Session 7: Citizen and civil society engagement for development effectiveness: state and quality of evaluation

Participants will discuss and learn about state and quality of evaluation approaches, findings, and gaps in the emerging field of citizen and society engagement in enhancing development effectiveness in general, and of public services, in particular.
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Session Outline

1. Civic engagement, governments, International Financial Institutions (IFIs) and the Agenda 2030

2. State and quality of evaluation reports of civic engagement programs that were reviewed by the PTF in its recent report

3. Six key findings that policy makers, public service providers, International Financial Institutions (IFIs) and practitioners can use

4. 5 Suggested Takeaway Messages For Your Consideration
About Partnership for Transparency (PTF)

**PTF Mission:** Apply innovative citizen-led approaches to improve transparency, governance, rule of law, and control of corruption in developing countries.

- Not-for-profit NGO
- Provides funds + TA + Consulting Services
- 50+ experienced volunteers
- Offices in USA, Philippines, Germany, India and Zambia
- Funds from member donations and international donors

www.ptfund.org
Objectives of Citizen and CSO Engagement

Governments and International Financial Institutions (IFIs) adopt policies and programs for civic engagement to:

- Ensure no one is left behind
- Increase transparency and accountability
- Be responsive to peoples needs and wishes
- Improve development effectiveness

Civic engagement is a process that organises citizens or their entrusted representatives to influence, share, help implement and monitor public affairs.

- Respond to demands for good governance.
Framework for civic engagement

Increasing Degree of Citizen Engagement

Level of Interaction

1. Inform
2. Consult
3. Collaborate
4. Empower

Citizen Involvement in Decision Making

Source: The World Bank
Civic engagement is central in the Agenda 2030. It is foundation for achieving SDG 16 and 17 commitments to promote:

- Access to information
- Accountability
- Participation
- Inclusion
- Responsiveness
- Partnership with civic society
- Reduce Corruption
State and Quality of Evaluations of Civic Engagement Programs

PTF Reviewed more than 40 studies covering hundreds of sources on the results of civic engagement in development programs around the world.

Studies reviewed are listed in Annex 2 of “Expanding Civil Society Contributions to the Governance Agendas Of the Sustainable Development Goals and International Financial Institutions.” Report can be accessed at https://www.ptfund.org/sdg16report/
The Reports Reviewed included:

1. Meta-evaluations (review of 10-100 individual studies)
2. Evaluation of World Bank citizen engagement strategy
3. Independent assessments by CSOs including PTF
5. Systematic Reviews by UK-DfID, 3iE, OECD, Brookings, USAID, Institute of Development Studies, World Bank etc.
7. Wide sectoral coverage - relatively more on services delivery, less on infrastructure
Our findings about the quality of evaluation evidence:

1. Amount of credible evidence is growing

2. However, most evidence relates to outcomes but not impact and use of control groups is missing. Impact analysis faces challenges of attribution.


4. Most evaluations are by researchers and non-government experts.

5. Evaluation departments of government organization are beginning to do evaluations as part of normal evaluation activities of public institutions (50% in OECD).

6. IFIs are good source of evaluation studies of civic and stakeholder engagement.
Let me now share with you six key findings from our review of evidence.

Details are available in a recent report by PTF -“Expanding Civil Society Contributions to the Governance Agendas Of the Sustainable Development Goals and International Financial Institutions.” Report can be accessed at [https://www.ptfund.org/sdgl6report/](https://www.ptfund.org/sdgl6report/)
In suitable contexts, civic engagement produced increased:

<table>
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<tr>
<th>Transparency and awareness</th>
<th>Government responsiveness</th>
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<tr>
<td>Inclusion of marginalized groups</td>
<td>Implementation effectiveness</td>
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<tr>
<td>Community participation and empowerment</td>
<td>Effectiveness of grievance redress mechanisms</td>
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Civic engagement is particularly effective in improving:

- accountability of the state
- budget utilization
- trust in public institutions
- reduced waste and corruption
- public services delivery
Use of CSOs as intermediaries makes a significant difference in:

- raising awareness,
- organizing collective action,
- facilitating constructive engagement with authorities,
- ensuring inclusion, and
Evaluation review
finding #4

In certain contexts, negative outcomes can occur, such as:

- token participation
- reprisals and/or denial of service
- elite capture
- violent state response
- community disenchantment
Success at local levels seldom leads to change and institutionalization at sub-national and national program levels.
Context matters - the exact same measure that works in one context may not work, without adaption in another.

What do we mean by context?

- Enabling environment for citizen and CSO engagement
- Availability of reform champions in government
- Access and quality of information
- Feasibility of collective actions
- Risks of elite capture
- CSO capabilities, resources and coalitions
- Ability and willingness of duty bearers to respond
1. Civic engagement is important means to improve government efficiency, enhance inclusion and responsiveness and build public trust as called for in the Agenda 2030.

2. Governments and IFIs adopting civic engagement policies and programs that would require evaluation as part of normal evaluations of institutions and special studies.

3. Most evaluation evidence relates to outcomes but not impact. Evidence based on rigorous control groups and theory of change is scarce.

4. Growing amount of evaluation and research evidence is helping us understand what works and why and costs of not engaging. **There is a need to improve quality**.

5. Evaluations evidence show that civic engagement produces positive outcomes. However, context is a key determinant and must be an essential part of evaluations.
Thank You For Your Attention