

 Swedish International  
Centre for Local Democracy

# Citizen Report Cards (CRC)

a Participatory Method of Evaluation

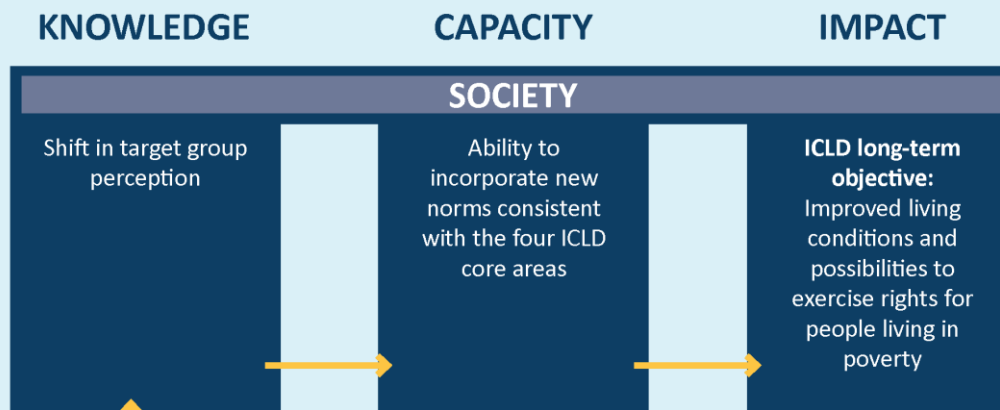




# ICLD has three primary methods – One per level of change in the iCLD Theory of Change

## Citizen Report Cards

Done for selected partnerships (not all)



## Org Readiness

Integrated in project application for all partnerships



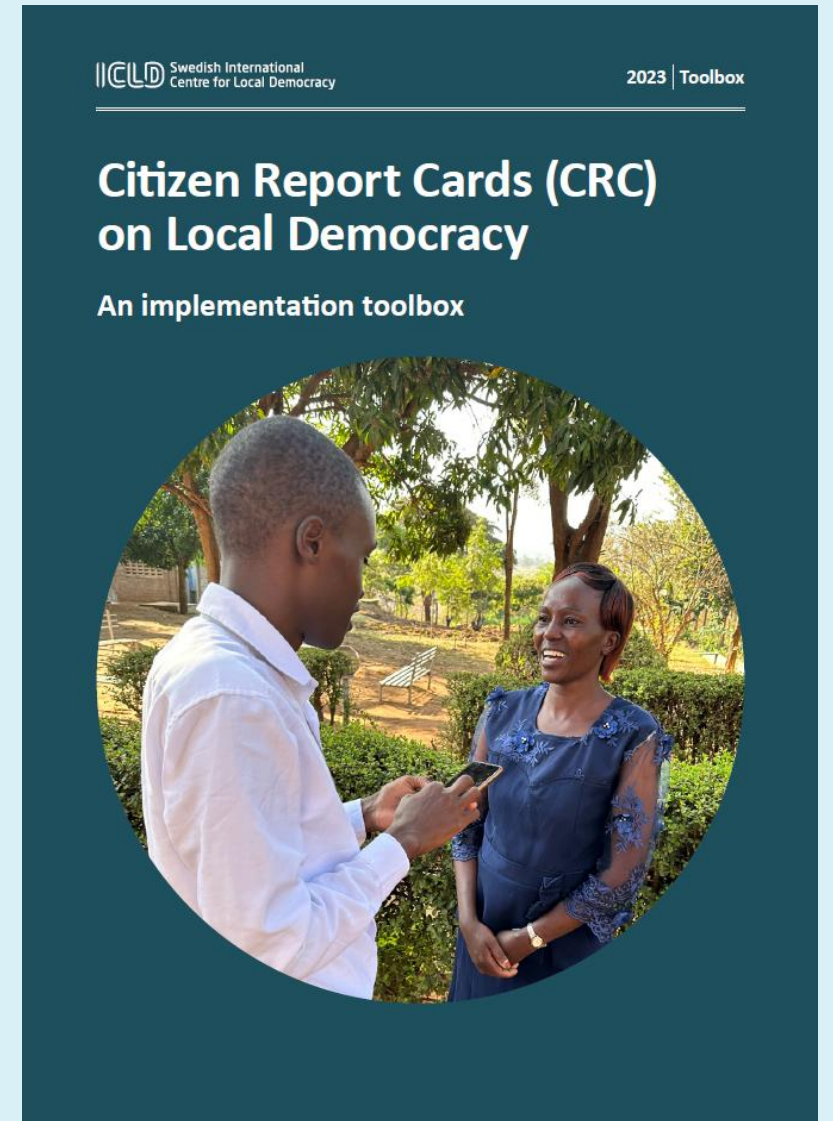
## KAP-survey

Done during first exchange trip or starting months of project



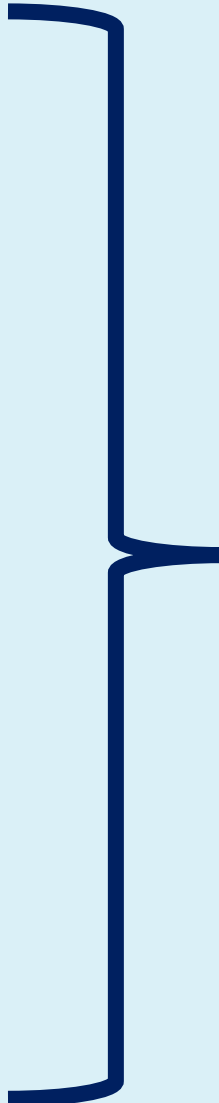
# What is Citizen Report Cards (CRC)?

