



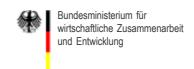
Practitioner's Guide:

Citizens Report Cards - CiReCa



Determining levels of citizens' satisfaction with public services in Kenya





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.



Example:



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.



Example:



Table 1: Example of a household identification data sheet

Supervisor's Name	е	*IMPORTANT!!: 1. ENUMERATOR MUST				
Enumerator/Interv	iewer					
Name of Respond	ent	FILL IN HOUSEHOLD ID ON EVERY PAGE				
Date of Interview (Enter in					
Time interview sta	rted (H	2. INFORMATION IN THIS QUESTIONNAIRE				
Time interview end	ded (H	H:MM:AM/P	M)			IS CONFIDENTIAL
Data Entry Operat	or					
District Cod		Claratan	Household	Construct	D	Location
Muranga	203	Cluster	Number	Household ID	Rural/Urban	Location Inside NALEP Focal Area1
Bomet	702					Outside NALEP Focal Area2
Butere/Mumias	808					
Kisumu	604					
Malindi	307					
Garissa	501					
Mwingi	410					
3				1		

Table 2: Example of personal data sheet

1,	2,	3,	4,	5,	6,	7,	8,	9,
Respondent's Relationship to head of household	Sex	Age in completed years	Marital status Married	Number of regular members of this household?	Have you ever attended school?	What class in the formal education cycle did you complete?	How safe is your household (in terms of crime) compared to 5 years ago?	How effective are the local administration (Chiefs /sub-chiefs /police/ vigilante
Head1	Male1		Monogamous1 Married		Yes1	Std11 std22 std33	More safe1	groups) in terms of security compared to 5 years ago?
Spouse2	Female2		Poligamous2			std44 std55	Less	More
Child3			Divorced/ Separated3			std67 std77 std88	safe2 No	effective1
Parent4 Other			Widow/ Widower4			form19 form210	change3	effective2
Relative5			Snngle/			form311 form412		No change3
Not Related6			never Married5			form513 form614 college/		
Grand child7						poly15 University16 Vocational17		
						none18		

Example / Page 4 Copyright: GTZ-SPAS Kenya; Ministry of Finance and



Example:

Table 3: Example of poverty status data sheet

			1		1				I
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? Employment1	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	What is the main agricultural activity on this Land?	Which of the following best describe your house? Own Permanent house1
Very poor1	Never1	Farming (including livestock)2	Yes1	Yes1	Deed1	Fertile1	ACRES	Cash crop	Rented Permanent house2
Poor2 Average3	Up to 3 months2	Casual Labour3	NO2		ritance2	Average2		Subsis	Own Semi-
Not	Between 4 & 6	Bussiness4	IF BOTH Q 4	9 O E ABE	Lease3 None4	Not fertile3		tence farming2	Permanent house3
poor4 Very rich5	months3	Other(specify)5	'NO' >>Q10	& Q 5 ARE	Other (specify)5			Livestock development 3	Rented Semi- Permanent house4
	Between 7 & 9 months4				(эреспу)э			Other (specify)4	Own constructed
	Between 10 & 12 months5								house with grass/polythene thatched roof5
									Rented poorly constructed house with grass/polythene thatched
									grass/polythene

