



Shared Prosperity Dignified Life



Regional Training on Measuring **SDG 16** in Africa II

Online – Every Thursday | November 3rd – December 8th, 2022





Shared Prosperity Dignified Life



Access to Dispute Resolution Mechanisms (16.3.3)

Access to Justice

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Why measure?

“The indicator can provide important information about the overall accessibility of civil justice institutions and processes, barriers, and reasons for exclusion of some people. The disaggregation by type of dispute resolution mechanism provides additional information about the channels used by citizens in need of enforcing or defending their rights.”

- ✓ People-centered
- ✓ It is experience-based (24 months)
- ✓ Broad assessment of public justice needs
- ✓ Unmet legal need and access to justice
- ✓ Barriers to accessing justice and resolving legal problems
- ✓ Monitoring of formal and informal mechanism and empowerment of the population

16.3.3

Access to
dispute resolution
mechanisms



Indicator 16.3.3 -
Proportion of the population who have experienced a dispute in the past two years and who accessed a formal or informal dispute resolution mechanism, by type of mechanism



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How does it measure?



Experience of a dispute over past 2 years, by type of dispute



Select one dispute experienced, by type of dispute



Access to dispute resolution mechanism, by type of mechanism



Reason why no dispute resolution mechanism was accessed

16.3.3

Access to
dispute resolution
mechanisms



On one
dispute





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What does it measure?

TYPES OF DISPUTE



Land or buying and selling property



Family and relationship break ups



Injuries or illnesses caused by an intentional or unintentional act or omission of another person or entity



Occupation/employment



Commercial transactions (including defective or undelivered goods or services)



Government and public services (including abuse by public officials)



Government payments



Housing (Tenancy and landlord)



Debt, damage compensation, and other financial matters



Environmental damage (land or water pollution, waste dumping, etc.)

TYPES OF MECHANISMS



Lawyer or third-party mediation

The police

A court or tribunal

A government office or other formal designated authority or agency

Community or religious leaders or other customary law mechanisms

Other formal complaints or appeal procedure



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How do we compute?

Number of persons who experienced a dispute during the past two years who accessed a formal or informal dispute resolution mechanism

Number of those who experienced a dispute in the past two years

Self-excluded

× 100

16.3.3

Access to dispute resolution mechanisms





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TYPE OF DISAGGREGATION RECOMMENDED BY METADATA DOCUMENTATION

INDICATOR	Sex	Age	Education	Income	Citizenship	Urbanisation level	National subregions	Marital status	Disability status	Race/ethnicity	Population groups*	Migration	Other**
16.1.3 (a) Physical violence	●	●	●	●	●					●			
16.1.3 (b) Psychological violence	●	●	●	●	●					●			
16.1.3 (c) Sexual violence	●	●	●	●	●					●			
16.1.4 Perception of Safety	●	●			●				●	●		●	
11.7.2 (a) Non-sexual harassment	●	●							●				●
11.7.2 (b) Sexual harassment	●	●							●				●
16.3.1 Violence reporting	●	●			●					●		●	●
16.3.3 Access to civil justice	●	●		●					●		●		●
16.5.1 Bribery	●	●	●	●									●
16.6.2 Satisfaction with public services	●	●		●		●	●		●		●		
16.7.2 External political efficacy	●	●		●		●	●		●		●		
10.3.1/16.b.1 Discrimination	●	●		●		●	●		●	●	●	●	
16.2.2 Trafficking in persons	●	●											●





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Satisfaction with Public Services (16.6.2)

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Why measure?



“This indicator measures levels of public satisfaction with people’s last experience with public services, in the three service areas of healthcare, education and government services (i.e. services to obtain government-issued identification documents and services for the civil registration of life events such as births, marriages and deaths)”

- ✓ People-centered
- ✓ It is experience-based (12 months)
- ✓ Targets three services of consequence - “essential services”
- ✓ Allows governments to assess their “customer” service

Indicator 16.6.2 -
Proportion of the
population satisfied with
their last experience of
public services

Now, more than ever we
need Information on the
services provided to the
population.