- A participatory survey-method developed in India and adapted by ICLD to fit our objectives
- Focus on the citizen/the users own personal experience and satisfaction of public surveys
- Generates user/citizen feedback that can be used to develop and initiate reforms of public services
- Can generate input on what areas to focus on improving



# Purpose of the method in the MPP-programme

- Collect citizens' input based on their own experiences of local democracy and services related to ICLD-financed projects
- Offer local governments a way to learn from citizens and get input to improve MPP-project  
– Offer citizen a channel to make their voice heard
- Develop scalable, low-cost method with comparable results in and between countries



Reviewing, improving and adapting MPP-projects based on citizens' needs

# Survey design

Questions in the survey designed to combine CRC-aspects with core values of local democracy using simple, direct questions

Quality of service delivery



# Three parts of the survey

## The survey is divided in three parts

**Part 1:** General questions about citizens' experiences of local democracy related to ICLD's four core values (these are always the same for all surveys)

**Part 2:** Semi-structured project-specific questions about the theme or service that the MPP-project focuses on.

**Part 3:** Additional questions that are fully flexible to design based on the project's theme. Max 3-5 added questions.

## *Standard questions in part 1*

- Have you had the opportunity to give your opinion on local issue or service to the local government during the last three years?
  - Follow-up: How satisfied are you with the response from the local government on that matter?
- Is it easy or difficult for you to get information about local government programs and services?
- In the last three years, have you been unfairly denied a service by the local government?

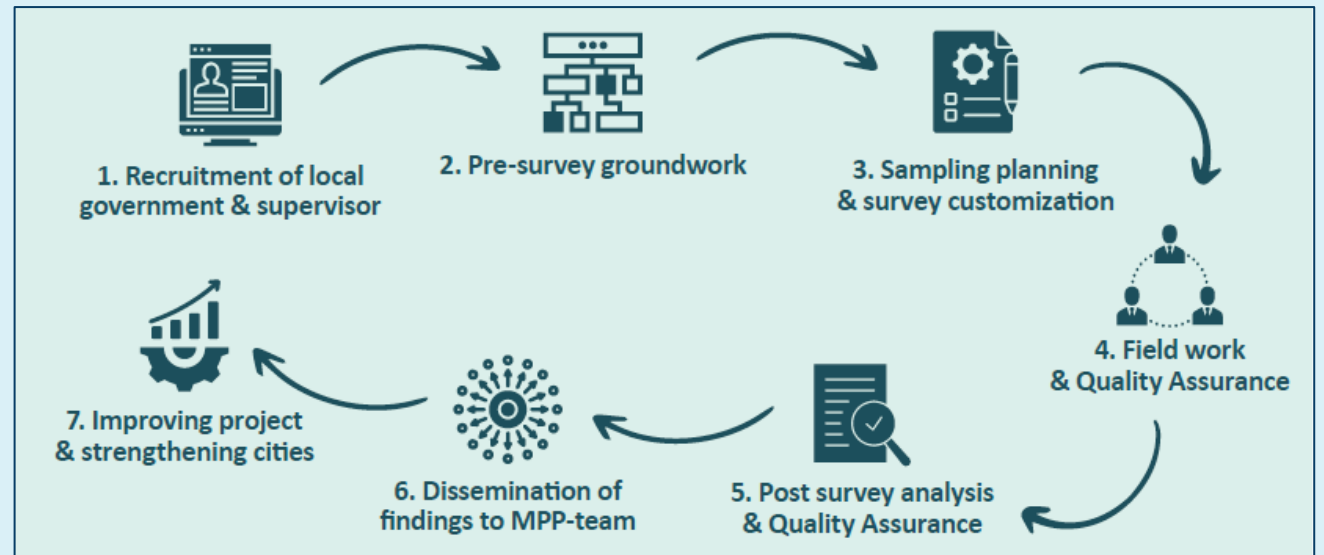
## *Semi-structured questions in part 2 (blank is filled in with main service/theme of MPP-project)*

- Do you have access to \_\_\_\_\_?
- Is equal opportunity and access to \_\_\_\_\_ provided to people with disability in your locality?
- In your experience, do women have the same opportunities as men to access \_\_\_\_\_?
- Have you faced any problem in accessing/ using \_\_\_\_\_?
- Overall, are you satisfied/ dissatisfied with \_\_\_\_\_?
  - Follow-up: What are the reasons for your dissatisfaction?