Table 4: Example of health services data sheet

1	2	3	4	5	6	7	8	q	10	11
What is the		How do you find	How Long is it	Have you or	If you or any	If the answer to Q 6	How often did	If you did not use this	If you did not use this	At the facility you attended,
Nearest Health	it take to Access	the distance	since your last	any member	member of	is Yes, for what	you use the	facility Why?	facility where did you	did you meet any problems?
Facility to your	this Nearest	you have to go	visit to the	of your		other reason did you	Nearest	l ' '	go to?	(Respondent May Give
place of	facility using the		Health facility?	Household	your	attend the health	Health Facility	No Need1		More Than One Answer)
Residence?	normal means	Nearest Health	-	been ill in	household	facilty?	in the past		Private	, , , , , , , , , , , , , , , , , , , ,
	of transport?	facility?		the past one	have not	·	one month?	The Illness	dispensary/	No
Private			Less	month?	been ill,	Bring a		was too	Doctor/	Problems1
dispensary/	0-14 minutes1		than 1		have you	relative for	Did Not	serious for treatment	Dentist1	
clinic/		near1	month1		had any	medical	Use1	at this		No Drugs2
Private Doctor/	15-29			Yes1	other reason	attention1		facility2	Public	' ' ' '
Dentist1	minutes2	Near2	2-6		to attend to		1-3		Dispensary2	Facilities
			months	No2		Visit a sick	times2	The Services	l ' '	not clean3
Public	30-59	Far3	ago2		a health	person2		Elsewhere	Pharmacist/	not olouminimi
	minutes3				facility in the		4-6	are Better3	Chemist3	Treatment
2		Very far4	6-12		past one	Attend	times3	are Detter	I	Unsuccessful4
	Over one		months3		month?	routine		D A	Community	Olisuccessiui4
Community	hour4					medical	7-8	Drugs Are Never	health	Long
health centre3			1-5yrs4			attention3	times4		centre4	
ilealui ceilue5			1-0y134		Yes1	attention		Available	CCITCI C	Waiting Time5
Bamako			Over 5		1001	Other	Over 9	At the	Bamako	Time5
Initiative			vrs5		l	(Specify)4	Times5	Nearest	Initiative	Rude
health			yıs		No2	(Specify)4	1 1111030	Facility4	health	
			Never6			N/A99	N/A99	L	clinic5	staff6
clinic4			Nevelu			N/A55	IV/A55	The User Charges	CIIIIIC	
D. I.I.								are too	Public	Uncooperative
Public				IF 'NO'				Expensive5	District	/rude staff7
District				TO Q 5 & 6	S NEYT					
hospital5				SECTION	- NEXI			Too Far (No Access	hospital6	No
				SECTION				to Transport)	l	Trained
Missionary								6	Missionary	Professionals8
hospital6									hospital7	
								Household	L	Тоо
Traditional								Head	Traditional	Expensive9
healer/Birth							IF Q8 IS	Would Not	healer/Birth	
Attendant							OTHER	Agree7	Attendant	Expected
(TBA)7							THAN 1 >>		(TBA)8	to Make
l							Q 11	Other (specify)8	I	Unofficial
l									N/A99	Payment
l								N/A99	I	to Receive
l								IF Q9 =1	1	Treatment10
l									1	
l								>> Q22	I	Other
l									1	(specify)11
l									I	[]
									I	N/A99

Copyright: GTZ-SPAS Kenya; Ministry of Finance and Planning - HRSSD, Kenya



Example:

