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Nota di contenuto	Intro -- Contents -- Preface -- Acknowledgments -- Abbreviations -- 1 Introduction -- Service Delivery Progress -- Latin American Political and Institutional Context -- Notes -- 2 Service Delivery and Social Outcomes: A Story of Successes and Failures -- Progress in Basic Service Coverage -- Service Quality -- Social Outcomes -- Notes -- 3 LAC Service Delivery: Assessing Two Decades of Change -- Reforming the Compact -- Enhancing Client Power -- Enhancing State Accountability to Citizens -- Notes -- 4 Conclusions -- Routes to Better Service Delivery -- The Centrality of the "Fitting Process" -- References -- Boxes -- 1.1 A Glossary of Terms for a Service Delivery Accountability Framework -- 3.1 Macro vs. Sectoral Reforms -- 3.2 Public Financial Management Reform in Guatemala -- 3.3 Haiti: Public Service Delivery in a Failed State -- 3.4 Lack of Civil Service Reform as a Health Reform Bottleneck -- 3.5 Executive Agencies in Jamaica -- 3.6 Higher Education Competition: Chile's Reforms in the 1980s -- 3.7 User Fees -- 3.8 The Role of Community Participation and Cultural Adaptation in Service Delivery -- 3.9 Does Democracy Lead to More Social Spending? -- 3.10 ¿Cómo Vamos? Report Cards, Scorecards, and Citizen Monitoring of Service Quality -- 3.11 Opening Up to Social Accountability: Peru, 2001-04 -- 4.1 Lessons for Donors and International Organizations -- 4.2 The Role of Evaluation -- Figures --

1.1 A Stylized Presentation of Accountability Relationships -- 2.1 Secondary Education Coverage for Various LAC Countries, 1970 and 1999 -- 2.2 Evolution of Water and Electricity Access in Selected Latin American Countries, by Income Decile, 1986-96 -- 2.3 School Enrollment for Children 6-12 Years Old: Relative Gaps between Income Groups -- 2.4 Tertiary Education Enrollment Differences in Selected Countries. 2.5 Percentage of Students Reaching Expected Levels, by Region and Language -- 2.6 Key Social Outcomes: Deviations from Expected Values Given Income -- 2.7 Inequality in Social Outcomes (Health): Bolivia, 1997, Peru and Nicaragua, 2000 -- 3.1 Accountability Mechanisms in Presidential Democratic Systems -- 4.1 A Network of Influence and Accountability Mechanisms -- Table -- 4.1 Fitting Approaches to Country Conditions.

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## Sommario/riassunto

Latin American countries have seen significant progress in the past two decades in the coverage of social and infrastructure services. However, coverage gaps and poor quality of services remain a serious problem for many citizens, particularly the poor. While technical difficulties may still be a binding constraint for some sophisticated services, they are clearly not a bottleneck for the most essential ones. Citizens, Politicians, and Providers directly addresses this issue and aims to provide guidance to policymakers and development practitioners on how to shape public action to get better quality services for all. The major premise of this book is that understanding questions of access and quality of services is about the behaviors of people, from teachers, to administrators, politicians, and rich and poor citizens. The main concern is whether those responsible for designing and delivering services are accountable to the citizens who are demanding the services and also paying the taxes and fees that finance services.

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