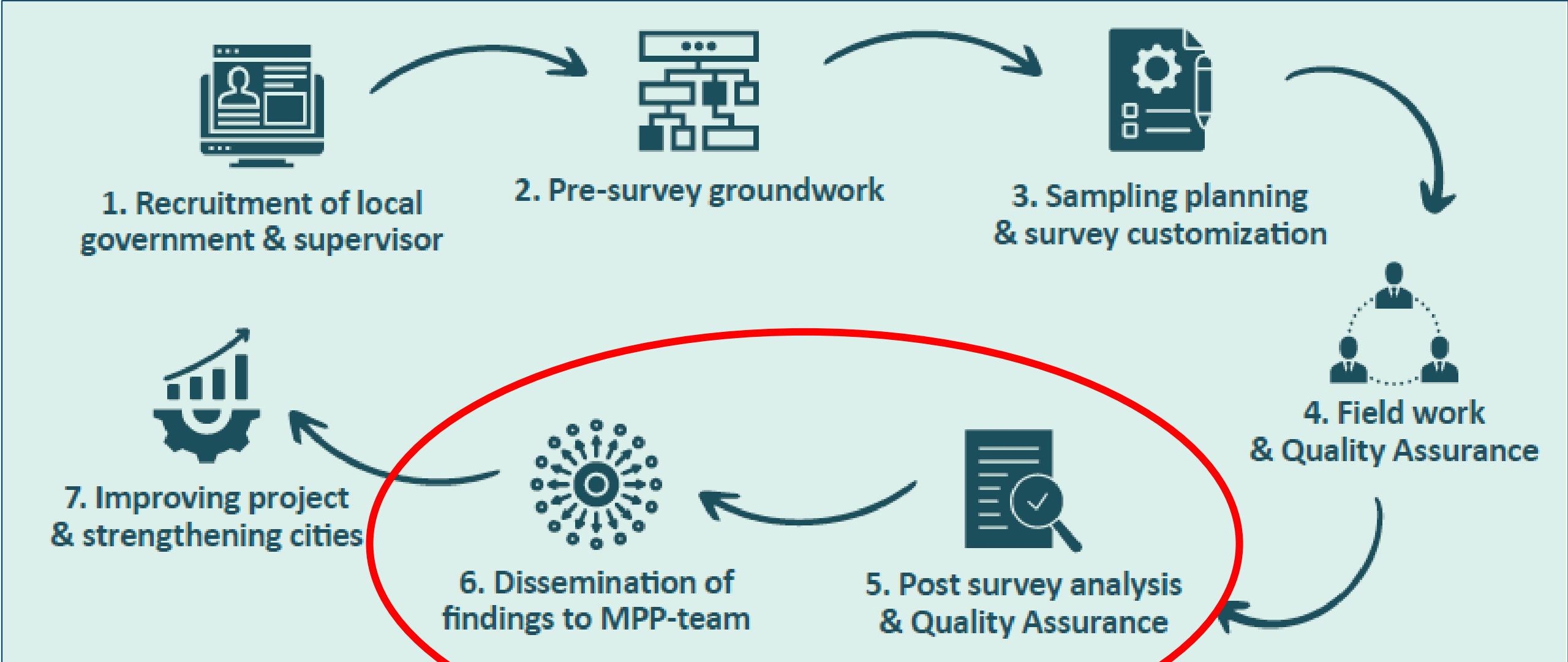
# How is the method done?

- ICLD recruit a researcher to conduct and supervise the data collection
- ICLD, the researcher and the local government adapt the survey to the specific partnership project
- The researcher conduct the data collection in the municipality
- ICLD analyse the data and present the results to the local government

Usual steps in ICLD's Citizen Report Card Survey, a supervisor (researcher) oversees the process



# Where are we now?



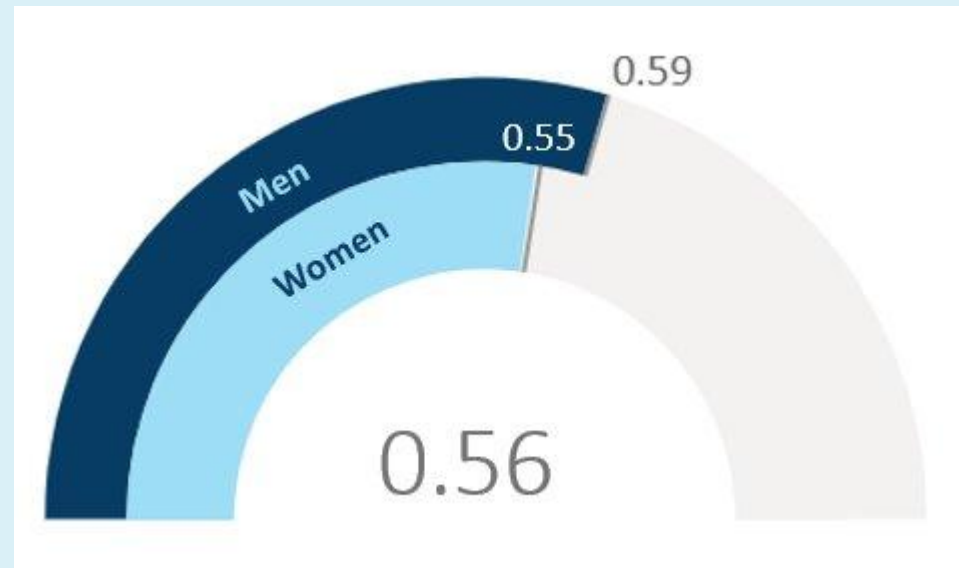
# Construction of indexes

To create indices, each response in each question is given a value between 0 being the lowest and 1 being the highest and then added, constructing an index on a scale of 0 to 1.

