Social Accountability Basic Concepts
Training workshop on “Enhancing Social Accountability for the Better Delivery of Public Basic Services”
Amman – The Hashemite Kingdom of Jordan

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The Art of Living Together

TRUST

PUBLIC GOOD

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GOVERNANCE

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).

Social Contract

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

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Total

Recuperaciones, ahorros e ingresos adicionales promovidos

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

- RECUPERACIONES POR AUDITORÍA: 1,354.2 (86.7%)
- RECUPERACIONES POR ACTIVIDADES DIFERENTES A AUDITORÍA: 103.6 (6.6%)
- AHORROS: 104.6 (6.7%)

Informe de recuperaciones, ahorros e ingresos adicionales 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
- Encuesta de Calidad

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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

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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