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DIGITAL ENGAGEMENT EVALUATION FRAMEWORK

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December, 2013

THE WORLD BANK

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OVERVIEW

Evaluation framework

Field evaluations

Web-based evaluations

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FIELD EVALUATIONS

4-6 Bank cases using ICT in citizen engagement work

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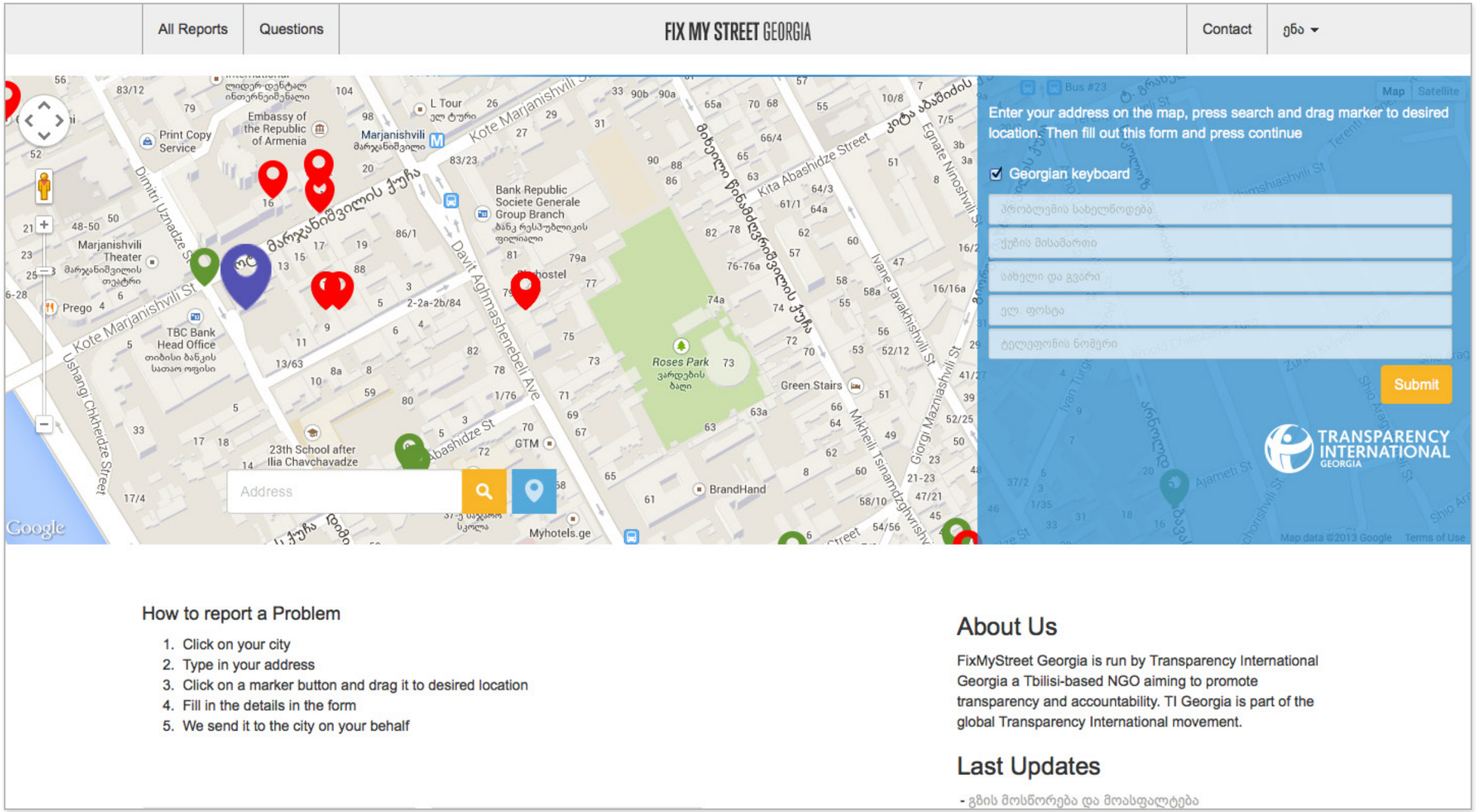
WEB-BASED EVALUATIONS