Table 5: Example of education data sheet

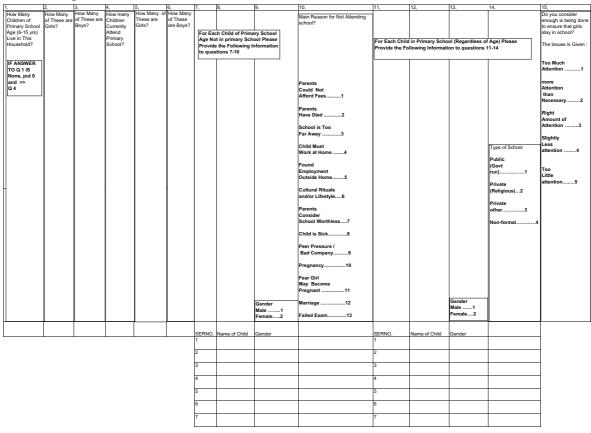


Table 6: Example water sector data sheet

Ι,	2,	3,	4,	5,	6,	7,	8
What is the main	How safe is the	How long does it take to	Who normally	Who offers the service /	Do you pay for	Are you satisfied with	What suggestion
source of drinking	water?	make a round trip to fetch water?	fetches water in	Owns this source of	the water?	the service offered?	would you make
water all year round?		letcii watei r	the household?	water?			improve the water
		< 30				Very	situation?
Piped water1		minutes1		(If the source in Q1 is	Yes1	Satisfied1	
	safe1		Women1	other than 4)			Improve
Borehole/		30 -60 min2		1	No2	slightly	safety1
covered Well2	unsafe2	2	Girls2	Govrnment/		satisfied2	*
		1-3 hours3		Council1			improve
Unprotected			women &		IF NO >> Q8		the quantity
Well/ Dam/		>3 hours4	airls3	Private2		Unsatisfied3	uno quantity iiiii
Pan3			3				Bring
			Boys4	Community3			water
River/lake			,			,	closer3
water4			Men5	Other(specify)4		Unsatisfied4	Ciosei
water			MIGIT	Other (specify)4		No	Reduce
Tanker/			Servant6				11111111111
Truck/			Servant			Strong	the charges
			Water in			Opinion5	
vendor5							Other
			thehouse7				(specify)5
Other			l				
(specify)6			More				İ
			than				
			one of				
			the above				
			options8				



Example:

Table 7: Example extension service data sheet

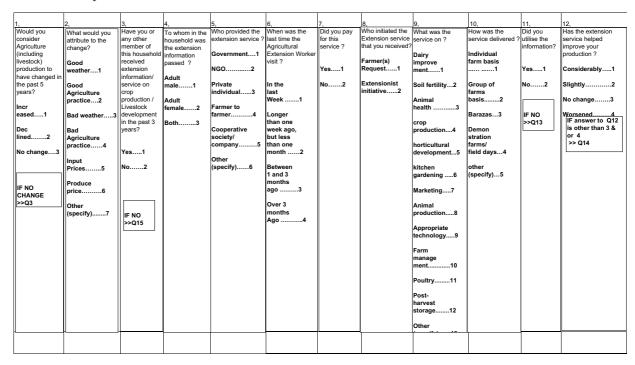


Table 8: Example credit services data sheet

1,	2,	3,	4,	5,	6,	7,	8,	9,	10,	11,	12,	13,	14,
Have you had	Has any member	Relationship of	Sex of	Type of	How did you	From which source	Name of this	Were you	What is your	What was the		How was this	Were there
access to any form	of your household	borrower to the	borrower	Credit?	get	did you get credit?	organization?		assessment of	length of time	with the length of	loan given to you,	
of credit (formal or	had access to any	household head?	1		information		_	interest on this	the interest	between taking	time given ?	on an individual	services(e.g
informal, including	form of credit				about the	Bank1		credit?	charged ?	the loan and		basis or as a	bookeeping
merry-go-round) in	(formal or informal)	Head1		Cash1	availability of		(To be		'	making the			skills) offered
the past 5 years?	in the past 5				this credit	Money	coded after	Yes1		initial	Satisfied1		in combination
	years?	Spouse2	Male1	Inkind2		lender2	field work)		Reasonable1	repayment ?			with the
		∥ '			Friends/		·	No2	l		Very satisfied2	!	credit?
Yes1		Child3	Female2		relatives1	Cooperative			High2				
						/Society3			`	< 1	Unsatisfied3	Individual1	Yes1
No2	Yes1	Parent4			Media2	/ Coolety			Too high3	week1			
						NGO4			" "		Very	Group2	No2
	No2	Other			Baraza3				l	1-3	unsatisfied4		
		Relative5				Relatives				weeks2			
	Don't	Troid area in the				/Friends5			l		No strong		
	know3	Not			rative4	// rielius			l	1 Month3	opinion5		
		Related6				Merry-go					'		
IF 'NO' >>Q2		rtelateu			Group	-Rounds6			l	2- 3			
		Grand			move	-Rounds				Months4			
IF 'YES' >>Q3		child7				Other			l				
	IFQ1= 'NO' &	child								Over 3			
	Q2='NO' or					(specify)7				months5			
	'DON'T KNOW'				Other					months			
	>>Q18				(specify)6	IF SOURCE		IF NO >>Q14					
					(Specify)u	= 5			l				
		1				>>Q11							
			1	1									
			1	1									
			1	1									
			1	1									
			l	l									
	II		I	I		1	l	1	1			1	