



# Social Accountability Basic Concepts

**Training workshop on “Enhancing Social Accountability for the Better Delivery of Public Basic Services”**

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Dr. Juanita Olaya

Independent Expert

Senior Advisor UNDP ACIAC Project



# The Art of Living Together





# And Governance

## GOVERNANCE

### Social Contract

Governance as the ability to govern, the way decisions are taken and implemented, authority is exercised. It also has to do with the relationship between decision makers (institutions) and decision-takers (people, citizens).

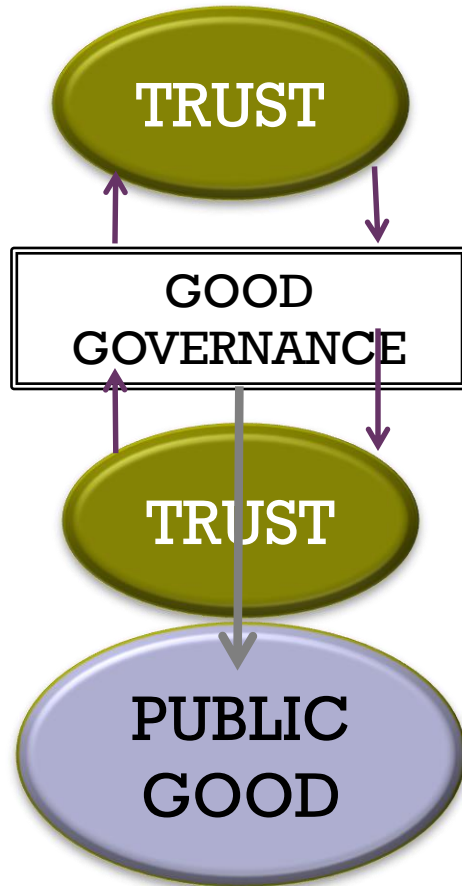
### GOOD GOVERNANCE

- Participation
- Transparency
- **Accountability**
- Rule of Law
- Equitability and Inclusiveness
- Effective and Efficient
- Consensus

Accountability as  
an element of  
good governance



# Trust and Governance



- Trust is at the core of governance and good governance.
- What **accountability** is about is responding for your own actions...thus creating and maintaining this trust.
- And corruption...abusing this trust (power) for private benefit at the expense of the public good.

**Accountability is about trust and Trust is a two way street**



# Accountability :



## 1. Trust as a two way street means: the SOCIAL CONTRACT!

- You get as much trust as you give
- It concerns both public officials and citizens alike ( and NGOs and Universities, ....)
- It is about collaboration.

## 2. This translates into the scope of accountability in practice:

### Public officials:

- Transparency
- Willingness to include others – facilitate participation
- Take responsibility
- Take praise

### Citizens:

- Transparency
- Request to be included
- Speak up their minds
- Willingness to collaborate
- Be ready to criticize and praise



# Social Accountability

- Additional to governmental checks and balances (horizontal accountability). Usually referred to as vertical (or diagonal) accountability to include the citizens (social accountability).
- Has TWO implications:
  1. Is about a) the right of citizens to be active and involved in the decisions that affect them (and their implementation): their role in collaborating with the government and demanding service delivery (health, education...) and b) their duties towards the government and fellow citizens (taxes)
  2. Is about the possibility and willingness of institutions and public officials to include and involve citizens in the decisions and their implementation.

Social accountability is a means in itself ( as it helps for good governance) and is also a tool to improve other things – it is not just a process but is a WAY of doing things.



# Social Accountability



The advantages of social accountability:

- Contribute to build trust in government – build credibility of the institutions
- Contribute (indirectly) to achievement of development goals
- Can also be used to increase efficiency
- And also to claim and enforce citizen's rights



# Social Accountability and Fighting Corruption

- Social accountability tools and mechanisms good and helpful in themselves (not just for anti-corruption)
- Also useful as tool in fighting corruption (prevention and sanctioning):
  - Helpful in providing information and expertise
  - Cultural norms change only with citizen's involvement
  - Social sanctions
  - Raise issues
  - Monitoring delivery
  - Praise! (Example [MEXICO](#))
  - Whistleblowing
  - **Anything you can do...! (Share your experiences) – Local experiences are the best**
- Many elements already included in Jordan OGP Action Plan and NACS, many initiatives already in action (Sharek) and others also initiated by NGOs



## Total

### Recuperaciones, ahorros e ingresos adicionales promovidos

#### RECUPERACIONES, AHORROS E INGRESOS ADICIONALES PROMOVIDOS

**TOTAL DE LOGROS DE LOS OIC**  
**1,562.4**  
(MILLONES DE PESOS)



INFORME DE RECUPERACIONES, AHORROS E INGRESOS ADICIONALES EN LA APF, PROMOVIDOS POR LOS ÓRGANOS INTERNOS DE CONTROL AL TERCER TRIMESTRE DE 2013



#### Transparencia Focalizada

Compras Gubernamentales

Control de la Gestión

Mecanismos para presentar quejas y denuncias

Índices Anticorrupción

Trámite Fácil [↗](#)

Gastos de Comunicación Social

Estrados de la Unidad de Enlace

Datos Abiertos [↗](#)  
Para acceder a los datos abiertos de la SFP visita [www.datos.gob.mx](http://www.datos.gob.mx) [↗](#)

Encuesta de Calidad



# Challenges

- Implementing
- Overcoming fears about citizen's involvement
- Encouraging and supporting citizen's involvement
- Helping citizen's overcoming reluctance to be involved
- Giving “voice” to those less likely to use it or with less capacity to use it ( poor, marginalized groups) (Ex. Indonesia, Nigeria)
- Encourage use of information and tools
- Prepare the system to respond (Ex. Sharek)
- Not to focus on trouble only, open channels also for praise



# Exercise

WHAT CHALLENGES do you see, HOW and WHO can help you overcome them?

- 15 minutes: discuss in groups
- Each group shares findings with others ( 5 minutes for each group)
- Group discussion and exchange



Thank you

Shukran