



Practitioner's Guide:

Citizens Report Cards - CiReCa



Determining levels of citizens' satisfaction with public services in Kenya



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Example:



Determining levels of citizens satisfaction with public services in Kenya

As part of the process of implementing the poverty reduction Paper (PRSP), the government of Kenya, with the support of the Social Policy Advisory Services project of the German Technical Cooperation, GTZ, undertook a study on citizen monitoring using Citizen Report Cards known as "CiReCa". The lead agencies from the government's side are the Central Bureau of Statistics (CBS) and the Human Resources and Social Services Department in the Ministry of Finance and Planning.

CiReCa is an innovative approach designed to exact public accountability by providing the users of various public services the opportunity to tell the service provider about the quality and satisfaction with. CiReCa is pioneering citizen monitoring initiative that generates a "report card" on public service –gathering systematic feedback from citizens on a variety of services to rate their quality and effectiveness at local and national levels. As a result it stimulates the improvement governance at all levels.

In terms of PRS indicators, CiReCa focuses on the outcome section of the input-output-outcome-impact continuum (therefore collecting information on the same type of indicators as participatory monitoring exercises, addressing the frequently identified "missing middle" in terms of PRS monitoring)

The purpose of CiReCa is to examine the issues raised in connection to service delivery from a quantitative perspective and it:

- ▶ Provides a well-focused assessment of key public services, using citizen feedback and direct observation of facilities.
- ▶ Provides key social indicators for different population subgroups nation-wide and across regions.
- ▶ Creates database and benchmarks, which help measure the progress and performance of these services over time.
- ▶ Stimulates public debates on critical issues affecting users of public services.



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Methodology and Approach: CiReCa is designed to complement both quantitative (Welfare Monitoring Surveys, Household budget) and qualitative (Kenya Participatory Impact Monitoring) and other related tools. It is to be implemented annually. The CiReCa is one of the many components of Kenya's overall monitoring package of PRSP.

CiReCa draws extensively from marketing research practices of conducting client satisfaction surveys, past household survey experiences (WMSs, Households Budgets) as well as recent developments in data entry and processing. Nonetheless, it requires little in terms of sophisticated equipment or training.

The CiReCa for PRS Monitoring: CiReCa focuses on beneficiaries and non-beneficiaries of certain policies or programs. For example, assessing the impact of an agricultural extension services could involve trying to measure whether yields, and consequently agriculture incomes, have improved. CiReCa **focuses on simple indicators** related among others on:

- ▶ Access,
- ▶ Usage, and
- ▶ Satisfaction

In addition CiReCa also collects indicators related to household well being, such as percent of poor and non-poor reporting increasing or decreasing in ownership of land, housing and other assets, type of housing facilities, quality of water and literacy rates.

The results or output of the study are presented in simple tables and charts and they present access, usage and satisfaction indicators disaggregated by socioeconomic subgroups and by location.

In basic education, access indicators include distance to school from the village; usage include enrolment rates; and satisfaction indicators is based on a series of opinion questions which determine household rating of the quality of services provided this year compared to few years ago.



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Example:



Table 1: Example of a household identification data sheet

Supervisor's Name					*IMPORTANT!!: 1. ENUMERATOR MUST FILL IN HOUSEHOLD ID ON EVERY PAGE 2. INFORMATION IN THIS QUESTIONNAIRE IS CONFIDENTIAL
Enumerator/Interviewer					
Name of Respondent					
Date of Interview (Enter in format DD/MM/YYYY)					
Time interview started (HH:MM:AM/PM)					
Time interview ended (HH:MM:AM/PM)					
Data Entry Operator					
District Code	Cluster	Household Number	Construct Household ID	Rural/Urban	Location
Muranga	203			Rural.....1	Inside NALEP Focal Area1
Bomet	702			Urban.....2	Outside NALEP Focal Area ...2
Butere/Mumias	808				
Kisumu	604				
Malindi	307				
Garissa	501				
Mwingi	410				
Nairobi	101				