The indexes are

- **Participation**
- **Transparency**
- **Accountability**
- **Equity**
- **Core values**
- **Service delivery**

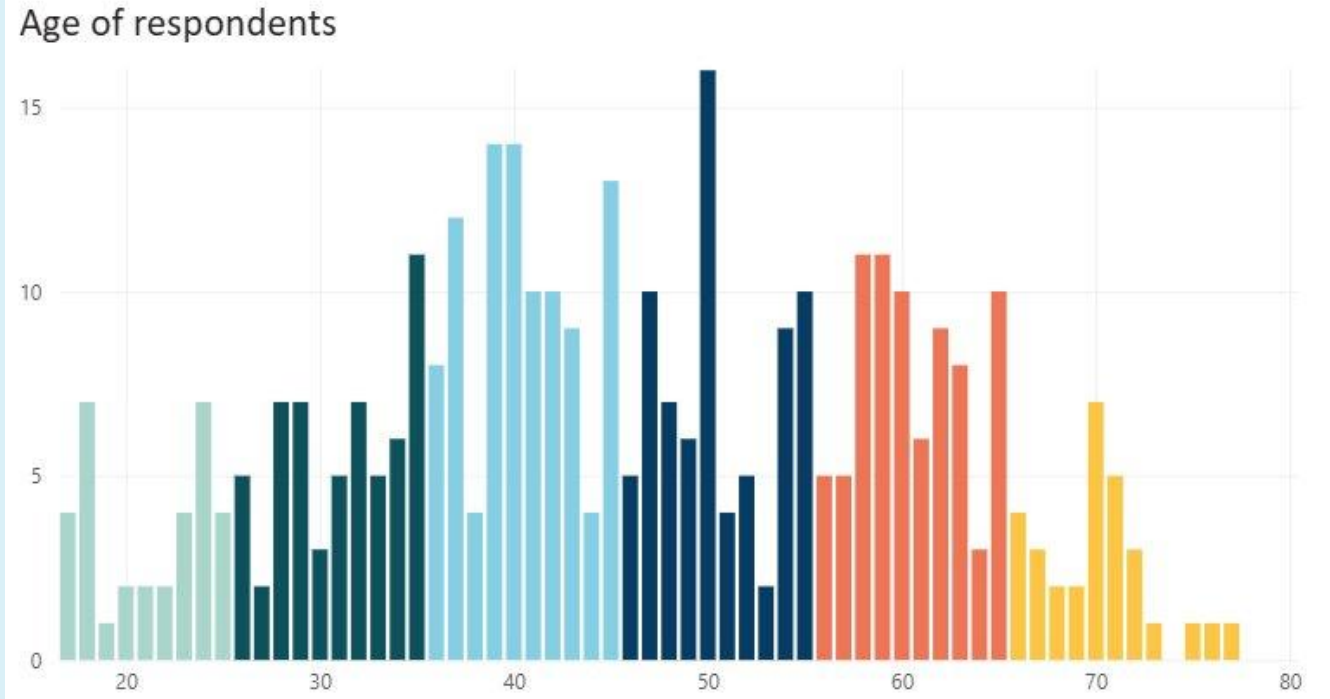
*Core values index in Maicao*



# Statistical analysis

- We perform a regression analysis on the indices and the respondent's profile
- Gives us information about how different groups in society perceive democracy differently
- Results are often surprising!

Age distribution in Bogotá



# Statistical analysis

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- Gives us information about how different groups in society perceive democracy differently
- Results are often surprising!

	Dependent variable:						
	participation	transparency	accountability	equity	core_values	service_delivery	
	(1)	(2)	(3)	(4)	(5)	(6)	(7)
female	0.009 (0.021)	-0.020 (0.019)	0.019 (0.035)	-0.035 (0.044)	-0.007 (0.017)	0.086*** (0.029)	0.090*** (0.029)
below26	-0.124*** (0.028)	0.078*** (0.023)	-0.035 (0.045)	0.116* (0.062)	0.009 (0.025)	-0.024 (0.051)	-0.026 (0.055)
belowpov	-0.045* (0.025)	-0.029 (0.028)	-0.046 (0.050)	-0.186** (0.076)	-0.077*** (0.028)	0.188*** (0.045)	0.185*** (0.047)
highschool_and_above	0.037* (0.019)	-0.044** (0.018)	0.056 (0.036)	-0.064 (0.041)	-0.004 (0.016)	-0.048 (0.032)	-0.039 (0.032)
unemployed	-0.045** (0.021)	-0.009 (0.025)	-0.001 (0.043)	0.013 (0.053)	-0.011 (0.020)	-0.052 (0.040)	-0.040 (0.040)
disability	0.043 (0.027)	-0.034 (0.022)	-0.014 (0.043)	-0.284*** (0.070)	-0.072*** (0.023)	0.131*** (0.043)	0.109** (0.044)
participation							0.153* (0.087)
transparency							0.362*** (0.082)
accountability							-0.078 (0.049)
equity							-0.093** (0.041)
Constant	0.196*** (0.022)	0.616*** (0.021)	0.437*** (0.041)	0.915*** (0.044)	0.541*** (0.018)	0.395*** (0.034)	0.261*** (0.072)
Observations	369	369	369	369	369	369	369
R <sup>2</sup>	0.078	0.043	0.014	0.107	0.074	0.111	0.167
Note:	* p<0.1; ** p<0.05; *** p<0.01						