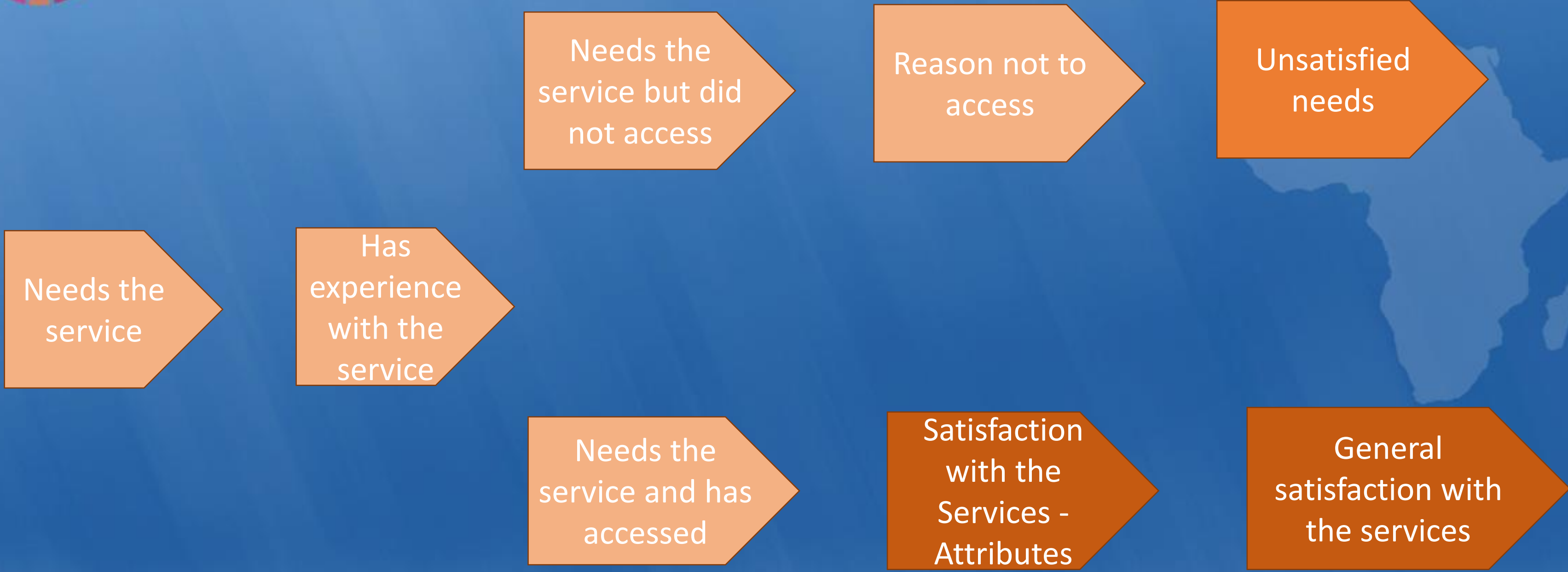


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How does it measure?

16.6.2
Satisfaction with public services





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Healthcare

- 1) Accessibility (proximity and waiting time);
- 2) Affordability;
- 3) Quality of facilities;
- 4) Equal treatment for everyone; and
- 5) Courtesy and treatment (attitude of healthcare staff).

6) Overall



Education

- 1) Accessibility (proximity);
- 2) Affordability;
- 3) Quality of facilities;
- 4) Equal treatment for everyone; and
- 5) Effective delivery of service (quality of teaching).

6) Overall



Government Services

- 1) Accessibility (proximity);
- 2) Affordability;
- 3) Effective delivery of service (delivery process is simple and easy to understand).
- 4) Equal treatment for everyone;
- 5) Timeliness

6) Overall

Scale for attributes	3: Strongly Agree	2: Agree	1: Disagree	0: Strongly Disagree
Scale for overall	3: Very satisfied	2: Satisfied	1: Dissatisfied	0: Very Dissatisfied



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Healthcare

If you think about the last **time you [or a child in your household] had a medical exam or treatment**, in the past 12 months, you would say that:

It was easy to get to the place where I received medical treatment. (Accessibility)

Health care expenses were affordable for you and your home. (Affordability)

The sanitary facilities were clean and in good condition. (Quality of facilities)

Everyone is treated equally when receiving health care services in their area. (Equal treatment)

The doctor or other health care personnel you saw spent enough time with you [or a child in your home] during the consultation. (Courtesy and treatment)



Education

Tell me more about the **public elementary and secondary schools** this child/children attend in your home:

The school can be reached by public or private transport, or on foot, in less than 30 minutes and without difficulties. (Accessibility)

School-related expenses (including administrative fees, books, uniforms, and transportation) are affordable for you/your household. (Affordability)

The school facilities are in good condition. (Quality of facilities)