Table 2: Example of personal data sheet

1. Respondent's Relationship to head of household	2. Sex	3. Age in completed years	4. Marital status	5. Number of regular members of this household?	6. Have you ever attended school?	7. What class in the formal education cycle did you complete?	8. How safe is your household (in terms of crime) compared to 5 years ago?	9. How effective are the local administration (Chiefs /sub-chiefs /police/ vigilante groups) in terms of security compared to 5 years ago?
Head.....1	Male...1		Married Monogamous...1	.	Yes.....1	Std1.....1 std2.....2 std3.....3 std4.....4 std5.....5 std6.....6 std7.....7 std8.....8	More safe.....1	More effective.....1
Spouse.....2	Female...2		Married Poligamous....2		No.....2	form1.....9 form2.....10 form3.....11 form4.....12 form5.....13 form6.....14	Less safe.....2	Less effective.....2
Child.....3			Divorced/ Separated.....3			college/ poly.....15 University.....16 Vocational....17 none.....18	No change.....3	No change.....3
Parent.....4			Widow/ Widower.....4					
Other Relative.....5			Single/ never Married.....5					
Not Related.....6								
Grand child.....7								



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Table 3: Example of poverty status data sheet

1	2	3	4	5	6	7	8	9	10
Which of the following Classification Best describes your household?	Are there times of the year when your household does not have enough to eat?	What is your household's main source of income?	Does your household have Access to Land?	Does your household Own Land?	What legal title or ownership right do you have for your main land holding ?	What is the quality of the Land holding main agricultural activity ?	What is the area of this Land (in Acres) ? Note: 1 HECTARE =2.47 ACRES	What is the main agricultural activity on this Land?	Which of the following best describe your house?
Very poor1	Never.....1	Employment...1	Yes.....1	Yes...1	Deed.....1	Fertile....1		Cash crop farming...1	Own Permanent house.....1
Poor.....2	Up to 3 months.....2	Farming (including livestock).....2	No.....2	No.....2	Inheritance...2	Average...2		Subsistence farming...2	Rented Permanent house.....2
Average...3	Between 4 & 6 months.....3	Casual Labour.....3	IF BOTH Q 4 & Q 5 ARE 'NO' >>Q10		Lease.....3	Not fertile.....3		Livestock development3	Own Semi-Permanent house.....3
Not poor.....4	Between 7 & 9 months.....4	Bussiness.....4			None.....4			Other (specify).....3	Rented Semi-Permanent house.....4
Very rich.....5	Between 10 & 12 months.....5	Other(specify)...5			Other (specify)...5			Other (specify)...4	Own constructed house with grass/polythene thatched roof.....5
									Rented poorly constructed house with grass/polythene thatched roof.....6

Table 4: Example of health services data sheet

1	2	3	4	5	6	7	8	9	10	11
What is the Nearest Health Facility to your place of Residence?	How long does it take to Access this Nearest facility using the normal means of transport?	How do you find the distance you have to go to access the Nearest Health facility?	How Long is it since your last visit to the Health facility?	Have you or any member of your Household been ill in the past one month?	If you or any member of your household have not been ill, have you had any other reason to attend to a health facility in the past one month?	If the answer to Q 6 is Yes, for what other reason did you attend the health facility?	How often did you use the Nearest Health Facility in the past one month?	If you did not use this facility Why?	If you did not use this facility where did you go to?	At the facility you attended, did you meet any problems? (Respondent May Give More Than One Answer)
Private dispensary/ clinic/ Private Doctor/ Dentist....1	0-14 minutes..1	Very near.....1	Less than 1 month1	Yes....1	Visit a sick person.....2	Bring a relative for medical attention....1	Did Not Use.....1	No Need1	Private dispensary/ Doctor/ Dentist.....1	No Problems1
Public Dispensary.....2	15-29 minutes..2	Near.....2	2-6 months ago.....2	No.....2	Attend routine medical attention...3	Visit a sick person.....2	1-3 times ...2	The Illness was too serious for treatment at this facility2	Public Dispensary...2	No Drugs2
Community health centre...3	30-59 minutes..3	Far.....3	6-12 months...3		Other (Specify)....4	Attend routine medical attention...3	4-6 times ...3	The Services Elsewhere are Better.....3	Pharmacist/ Chemist.....3	Facilities not clean.....3
Bamako Initiative health clinic....4	Over one hour.....4	Very far.....4	1-5yrs...4		N/A.....99	Other (Specify)....4	7-8 times...4	Drugs Are Never Available At the Nearest Facility.....4	Community health centre.....4	Treatment Unsuccessful4
Public District hospital...5			Over 5 yrs.....5			N/A.....99	Over 9 Times...5	The User Charges are too Expensive.....5	Bamako Initiative health clinic.....5	Long Waiting Time5
Missionary hospital.....6			Never...6	IF 'NO' TO Q 5 & 6 >> NEXT SECTION			N/A...99	Too Far (No Access to Transport)6	Public District hospital.....6	Rude staff.....6
Traditional healer/Birth Attendant (TBA).....7								Household Head Would Not Agree.....7	Missionary hospital.....7	Uncooperative /rude staff.....7
								Other (specify).....8	Traditional healer/Birth Attendant (TBA).....8	No Trained Professionals ...8
								N/A.....99	N/A.....99	Too Expensive.....9
								IF Q9 =1 >> Q22		Expected to Make Unofficial Payment to Receive Treatment.....10
										Other (specify).....11
										N/A.....99