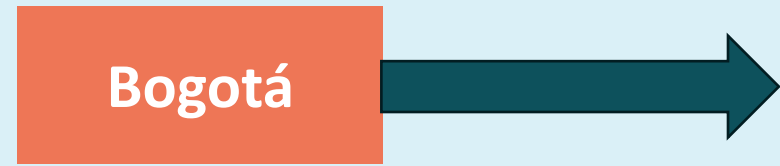
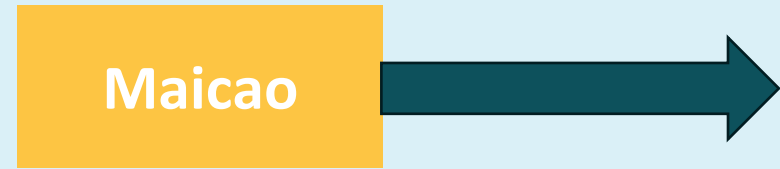


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# Citizen Report Cards

**865** citizens

interviewed across



Voices to strengthen  
democracy and  
improve service  
delivery



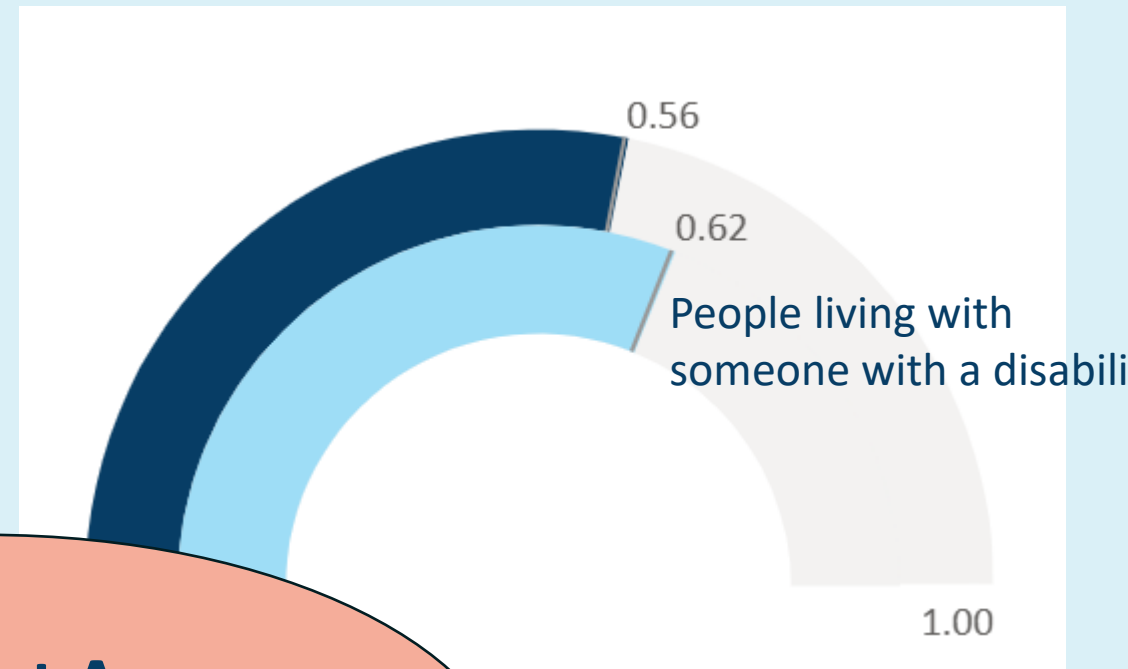
# Maicao: Strengths and areas of improvements

If the respondents or someone in their family had a disability, they were more satisfied with local democracy

If the respondents were unemployed, they felt that they had less access to the core values of local democracy

People in town and rural areas were less satisfied with the service delivery

Core values index: Disability vs no disability



## Best Area

96 % of the respondents think that the LGBTIQ+ liaison office is adequate for their needs.

