

SELECTING INDICATORS

Sample Indicators for Social Accountability (SA) Activities

Illustrative Social Accountability Indicators at the Project Level

The following table provides a sample of indicators that were used for SA activities in World Bank-funded projects.

Social accountability element	Suggested indicators
Information dissemination	<ul style="list-style-type: none"> • Percentage of intended beneficiaries that are aware of project information and investments • Percentage of project-supported civil society organizations (CSOs) that hold public meetings to report on their activities • Percentage of surveyed citizens that know about activities of project-supported CSOs • Percentage of procurement plans, contracts, and tender documents that are published
Grievance redress	<ul style="list-style-type: none"> • Number of registered grievances • Percentage of grievances resolved • Time required to resolve complaints • Percentage of grievances redressed within stipulated time period • Percentage of complainants satisfied with response and grievance redress process
Participation and consultation	<ul style="list-style-type: none"> • Number of men and women participating in consultation activities • Intended beneficiaries that are aware of project information and project-supported investments • Percentage of beneficiaries satisfied with project-supported activities • Community contributions in total project cost (percentage) • Number of project beneficiaries formed into groups or community based organizations (CBOs) • Number of project-supported organizations implementing participatory methods
Monitoring and oversight	<ul style="list-style-type: none"> • Number of project-supported organizations that introduce independent monitoring by CSOs • Percentage of project-supported organizations that use feedback provided by independent monitoring • Percentage of monitoring committees (e.g., school management committees) trained in participatory monitoring

Also, the **Social Accountability Reference Indicator Database** (pdf), and the [Explanatory Note on the Reference Indicator Database](#) (pdf), include a wide variety of relevant indicators that have been used in development operations and pilots on social accountability. Database users can search indicators through Excel's "sort" feature by type of indicator, category, major sector, region, country, and/or Project Number.

Sample indicators that were used in development projects to measure social accountability interventions:

Transparency: Information Disclosure and Dissemination

- At least x % of targeted practitioners perceive (and can cite an example of) improved access to SA-related information and resources.
- At least x % of local authorities publicly disclose expenditures by midterm review.

Accountability: Monitoring and Oversight

- Satisfaction rate on services provided by agencies subscribing the Citizens' Charter Program (as measured by annual percent increase in overall satisfaction rate in citizens' report cards).
- 80% of school management committees are confident that school finances for all purposes are being managed effectively.

Participation: Consultation/Participatory Planning and Financial Management

- Number of communities and citizen networks engaging in issues of SA related to budgets, public expenditures, and service delivery.
- Minimum 40% participation rate of women in planning and decision making meetings.

Mainstreaming Social Accountability

- Number of demand-side initiatives that has been incorporated systematically into their fiduciary strategies in the country.
- Number of private sector organizations taking up corporate governance principles.
- Number of projects incorporating demand-side governance tools into project design.

References and Links to Further Guidance:

[Combining Quantitative and Qualitative Methods for Program Monitoring and Evaluation](#), PREM Notes, Number 9, World Bank, 2009. [pdf]

[Handbook: Governance Indicators, A User's Guide](#), Second Edition, UNDP, 2007.

[Handbook on Planning, Monitoring and Evaluating for Development Results](#), UNDP, 2011.

[How-to Notes: How, When and Why to Use Demand-Side Governance Approaches in Projects](#), Social Development Department and GAC in Projects, World Bank, 2011. [pdf]