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Example:

Table 5: Example of education data sheet

1.	2.	3.	4.	5.	6.	7.	8.	9.	10.	11.	12.	13.	14.	15.			
How Many Children of Primary School Age (6-15 yrs) Live in This Household? IF ANSWER TO Q 1 IS None, put 0 and > Q 4	How Many of These are Girls?	How Many of These are Boys?	How many Children Currently Attend Primary School?	How Many of These are Girls?	How Many of These are Boys?	For Each Child of Primary School Age Not in primary School Please Provide the Following Information to questions 7-10			Main Reason for Not Attending school? Parents Could Not Afford Fees.....1 Parents Have Died2 School is Too Far Away3 Child Must Work at Home4 Found Employment Outside Home.....5 Cultural Rituals and/or Lifestyle....6 Parents Consider School Worthless....7 Child is Sick.....8 Peer Pressure / Bad Company.....9 Pregnancy.....10 Fear Girl May Become Pregnant11 Marriage12 Failed Exam.....13	For Each Child in Primary School (Regardless of Age) Please Provide the Following Information to questions 11-14				Do you consider enough is being done to ensure that girls stay in school? The Issues is Given : Too Much Attention1 more Attention than Necessary.....2 Right Amount of Attention3 Slightly Less attention4 Too Little attention.....5			
									Gender Male1 Female.....2	Type of School Public (Govt run).....1 Private (Religious)...2 Private other.....3 Non-formal.....4				Gender Male1 Female...2			
SERNO.			Name of Child			Gender			SERNO.			Name of Child			Gender		
1									1								
2									2								
3									3								
4									4								
5									5								
6									6								
7									7								

Table 6: Example water sector data sheet

1.	2.	3.	4.	5.	6.	7.	8.
What is the main source of drinking water all year round? Piped water.....1 Borehole/ covered Well..2 Unprotected Well/ Dam/ Pan3 River/lake water.....4 Tanker/ Truck/ vendor.....5 Other (specify).....6	How safe is the water? safe.....1 unsafe.....2	How long does it take to make a round trip to fetch water? < 30 minutes.....1 30 -60 min.....2 1-3 hours.....3 >3 hours.....4	Who normally fetches water in the household? Women.....1 Girls.....2 women & girls.....3 Boys.....4 Men.....5 Servant.....6 Water in thehouse.....7 More than one of the above options.....8	Who offers the service / Owns this source of water? <i>(If the source in Q1 is other than 4)</i> Government/ Council.....1 Private.....2 Community.....3 Other(specify)....4	Do you pay for the water? Yes....1 No.....2 IF NO >> Q8	Are you satisfied with the service offered? Very Satisfied1 slightly satisfied.....2 Unsatisfied....3 Very Unsatisfied ...4 No Strong Opinion.....5	What suggestion would you make to improve the water situation? Improve safety.....1 improve the quantity.....2 Bring water closer.....3 Reduce the charges.....4 Other (specify)...5