# Suggestions to improve the LGBTIQ+ Liason Office

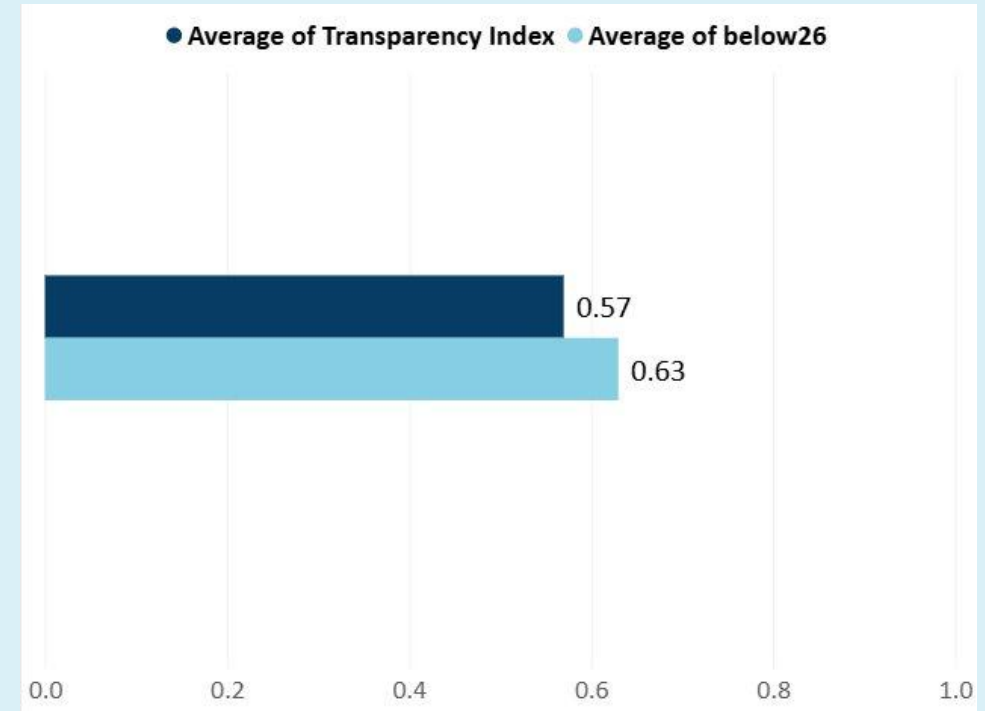
- **Improvement of Visibility and Public Awareness** – Communication about the LGBTIQ+ Liason Office can be improved by adding clear signage and sharing more information about its services.
- **Strengthening Programs and Social Initiatives** – More community activities should be developed, such as employment services, technical training and humanitarian support.
- **Investment in Resources and Facilities** – Office facilities should be improved by providing furniture and new technology, as well as expanding services.

# Bogotá: Strengths and areas of improvements

Youth feel that they have more access to information than older people do, but state that they have participated less in local democracy

Respondents with a disability or a disability in their family have less access to the core values of local democracy

Women, people in poverty and people with a disability are more satisfied with the Care Blocks services



## Best Area

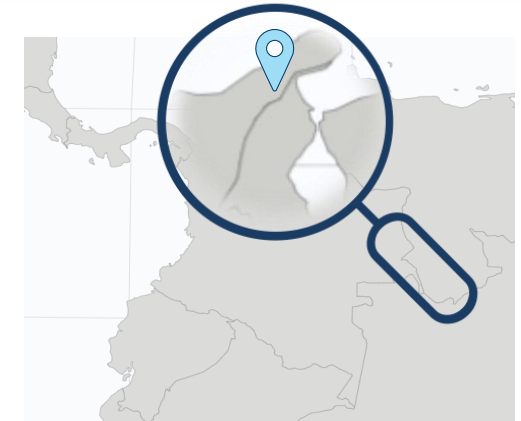
98 % of the respondents have not faced any problems when using Care Blocks services.

# Suggestions to improve Care Blocks

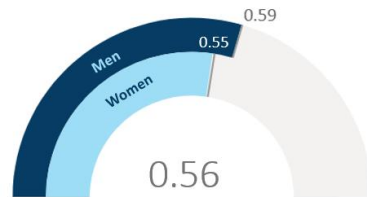
- **Improvement of Visibility and Promotion** – Raise awareness about Care Blocks through a communication strategy (including social media, local TV, and radio), install signage and distribute pamphlets.
- **Expansion of Coverage and Access** – Open additional Care Blocks facilities, expand service hours and increase number of available spots.
- **Broadening Courses and Educational Opportunities** – Offer more courses aligned with community needs, focusing on occupational and practical skills, and extend the duration of the courses.

# LOCAL DEMOCRACY REPORT CARD – MAICAO MUNICIPALITY

Results of a citizen report cards survey on local democracy and LGBTIQ+ services

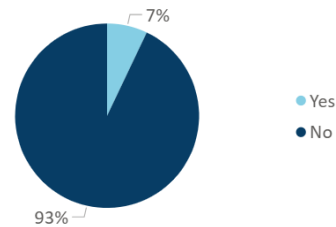


## Status of local

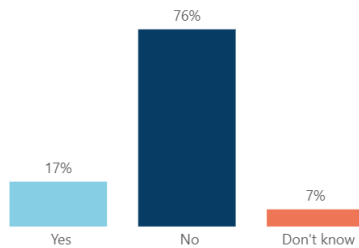


This index measures how well citizens themselves have experienced key functions of local democracy. A higher index indicates better access to core values of democracy. A value below 0,40 is considered low and above 0,7 high.

