |
| Service delivery | • Quality, choice, equity, availability |
| Citizen empowerment and engagement | • Rights and entitlements  
• Satisfaction; participation  
• CSC; CRC |
SAc: What do we know?

- Problem must drive approach
- Focus level
- Context
- Type of information
Thank you!
Focusing on SAc at the community and facility level - What do we know?

<table>
<thead>
<tr>
<th></th>
<th>Accountable or willing individuals (collaboration)</th>
<th>Unaccountable or unwilling individuals (contestation)</th>
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</thead>
<tbody>
<tr>
<td>Short route</td>
<td>1. Willing providers</td>
<td>2. Unwilling providers</td>
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<td>(individuals as beneficiaries)</td>
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<tr>
<td>Long route</td>
<td>3. Willing public officials</td>
<td>4. Everyone is unwilling</td>
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<td>(individuals as self-governing citizens)</td>
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Focusing on SAc at the community and facility level - What do we know?

1. Information focused on inputs more successful than information on outputs only

2. Importance of providing information on the rights of citizens
   • All unsuccessful interventions provided information only on the performance of the provider, not rights

3. Importance of presenting comparative information (allowing users to see how their providers were performing relative to other villages or to national standards)

4. Providing ideas of actions for citizens to take in response to the is helpful