All children are treated equally at the school attended by their relative's children. (Equal treatment)



Government Services

Thinking about the last time you tried to get an ID or a birth, death, marriage or divorce certificate, in the last 12 months, you would say that:

The office, website or phone number [toll-free] were easily accessible. (Accessibility)

The fees you had to pay for identification or certificate were affordable for you/your family member. (Affordability)

The process for applying for and obtaining the ID or certificate was simple and easy to understand. (Effective delivery of the service)

All people are treated equally when receiving government services in their area. (Same treatment)

The amount of time it took to obtain the ID or certificate was reasonable. (Punctuality)



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Attributes of healthcare services	Positive responses	Attributes of primary education services	Positive responses	Attributes of secondary education services	Positive responses	Attributes of government services	Positive responses
Accessibility	50% ('strongly agree' + 'agree')	Accessibility		Accessibility		Accessibility	
Affordability	60% ('strongly agree' + 'agree')	Affordability		Affordability		Affordability	
Quality of facilities	73% ('strongly agree' + 'agree')	Quality of facilities		Quality of facilities		Effective service delivery process	
Equal treatment for everyone	55% ('strongly agree' + 'agree')	Equal treatment for everyone		Equal treatment for everyone		Equal treatment for everyone	
Courtesy and treatment	42% ('strongly agree' + 'agree')	Effective delivery of service		Effective delivery of service		Timeliness	
Average share of positive responses on attributes of healthcare services	(50+60+73+55+42)/5 = 56%	Average share of positive responses on attributes of primary education services		Average share of positive responses on attributes of secondary education services		Average share of positive responses on attributes of government services	
Share of respondents satisfied with healthcare services overall	(23% 'very satisfied' + 37% 'satisfied') = 60%	Share of respondents satisfied with primary education services overall		Share of respondents satisfied with secondary education services overall		Share of respondents satisfied with government services overall	



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16.1.3 (b) Psychological violence	●	●	●	●	●					●			
16.1.3 (c) Sexual violence	●	●	●	●	●					●			
16.1.4 Perception of Safety	●	●			●				●	●		●	
11.7.2 (a) Non-sexual harassment	●	●							●				●
11.7.2 (b) Sexual harassment	●	●							●				●
16.3.1 Violence reporting	●	●			●					●		●	●
16.3.3 Access to civil justice	●	●		●					●		●		●
16.5.1 Bribery	●	●	●	●									●
16.6.2 Satisfaction with public services	●	●		●		●	●		●		●		
16.7.2 External political efficacy	●	●		●		●	●		●		●		
10.3.1/16.b.1 Discrimination	●	●		●		●	●		●	●	●	●	
16.2.2 Trafficking in persons	●	●											●





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External Political Efficacy (16.7.2)

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Why measure?

“This survey-based indicator measures self-reported levels of ‘external political efficacy’, that is, the extent to which people think that **politicians and/or political institutions** will **listen to, and act on**, the opinions of ordinary citizens.”

- ✓ Measures political efficacy
- ✓ Is a proxy to the ability to participate in society
- ✓ Key measure of the overall health of a governance system
- ✓ Complements indicators 16.7.1 on inclusive representation

Indicator 16.7.2 -
Proportion of population who believe decision-making is inclusive and responsive, by sex, age, disability and population group



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Inclusive decision-making

Decision-making which provides people with an opportunity to 'have a say', that is, to voice their demands, opinions and/or preferences to decision-makers.

Having a channel to express one's demands, opinions or preferences about what the government does, and feeling listened to.

1. How much would you say the political system in [country X] allows people like you to have a say in what the government does?

Responsive decision making

Decision-making in which decision-makers and/or political institutions listen to and act on the stated demands, opinions and/or preferences of people.

Feeling that decision-makers listen to and act on one's demands, opinions or preferences.

2. And how much would you say that the political system in [country] allows people like you to have an influence on politics?

Scale	1. Not at all	2. Very little	3. Some	4. A lot	5. A great deal
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1)

	1. How much would you say the political system in [country X] allows people like you to have a say in what the government does?	2. And how much would you say that the political system in [country] allows people like you to have an influence on politics?
1. Not at all	8	16
2. Very little	22	30
3. Some	26	26
4. A lot	34	14
5. A great deal	10	14
Sum of percentage of those who responded positively	$(26+34+10) = 70$	$(26+14+14)=54$

2)

$(70 + 54) / 2 = 62$



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