In the last three years, have you been unfairly denied a service by the local government?



Have you had the opportunity to give your opinion on any local issue or service to the local government during the last three years?

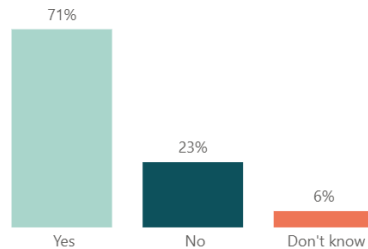


## Quality of LGBTIQ+ services

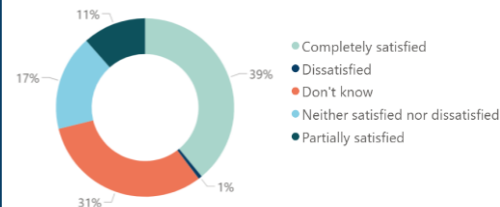


Service delivery index measures how the citizens themselves rate the local governments' services where they live. The higher the index the better is the satisfaction with the service delivery. A value below 0,40 is considered low and above 0,7 considered high.

Is equal access provided to Indigenous people with disabilities in your locality?



Overall, are you satisfied or dissatisfied with the LGBTIQ+ liaison office services?



Survey participants waiting at the Social Services Centre of Maicao Municipality

## Key findings and questions



### Unemployment among respondents

Unemployed people has less access to local democracy and are less satisfied with LGBTIQ+ services, than fully employed respondents.

✓ Target **unemployed people** to achieve better participation and overall satisfaction with the local authorities.



### Families with someone with a disability are more satisfied with the local authorities

**43% of respondents** have someone with a disability in their household. These have had better experiences with the local government than other.

✓ Take inspiration from their satisfaction to improve everybody's experience with local democracy.



### People in rural areas know less about local democracy

People living in rural and town areas have less information about what the local government is doing and experience less access to LGBTIQ+ services.

✓ Make sure that information is **equally distributed** across the Municipality of Maicao.

**Sample size**  
477 respondents were sampled at the Social Services Centre.



## Best Area



**96 %** of the respondents think that the LGBTIQ+ liaison office is adequate for their needs.

## Citizen's suggestions for improvement



Provide more projects and services to reduce unemployment

Improve support for the LGBTIQ+ liaison office by the local government

Increase the visibility of the office

Improve service quality, operational functions, and staff

## Want to know more?

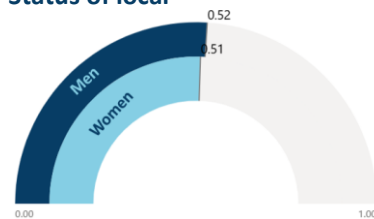
Read the full report by clicking [this link](#) if you are viewing this on a computer, or by scanning the QR-code if this is printed.



# LOCAL DEMOCRACY REPORT CARD – BOGOTÁ MUNICIPALITY

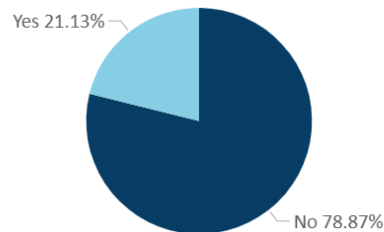
Results of a citizen report cards survey on local democracy and Care Blocks services

## Status of local

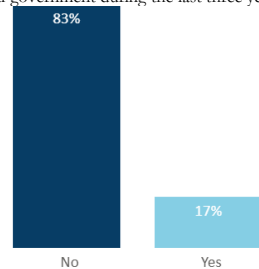


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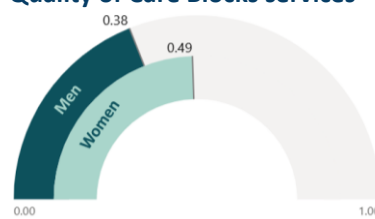
In the last three years, have you been unfairly denied a service by the local government?



Have you had the opportunity to give your opinion on any local issue or service to the local government during the last three years?



## Quality of Care Blocks services

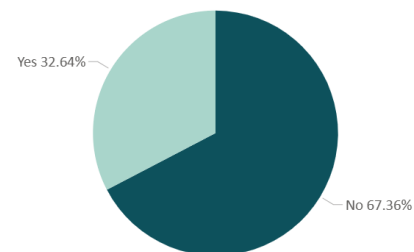


Service delivery index measures how the citizens themselves rate the local governments' services where they live. The higher the index the better is the satisfaction with the service delivery. A value below 0,40 is considered low and above 0,7 considered high.

Have you faced any problems in accessing/using the Care Blocks?



Do you know the Care Hub Programme?



## Key findings and questions

### Underrepresented youth



Younger respondents, feel that they are informed about local government programmes and services, but participate less in the decision-making processes.

✓ Target **youth** to achieve better participation and implement more youth-oriented programmes and services.

### Increase awareness of Care Blocks



Among respondents that were aware of Care Blocks, **90%** reported being satisfied with the programme, but only **33% of respondents** were aware of Care Blocks.