How to report a Problem

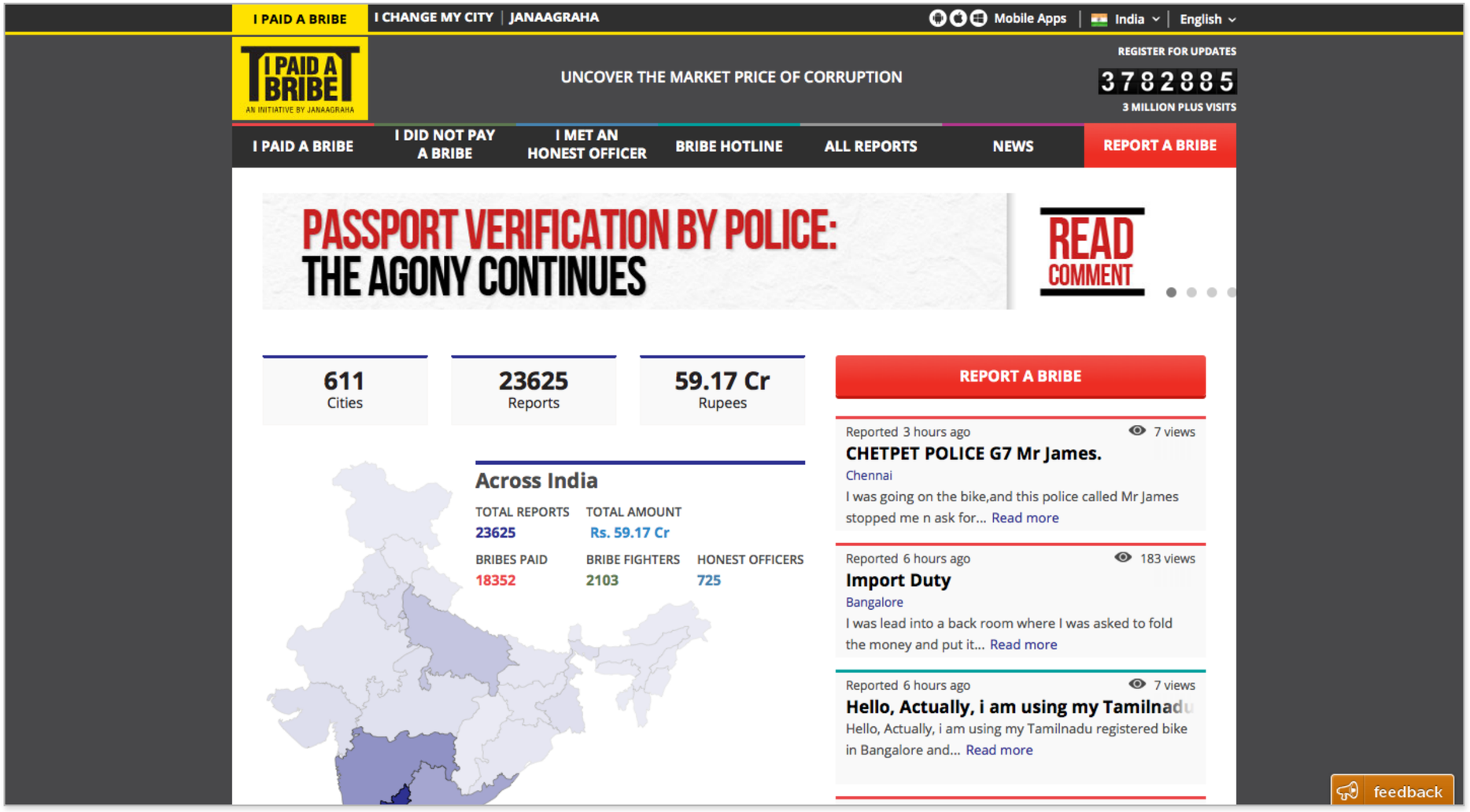
1. Click on your city
2. Type in your address
3. Click on a marker button and drag it to desired location
4. Fill in the details in the form
5. We send it to the city on your behalf

About Us

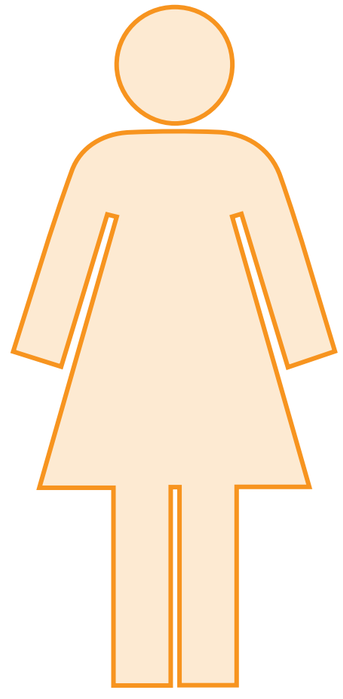
FixMyStreet Georgia is run by Transparency International Georgia a Tbilisi-based NGO aiming to promote transparency and accountability. TI Georgia is part of the global Transparency International movement.

