



Affiliated Network for Social Accountability in East Asia and the Pacific
... connecting citizens to improve governance

Oxfam learning program on social accountability Phase 1: Online discussions

Week 4: Designing an effective social accountability program or strategy

We've come to the final week of our online learning program on social accountability!

We would like to congratulate everybody for reaching this far. Now that we've learned about the framework and basic concepts of social accountability, and discussed the tools and techniques for applying and adapting these to our contexts, we would like to have some initial exchange on how we can better design social accountability actions for our programs and organizations.

Our learning objectives are:

- 1) To help create a basic competence in building and/or customizing an effective social accountability strategy or program for our work and organizations; and,
- 2) To establish basic understanding on designing a social accountability program or on integrating social accountability tools within our existing strategies and programs.

Instructions for individual learners and learning groups:

Step 1: Please review ANSA EAP's instrument on assessing the social accountability environment (the state of enabling factors for the practice of social accountability approaches) with your other learning group members.

Step 2: Do a systematic scanning of your social accountability environment with your program team or learning group using the tool in Step 1. Prepare a 10-15 minute presentation to summarize the results of your scanning. We will allot time during the face-to-face workshop for the different country/program groups' presentations on this scanning. In your discussions, kindly include the following points/questions:

- a) What have been your group's or program's victories and accomplishments in terms of improving the enabling environment for social accountability (try to identify for each of the four pillars -- responsive government, organized and capable citizens' groups, access to information, cultural appropriateness)
- b) What are the main challenges that your group or program is facing now in terms of enhancing the enabling environment for social accountability?
- c) What were your key insights from the scanning exercise, particularly in terms of improving your social accountability work?

d) How can you improve the scanning tool or make it more appropriate to your project/program context?

Suggested readings:

Taeku Lee. Forthcoming (2009). *The (Im)Possibility of Mobilizing Public Opinion*. In Sina Odugbemi and Taeku Lee, eds., *Voice with Teeth: Public Opinion and Accountability*. World Bank.

Malena, Carmen 2007. *Chapter 9: An Analysis of Social Accountability in Africa*. Extracts from *Social Accountability in Africa: How Citizens and Civil Society are Demanding and Contributing to Good Governance*. WBI Core Learning Program (CLP) on Accountable Governance material.

ANSA EAP 2009. *Notes on key insights and lessons from the forum*. From draft documentation of *OpenDoors2009: A Regional Forum on Procurement Monitoring as a Social Accountability Tool Advancing Citizens' Engagement with Government*. ANSA EAP.