



MODULE 2:
**INTRODUCTION TO SOCIAL
ACCOUNTABILITY**



Module Objective:

- c) To define what social accountability is.
- d) To discuss the importance of social accountability.
- e) To identify factors that informs the realization of social accountability.

Total Duration: 1 hour 10 mins



General tips for the Trainers:

Take note of the number of participants. For both virtual and/or face to face, make sure that you only engage the learners (maximum 30 participants) at once during plenary and lectures. The following should be considered -work- ing groups, paired discussions, lectures, and presentations, e-case and plenary discussions.

You will need marker pens, a flip chart, tapes.



Guide Questions

- Are the learners able to define social accountability?
- Are learners able to point out the importance of social accountability in their field of work?
- Are the learners able to identify factors that influence the application of social accountability?



Tool box: assignments/hand outs

Assignment 2.1 -E-Case (YouTube feature on definition of social accountability)



Reference box:

List of materials for further reading

THE CONCEPT SOCIAL ACCOUNTABILITY

Step 1: Introduce the session (10 mins)

1.1 Start the session by reminding participants that by now, they will be learning about social accountability and that this will be linked to ICPD that they have just learnt in the first module.

1.2 Ask the participants to define what social accountability is. Write the responses of at least 3-5 of them on a flip chart and allow participants to zero in on one or two that are closely related to the answer given in the box below.



Tip to the Trainer

Start with an online video presentation from YouTube for (2 mins) –

<https://www.youtube.com/watch?v=50tdy-eLbYs>

- After this, strengthen your points by mentioning the following to the participants:
- Social accountability is about involving citizens in the processes of governance so that decisions of those in power are made public and can be questioned.
- It refers to the various actions, tools and mechanisms that can be used by civil society organisations (CSOs), the media, citizens and communities to hold elected public officials and non-elected public servants accountable.
- Not only does it improve on governance but social accountability also leads to better service delivery and citizen empowerment.
- The beauty with social accountability is that it brings out the issues in the form of body of evidence.
- A fundamental principle of democracy is that citizens have a right to demand a governance system that ensures accountability of power holders and public actors.

Step 2: discussion – importance of social accountability: why we need this approach in public advocacy (50 mins)

2.1 Ask participants to get a partner and ask them to discuss what they see from the illustration below in terms of the process and outcome. Let them give examples of local and national scenarios: (10 mins)



Tips to the trainer:

Stress this point to the participants:

There is sometimes a lack of transparency in the utilisation of public resources, as well as instances of corruption in the management of public resources, even after funds have been allocated to programmes that support the realization of PoA and ICDP commitments

2.2 Give each of the pair one (1) minute to summarize their impressions/perspectives.



2.3 Prepare 3 -4 slides on PowerPoint that looks at why we need social accountability. This should not be more than (15 mins) presentation.



Tips for the Trainer:

- While developing the slides, look at issues of public wastage, mis-prioritization of development and decisions, the challenge of corruption and the need to compel governments to account and develop the right political good will.
- Also develop a table that compares governments where the citizens are active and run social accountability programme vis-à-vis those that the citizens are passive and rarely able to conduct social accountability exercise and question their government(s).
- You will find from the comparison, that governments that are held to account by an active citizenry, where the CSOs are able to generate evidences, perform better in delivering services than the ones that not held to account.
- Put the participants into working groups of between 5 and 6 people -depending with the total participants you have and based on your presentation, ask them to list the type/mode of social accountability pursued in countries where government are held to account more frequently. You should be keener to find out whether the ideas below will be mentioned.
 1. Citizen report card/score cards,
 2. Shadow reports,
 3. Trackers: Budget tracking, motion tracking, youth power tracker,
 4. Public Expenditure Tracking,
 5. Social Audit,
 6. Community score card.
- Let the participants select one person to present their findings to the rest for between 3 and 5 mins.
- Don't be too worried to describe these tools, but inform the participants that you will be discussing them more under module 4.

2.4 After the group presentations under 2.3, appreciate the participants for making the trial. This will act as their confidence booster.

Start another exercise by making a short presentation on the challenges of access to information within African country/region/county. You can compare this with the western countries. (10 mins)



Give them the following general hints:

- That social accountability is not possible without the government giving access to information and citizen groups proactively seeking and analyzing the truthfulness of such public.
- That one should be able to find information both from the “demand-side” and “supply-side” of governance, and not from just one side. The danger with only one side is that your information may not be objective but subjective.

2.5 Start another topical discussion on the issues of political context and culture. Here, change the approach and allow them into working groups and ask them to list characteristics within their own respective political context and culture that limit or promote social accountability exercise from being useful. (10 mins)



Give them the following hint:

- Let them look at the political structures, legal frameworks, and institutional arrangements that allow citizens to access information, make their voices heard, and create spaces for negotiation for change. Are they generally in existence? Are the frameworks and arrangements supportive?
- Stress to the participants that social accountability thrives in an environment that values political transparency and democracy, and respects the basic political and civil rights. Ask them to give a major-ity verdict as to whether such virtues exist in their countries or regions.

2.6 The second working group should discuss and share on public institutional capacity. (10 mins)



Give them the following hint:

- Efforts of citizen groups are futile without the government's acceptance of social accountability.
- Government institutional capacity involves not only the ability to craft and implement public accountability mechanisms but also the capacity to nurture government citizens' engagement for good governance.
- Institutional capacity includes building a good relationship with citizen groups and developing joint solutions for improved governance.
- Increase effectiveness of public service delivery by addressing wastage, leakages etc, and strengthening citizen empowerment.

List of materials for further reading



1. County Governance Toolkits _ <https://countytoolkit.devolution.go.ke/social-accountability>.
2. Manual on social accountability, concepts and tools_ <https://www.cbgaindia.org/wp-content/uploads/2016/04/Manual-on-Social-Accountability-Concepts-and-Tools.pdf>
3. Institute of Economic Affairs, Social Accountability, the Why and How. The Futures Bulletin. 2015.

