

# **Demand for Good Governance:** *TFESSD Support for Social Accountability Leverages the World Bank Agenda*

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## Main Messages

- TFESSD provided extensive support for social accountability pilot initiatives
- Generated practical tools and rigorous results
- Those results leveraged through World Bank Group Governance and Anti-Corruption (GAC) Strategy
- Scale up and mainstream through “Demand for Good Governance” of GAC implementation
- Significant challenges remain



# Social Accountability Results:

## *TFESSD supported evidence from Uganda*

- Community-based monitoring of primary health care
  - Community Report Cards
  - Posters & community discussion about health indicators
- Rigorous impact evaluation
  - Randomized field experiment in 50 villages
  - Before and after, with-and-without empirical estimates (differences-in-differences)
  - Bjorkmann & Svensson, forthcoming, QJE
- Combining transparent information, civil society engagement, and social accountability generates results



## Social Accountability Results:

### *TFESSD supported evidence from Uganda*

- Intervention increased quality and access to health services
- Average utilization 16% higher in treatment health facilities
- 68% increase in number of deliveries;
- 20 percent increase ante natal care and family planning
- In catchment of treatment facilities, weight of infants higher
- 1.7% fewer deaths among under-fives (33%)
- **Yet** no increase in government funding
- Improvements in quality and quantity of health service delivery due to increased efforts of health staff in response to community demands.



# TFESSD Support for Social Accountability

- TFESSD provided significant resources to support social accountability initiatives
  - Number of TFESSD projects that explicitly focus on supporting social accountability tools: 21
  - Amount committed to these projects: \$5,500,400
  - Average project size: \$260,000
- Geographic distribution of this support
  - Africa focus: Angola, Chad, Gambia, Guinea Bissau, Kenya, Mozambique, Uganda, + Africa regional initiatives
  - Other countries: Albania, Armenia, Bolivia, Dominican Republic, Ecuador, Georgia, Haiti, Honduras, India, Kyrgyz Republic, Moldova, Nicaragua
- Other projects work on these areas, though aren't exclusively focused on them
  - Local development
  - CDD



## TFESSD Support to Social Accountability

- National level:
  - Supporting citizen and NGO input & monitoring to PRSP
  - Improving sectoral environment for citizen input
  - Overall enabling environment for civil society input
- Local level:
  - Participatory budgeting innovations
  - Citizens report cards
  - Citizen's oversight
- Knowledge sharing:
  - Networks of Participatory Budgeting innovations
  - Training events, conferences and networks



## **World Bank Mandate for Multi-stakeholder Engagement**

*Engaging systematically with a broad range of government, business and civil society stakeholders is key to GAC reform and development outcomes – so, consistent with its mandate, the WBG will scale up existing good practice in engaging with multiple stakeholders in its operational work, including by strengthening transparency, participation and third-party monitoring in its own operations.*

*GAC Strategy Guiding Principle #5*



# GAC Implementation Commitments

- **Objective:** Scale up and mainstream support for transparency, civic engagement and social accountability
- **GAC Implementation Plan Action Area:** Promoting country team engagement on the demand-side of governance
  - *“Countries are supported to enable them to have a strengthened focus on demand-side drivers of accountability”*
  - *“Building on past experience, ensure resources are available on terms suitable to support demand-side activities”*
  - *“Provide guidance to staff on demand-side good practice and mandate issues vis-à-vis civil society engagement”*



# Types of Demand-side Interventions

- **Information & Transparency**
  - Promote and create two-way-communication between government and citizens through access, disclosure, and dissemination of information and transparency norms
- **Participation & Consultation**
  - Encourage and mediate opportunities to build multi-stakeholder coalitions that combine public and political will for policies, public spending and project planning
- **Monitoring & Oversight**
  - Empower and encourage citizens, civil society and the media to enact their rights to supervise and oversee policies, programs, projects, and services
- **Capacity Building**
  - Educate and enable civil society, authorities, and the media to effectively participate in a multi-stakeholder debate of policies, programs, projects, and services
- **Levels**
  - Community & Local Government
  - Sector
  - National
- **Entry points**
  - National dialog
  - Analytic work
  - Policy Loans
  - Investment Lending
  - Operational policies
  - Learning Networks



# Summary of Demand-Side Activities

- Stocktaking highlighted numerous interventions
  - 155 total interventions
  - 45% Lending operations
  - 20% DPLs
  - 13% AAA
  - 22% Training & Other
- But these interventions are usually:
  - Pilot components of larger operations
  - Financed by trust funds
  - Innovations outside the mainstream

Function	Level		
	Local	Sector	National
Information & Transparency			
Participation & Consultation			
Monitoring & Oversight			
Capacity Building			



# Status of WBG Demand-side Agenda

- **Senior Management Support**
  - Implementation plan commitments
  - Personal involvement and interest
- **Country Level Initiatives**
  - Demand-side initiatives in Country Governance and Anti-corruption plans
- **Project Level**
  - Social accountability initiatives in project Governance and Anti-corruption Plans
- **Funding**
  - Governance Partnership Facility - \$85 million for governance innovations, particularly supporting the demand-side
- **Peer Learning Network**
  - >640 members from inside and outside the World Bank Group
  - Training tools on political economy analysis
  - Strengthening Affiliated Networks for Social Accountability (Africa, East Asia and South Asia)
  - South-south learning events (e.g. Participatory Budgeting Workshop, South Africa, March 2008; DFGG Learning Summit, June 2008)



# Priorities Moving Forward

- **Operational Support to Task Teams**
  - Technical assistance and support
  - Sharing and pairing conferences
  - External and internal DFGG roster
- **Capacity Development**
  - DFGG clinics, orientation and TOT workshops;
  - Certified DFGG practitioners
- **Knowledge Creation, Management and Dissemination**
  - DFGG best practices
  - Seminar series
- **Outreach and Partnerships**
  - Intra- and Inter-Bank networks of governance reformers and practitioners
  - Link existing DFGG networks such as SASANET, ANSA-Africa, ANSA-EAP;
  - DFGG portal and database of available resources
  - DFGG Updates
  - Mobilize resources for DFGG



# Key Challenges: Mainstreaming DFGG

- **Shortage of upstream demand-side diagnostics**
  - Identifying demand-side champions of reform, existing good practices, critical entry points, constraints, enabling environment and capacity
  - Conducting political economy analysis
- **Linking supply-side interventions with demand-side approaches**
  - Predominance of supply-side over demand-side
  - Guidance and training for staff
- **Enclave thinking**
  - Boutique operations financed off-budget
  - Need to bring DFGG into main agenda of staff e.g., infrastructure
- **Skills shortage**
  - Demonstrating it works is different from showing **how** it can be done
  - Developing/strengthening guidance and support networks such as the DFGG Peer Learning Network
- **Impact measurement**
  - DFGG-based outcome indicators and results monitoring



**THANK YOU!**