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Table 7: Example extension service data sheet

1.	2.	3.	4.	5.	6.	7.	8.	9.	10.	11.	12.
Would you consider Agriculture (including livestock) production to have changed in the past 5 years? Increased.....1 Declined.....2 No change.....3 IF NO CHANGE >>Q3	What would you attribute to the change? Good weather.....1 Good Agriculture practice.....2 Bad weather.....3 Bad Agriculture practice.....4 Input Prices.....5 Produce price.....6 Other (specify).....7	Have you or any other member of this household received extension information/service on crop production / Livestock development in the past 3 years? Yes.....1 No.....2 IF NO >>Q15	To whom in the household was the extension information passed ? Adult male.....1 Adult female.....2 Both.....3	Who provided the extension service ? Government....1 NGO.....2 Private individual.....3 Farmer to farmer.....4 Cooperative society/ company.....5 Other (specify).....6	When was the last time the Agricultural Extension Worker visit ? In the last Week1 Longer than one week ago, but less than one month2 Between 1 and 3 months ago3 Over 3 months Ago4	Did you pay for this service ? Yes.....1 No.....2	Who initiated the Extension service that you received? Farmer(s) Request.....1 Extensionist initiative.....2	What was the service on ? Dairy improve ment.....1 Soil fertility...2 Animal health3 crop production....4 horticultural development...5 kitchen gardening6 Marketing.....7 Animal production.....8 Appropriate technology.....9 Farm management.....10 Poultry.....11 Post-harvest storage.....12 Other	How was the service delivered ? Individual farm basis1 Group of farms basis.....2 Barazas...3 Demonstration farms/ field days...4 other (specify)...5	Did you utilise the information? Yes.....1 No.....2 IF NO >>Q13	Has the extension service helped improve your production ? Considerably.....1 Slightly.....2 No change.....3 Worsened.....4 IF answer to Q12 is other than 3 & or 4 >> Q14

Table 8: Example credit services data sheet

1.	2.	3.	4.	5.	6.	7.	8.	9.	10.	11.	12.	13.	14.
Have you had access to any form of credit (formal or informal, including merry-go-round) in the past 5 years? Yes.....1 No.....2 IF 'NO' >>Q2 IF 'YES' >>Q3	Has any member of your household had access to any form of credit (formal or informal) in the past 5 years? Yes.....1 No.....2 Don't know.....3 IF Q1= 'NO' & Q2='NO' or 'DON'T KNOW' >>Q18	Relationship of borrower to the household head? Head.....1 Spouse.....2 Child.....3 Parent.....4 Other Relative.....5 Not Related.....6 Grand child.....7	Sex of borrower Male.....1 Female.....2	Type of Credit? Cash....1 Inkind...2	How did you get information about the availability of this credit Friends/ relatives..1 Media.....2 Baraza...3 Cooperative...4 Group movement.....5 Other (specify)...6	From which source did you get credit? Bank.....1 Money lender.....2 Cooperative /Society.....3 NGO.....4 Relatives /Friends.....5 Merry-go -Rounds.....6 Other (specify)7 IF SOURCE = 5 >>Q11	Name of this organization? (To be coded after field work)	Were you charged any interest on this credit? Yes.....1 No.....2 IF NO >>Q14	What is your assessment of the interest charged ? Reasonable...1 High.....2 Too high.....3	What was the length of time between taking the loan and making the initial repayment ? < 1 week.....1 1-3 weeks.....2 1 Month.....3 2- 3 Months.....4 Over 3 months.....5	Were you satisfied with the length of time given ? Satisfied.....1 Very satisfied.....2 Unsatisfied....3 Very unsatisfied....4 No strong opinion.....5	How was this loan given to you on an individual basis or as a group ? Individual.....1 Group.....2	Were there other services(e.g. bookkeeping skills) offered in combination with the credit? Yes.....1 No.....2