✓ Care Blocks is a meaningful initiative for the community and increasing its visibility could contribute to an overall improvement in democratic values and satisfaction with local authorities.

### Target people living below the poverty line



Respondents living below the poverty line reported negative experiences in terms of core democratic values, while expressing more positive views of Care Blocks.

✓ Take inspiration from the Care Blocks and create additional initiative to engage with this underrepresented group.



### Sample size

**388 individuals** were surveyed. **72% women** and **27% men**.



### Best Area



**98 %** of the respondents have not faced any problems when using Care Blocks services..

### Citizen's suggestions for improvement



Expand the Care Blocks in underserved neighbourhoods

Improve programme offering and extend programme length

Increase the visibility and promotion of the programme

Improve infrastructure and make it more accessible

### Want to know more?

Read the full report by clicking [this link](#) if you are viewing this on a computer, or by scanning the QR-code if this is printed.



# Poster Discussions

What is your interpretation of the results and key take-aways?

*30 min time to read and discuss*

What ways could you and your local government address results from this kind of survey?

Are there issues in the results that mirror challenges from your own context?

Are the results surprising or unexpected? Why?

# Citizen Report Cards: Understanding Equity

There are conditions in the environment in which people are born, live, learn, work, play, worship and age, that affect a wide range of outcomes and risks.

## Equality



The assumption is that **everyone benefits from the same supports**. This is equal treatment.

## Equity



**Everyone gets the supports they need** (this is the concept of "affirmative action"), thus producing equity.

# Disparity Domains

**Ethnicity**

**Gender**

**Education**

**Income**

**Disabilities**

**Geographical  
Location**

**Sexual  
Orientation**

**Social Class  
Markers**

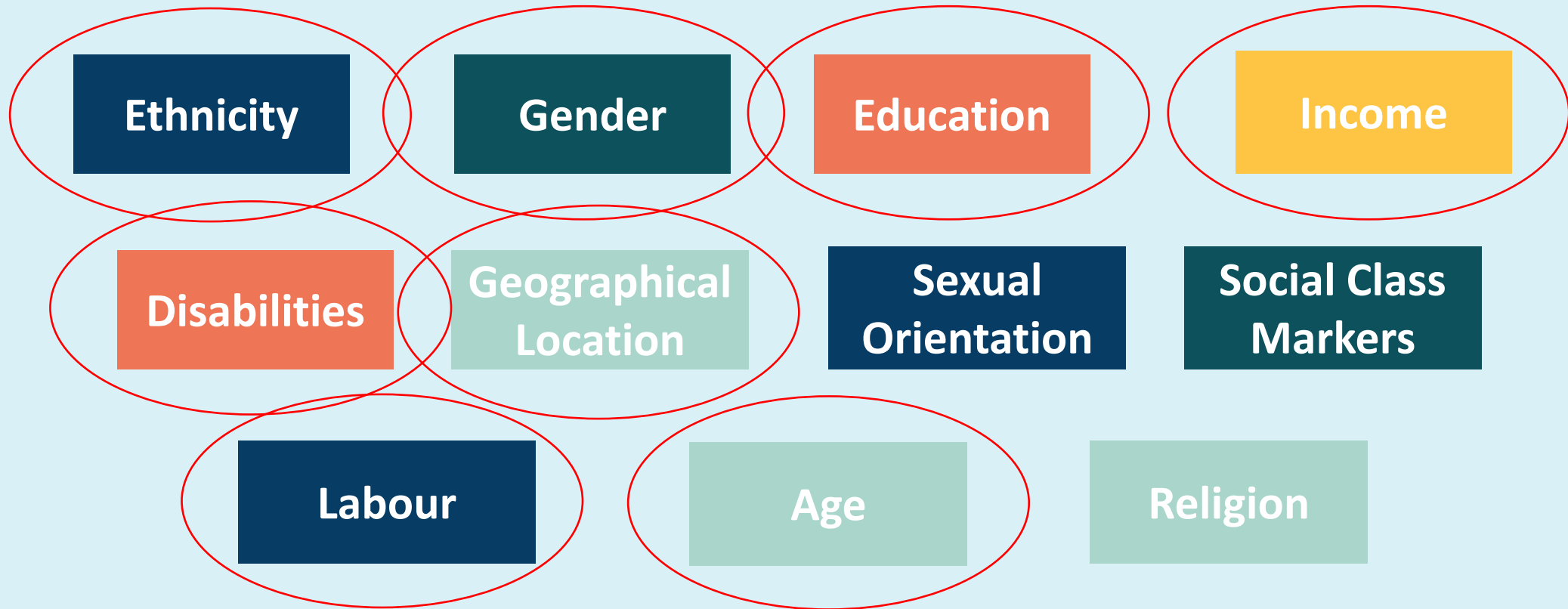
**Labour**

**Age**

**Religion**

# Equity in the Citizen Report Cards

## Disparity Domains



# Conclusion and next steps

Participatory methods of evaluation gives citizens a voice and gives you valuable information that can improve your services

Different groups experience the core values of democracy and access to service differently – the CRC can provide information about how to be more inclusive



# Thank you!

**Johanna Wyckman**

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