

1. Record Nr.	UNINA9910824801003321
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Titolo	Trust, Voice, and Incentives : Learning from Local Success Stories in Service Delivery in the Middle East and North Africa // Brixi, Hana
Pubbl/distr/stampa	Washington, D.C., : The World Bank, , 2015
ISBN	1-4648-0457-5
Edizione	[1st ed.]
Descrizione fisica	1 online resource (338 pages)
Disciplina	338.956
Soggetti	Human capital - Middle East Human capital - Africa, North Middle East Economic conditions 1979- Africa, North Economic conditions Africa, North Economic policy Middle East Economic policy
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references.
Nota di contenuto	Cover; Contents; Foreword; Acknowledgments; About the Authors and the Contributors; Abbreviations; Overview; Citizens' expectations; Local successes: Autonomy, accountability, and participation; Figures; O.1 Voiced opinion to public officials in the last month: MENA and other regions, 2013; The cycle of poor performance; O.2 The cycle of performance; O.3 Importance of wasta in obtaining a government job, by municipality: Jordan, 2014; O.4 Percentage of respondents reporting payment of informal fees, education and health care sectors: MENA region and globally, 2013 O.5 Percentage of students whose principals report that teacher absenteeism is a serious problem in their school: MENA region and globally, 2011 O.6 Adherence to care protocols for diabetes and coronary heart disease in health facilities: Arab Republic of Egypt, 2010; O.7 Availability of aspirin, by province: Morocco, 2011; Bases for improvement; O.8 SABER analysis of World Bank School Autonomy and Accountability Interventions, by region, FY03-13; Reference; Data sources; Introduction; Organization of this report; I.1 The cycle of performance; Note; References

PART I: Expectations, Reality, and Inspiration in Education and Health Services Delivery Maps; 1.1 Human Development Index (HDI) values for MENA, 2013; 1.2 A Demand for Better Services but Not Formal Accountability; The right to education and health services in the MENA region; Citizens' satisfaction and demands on government; 1.1 Prioritizing values: MENA and other regions, 2010-14; 1.2 Citizens' priorities among services: Various regions, 2014; 1.3 Top two issues in need of the greatest investment: Arab Republic of Egypt, 2011 1.4 Satisfaction with education services: MENA and other regions, 2013 1.5 Satisfaction with the availability of quality health care: MENA and other regions, 2013; 1.6 Satisfaction with services across sectors: MENA and other regions, 2013; 1.7 Education and health systems—corrupt or extremely corrupt: Selected MENA economies, 2013; 1.8 Public sector corruption score: Selected MENA economies, 2014; 1.9 Perceptions of government's efforts to fight corruption: MENA and other regions, 2013; 1.10 Satisfaction with efforts to deal with the poor: MENA and other regions, 2013 1.11 On a continuum of 1 to 10, citizens' expectations of their government: MENA and other regions, 2010-14 Citizens' trust and engagement; 1.12 Perceptions of performance of current government in improving basic health services: Selected MENA economies, 2010-11; 1.13 Citizens' perceptions of service delivery responsibility: Tunisia, 2014; 1.14 Satisfaction with education services and trust in government: MENA and other regions, 2013; 1.15 Satisfaction with health services and trust in government: MENA and other regions, 2013 1.16 Voiced an opinion to a public official in the last month: MENA and other regions, 2013

Sommario/riassunto

This report examines the role of incentives, trust, and engagement as critical determinants of service delivery performance in MENA countries. Focusing on education and health, the report illustrates how the weak external and internal accountability undermines policy implementation and service delivery performance and how such a cycle of poor performance can be counteracted. Case studies of local success reveal the importance of both formal and informal accountability relationships and the role of local leadership in inspiring and institutionalizing incentives toward better service delivery performance. Enhancing services for MENA citizens requires forging a stronger social contract among public servants, citizens, and service providers while empowering communities and local leaders to find 'best fit' solutions. Learning from the variations within countries, especially the outstanding local successes, can serve as a solid basis for new ideas and inspiration for improving service delivery. Such learning may help the World Bank Group and other donors as well as national and local leaders and civil society, in developing ways to enhance the trust, voice, and incentives for service delivery to meet citizens' needs and expectations.