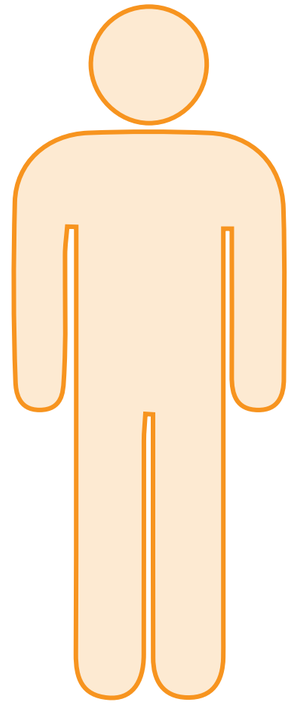
Last Updates

- გზის მოსწორება და მოასფალტება


I PAID A BRIBE
I CHANGE MY CITY | JANAAGRAHA
Mobile Apps | India | English
I PAID A BRIBE
AN INITIATIVE BY JANAAGRAHA
UNCOVER THE MARKET PRICE OF CORRUPTION
REGISTER FOR UPDATES
3782885
3 MILLION PLUS VISITS
I PAID A BRIBE
I DID NOT PAY A BRIBE
I MET AN HONEST OFFICER
BRIBE HOTLINE
ALL REPORTS
NEWS
REPORT A BRIBE
PASSPORT VERIFICATION BY POLICE:
THE AGONY CONTINUES
READ
COMMENT
611
Cities
23625
Reports
59.17 Cr
Rupees
Across India
TOTAL REPORTS
23625
TOTAL AMOUNT
Rs. 59.17 Cr
BRIBES PAID
18352
BRIBE FIGHTERS
2103
HONEST OFFICERS
725
REPORT A BRIBE
Reported 3 hours ago
7 views
CHETPET POLICE G7 Mr James.
Chennai
I was going on the bike,and this police called Mr James stopped me n ask for... Read more
Reported 6 hours ago
183 views
Import Duty
Bangalore
I was lead into a back room where I was asked to fold the money and put it... Read more
Reported 6 hours ago
7 views
Hello, Actually, i am using my Tamilnadu
Hello, Actually, i am using my Tamilnadu registered bike in Bangalore and... Read more
feedback

55%





45%

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THE EVALUATION FRAMEWORK

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APPROACH TO EVALUATION

Problem-Driven Iterative Adaptation (PDIA)

- Focuses on solving locally nominated and defined problems in performance (as opposed to transplanting preconceived and packaged "best practice" solutions)
- Seeks to create an authorizing environment for decision-making that encourages positive deviance and experimentation (as opposed to designing projects and programs and then requiring agents to implement them exactly as designed)
- Embeds this experimentation in tight feedback loops that facilitate rapid experiential learning (as opposed to enduring long lag times in learning from ex post "evaluation")
- Actively engages broad sets of agents to ensure that reforms are viable, legitimate, relevant, and supportable (as opposed to a narrow set of external experts promoting the top-down diffusion of innovation)

Ref: Andrews et al. 2012

EFFECTS OF ICT ON PARTICIPATION?

A- PROCESS

- Operational (trivial effects)
  - Costs, efficiencies
- Citizens (demand side/voice)
  - Individuals: Rate, inclusiveness, agency
  - Groups: collective action, preference aggregation
- The State and Service Providers (supply)
  - Responsiveness, transparency, accountability

B - DEVELOPMENT OUTCOMES

(definition)

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‘SELECT A METHOD’ MATRIX

	Qualitative	Observational studies (quantitative)	RCT / Experimental
Input (citizens)	▸ Process description ▸ Impact on participants and non-participants ▸ Actors’ strategy ▸ User experience design	▸ Participant and non-participant profiles ▸ Impact on participants	▸ What works? (A/B testing, encouragement designs)
Output (policy and service providers)	▸ Actors’ strategy ▸ Decision-making dynamics ▸ Policy change	▸ Bureaucratic responses ▸ Electoral dynamics	▸ Bureaucratic responses ▸ Party effects ▸ Electoral effects
Outcome	▸ Hypothesis / Theory Generation ▸ Explore External Validity	▸ Statistical association ▸ Hypothesis generation / testing	▸ Effects on development outcomes

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OUTLINE SUGGESTION

Intro

ICT4P literature, PDIA, causal chains

Citizens

case studies, observational, RCTs

The State

case studies, observational, RCTs

Development outcomes

case studies, observational, RCTs

Recommendations

METHODS CONTRIBUTION

- Structured approach to cumulative knowledge
- How ICTs enable new methods of data collection
- How ICTs enable agile experimentation

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WHERE WE STAND

- Identification of field work (ongoing)
- Hiring of firm (ongoing)
- Evaluation guidelines (ongoing)
- Web-based surveys (ongoing)

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THANK YOU!