

State Capacity from the Citizen's Perspective

Stephen Knack

OECD, Paris

October 29 2014

scope

- Focus here is on *state capacity*, including service delivery
- *Not* democracy, government legitimacy, national identity, etc.
- Perceptions and experiences of service delivery could *influence* satisfaction with democracy, perceptions of regime legitimacy, etc.

Data sources

Citizens Surveys, e.g.

- Gallup World Poll
- World Values Surveys
- Global Corruption Barometer (TI)
- Afrobarometer
- Eurobarometer
- Latinobarometro

Experiments

- Unannounced visits to schools, clinics to measure teacher, health worker absenteeism
- iChallenge Indicator 9: response time to inquiries

Expert Assessments

- PEFA, OBI on budget information available to citizens

Administrative records

ISPMS Criteria

- **Data coverage:** citizen surveys cited previously cover many countries, and measurement is repeated every 1 – 3 years
- **Actionworthy:** citizen surveys can indicate real service problems; even inaccurate perceptions of problems can be relevant, e.g. to incumbents seeking to remain in office
- **Behavioral:** citizens' experiences and attitudes mostly measure how the public sector *functions*, and not laws, institutional design, etc.
- **Actionable:** experiences v. attitudes/perceptions, which can be more influenced by temperament, ideology, etc. of respondents

Actionability: Police in Afrobarometer

- How much do you trust each of the following...?
(President, Parliament, police, etc.)
- If you were a victim of crime, who if anyone would you go to for assistance? (police, private security service, traditional authorities, family/friends, personally take revenge, etc.)
- What do you think is the main reason many people do not report crimes to the police? (not enough time, police station too far, police don't care, police would demand bribe, police ineffective, police may be involved in the crime, etc.)

Actionability: Global Corruption Barometer

- To what extent do you believe corruption is a problem in the public sector in your country? (1-5 scale)
- In the past 12 months have you or anyone living in your household had a contact with any of the following (education system, legal system, health services, police, utility provider, tax officials, etc.
- In your contacts with each of these institutions have you or anyone in your household paid a bribe in any form in the past 12 months?

Actionability: Gallup World Poll

- Best source in terms of data coverage, but poor on actionability
- Is corruption widespread throughout the government in this country or not?
- In the city or area where you live, are you satisfied or dissatisfied with...
 - ...the educational system or schools
 - ...the availability of quality healthcare

Actionability: CWIQ Survey in Ghana (also Afrobarometer, Gallup International)

Have you encountered any of these problems with your **local public schools** during the past 12 months? (MARK ALL THAT APPLY)

- No textbooks or other supplies
- Poor teaching
- Frequent and unjustified absence of teachers
- Overcrowded classrooms
- Facilities in poor condition
- Illegal payments required
- No experience with public schools in last 12 months
- None of the above

Have you encountered any of these problems with your **local public clinic or hospital** during the past 12 months? MARK ALL THAT APPLY

- Frequent and unjustified absence of doctors
- Treated disrespectfully by staff²
- No drugs available³
- Long waiting times⁴
- Facilities not clean⁵
- Illegal payments required⁶
- No experience with public clinic/hospital in last 12 months⁷
- None of the above

More specific, objective and “actionable” questions don’t always produce intuitive results

Correlations of CWIQ indicators are in the expected direction with other development measures across countries, but many anomalies

Teacher absenteeism in Gallup International

- Germany 17.3%
- Norway 13.9%
- India 7%
- Romania 6.5%

Doctor absenteeism in Gallup International

- Canada 16.4%
- Sweden 10%
- India 11%
- Indonesia 7.3%

Such anomalies are even more common however with broader, less actionable questions about satisfaction with how democracy works in your country , whether elections in your country free and fair, etc.