

BASELINE ASSESSMENT

**Supporting meaningful civic engagement for
improved accountability by leveraging digital
technologies**

September 2020



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Disclaimer

All opinions expressed in this evaluation report are that of the evaluator (Real Time Evaluation Co., Ltd: Ratha Lork and Justin Flurschein) or those interviewed (where indicated) and do not necessarily reflect the views of CARE International in Cambodia.

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Acronyms and Abbreviations

CAF	Community Accountability Facilitator
CIP	Commune Investment Program
DIP	District Investment Plan
EM	Ethnic minority
FGD	Focus Group Discussion
I4C	Information for citizen
ICT	Information and Communication Technology
ISAF	Implementation of Social Accountability Framework
JAAP	Joint Accountability Action Plan
LA	Local authority
OD	Operational District
PwD	Person with disability
PH	Provincial Hospital
RH	Referral Hospital
YLI	Youth leadership index

Executive Summary

The baseline assessment for the “Supporting meaningful civic engagement for improved accountability by leveraging digital technologies” project was conducted to develop values for baseline indicators and provide evidence with regards to the degree of satisfaction and level of dialogue target beneficiary groups have with public service providers. Data from this baseline assessment will enable comparisons between start, during the course of the project and at the end of project.

Baseline respondents were chosen from key project beneficiaries: citizens, youth (aged 15 to 30 years old), local authorities/services providers (commune and district levels, healthcare centres and primary schools) and Community Accountability Facilitators (CAFs). A total of 906 respondents were interviewed for the baseline.

Indicators

Results chain	Indicators	Baseline Value
Impact level		
To develop effective, accountable and transparent institutions at all levels and ensure public access to information and fundamental freedoms (SDG 16)	% of population satisfied with their last experience of public services by gender, people with disability (PwD), youth, Ethnic Minority (EM) per service provider	The average satisfaction level for all citizens was 71%, PwD 49%, EM 69%, females 67% and 68% for youths
	% of JAAP action items implemented (solved) within 12 months by EoP	0
Outcome level		
To empower young ethnic minority citizens to make government more participatory, transparent, responsive and accountable, including by leveraging digital technologies	% of young ethnic minorities (m/f) participate in development planning (CSC process, interface meetings, digital dashboard)	50% of youth ethnic minorities had participated in an ISAF/development planning activity
	% of inputs of ideas from participants via digital platforms	0
Output level		
Op 1.1 Improved public access for our target groups to information and open budgets.	% of targeted service providers post (and annually update) digitised I4C (including standards, performance data and budget information) via social media	43% of services providers reported that they had previously posted information about the services they provide via social media
	% of target groups understand frequently updated I4C (including standards, performance data and budget) by EoP.	21% of citizens and 17% of youth understand I4C information

Op 1.2. Increased capacities of civil society actors, CAFs, and local government, in facilitating dialogue between local authorities and youth	# of local NGOs and CAFs able to apply CARE's Youth Leadership Index tool after Y1	0
	# of local NGOs completed a training package to support ISAF process after Y1	0
	# of certified CAFs able to lead ISAF process after Y1	0
Op 1.3. Strengthened young citizen voice through digitised citizen- led service feedback	# of participants in digital CSC process through dashboard, digital platforms by EoP	0
Op.1.4 Improved youth-friendly service delivery by public service providers	% of JAAPs which reflect priorities of young ethnic minorities are linked with Commune Investment Plans and District Integration Plans	0
Youth Leadership Index (YLI)	YLI scores by group	Youth: 48.9 (58.2%) ¹ Youth female: 49.1 (58.4%) Youth EM:45.1 (53.7%) Youth EM female: 46.1 (54.9%) CAF: 52.1 (62%)

Key findings of the Baseline are:

Satisfaction levels for public service provision

- Environmental management (37%), commune/village (66%) and district offices (67%) had the lowest satisfaction levels among citizens.
- Primary (81%), secondary education (79%) and health care (73%) had the highest satisfaction levels amongst citizens.
- Satisfaction levels for PWD was the lowest across the various target groups (59% on average) with environment management (35%) having the lowest satisfaction levels followed by health services (health centre 49% and hospitals 50%).
- Amongst youths, on average across the various target groups, land titling (68%) and environmental management (50%), had the lowest satisfaction levels.
- Amongst youths, on average across the various target groups, commune/village (79%) and district offices (77%), had the highest satisfaction levels.
- A large number of citizen and youth respondents had no experience with district office services (59% and 53%, respectively) and waste disposal services (88% and 92%, respectively). For the latter this was due to waste disposal services not actually existing in many villages.
- A large number of youth respondents had no experience with land titling services (67%).

¹ Percentages given are the percentage of the average score out of 84 (the highest possible leadership score). E.g. 48.9/84 = 58.2%

Youth Participation in development planning

- 62% of all youths and 50% of youth ethnic minorities had participated in an ISAF/development planning activity.
- The main activity that youth ethnic minorities had attended was community investment plan (CIP) (56%) or district integration plan (DIP) meetings and interface meetings (36%).
- Out of those youths that participated in an ISAF/development planning activity 49% had attended the activity within the last 6 months and for youth ethnic minorities 56% had attended the activity within the last 6 months.

Willingness to provide input

- 39% of citizens and 44% of youth responded that they would be willing to provide digital feedback only if the feedback was provided anonymously.
- Ethnic minority citizens were more reluctant to provide feedback with the majority (59%) not sure or not comfortable with providing feedback.

Digital literacy and internet access

- Only 54% of citizen respondents owned a smart phone and only 58% of citizen respondents had access to the internet. Furthermore only 46% of citizen respondents could read and write on their device.
- Only 65% of youths respondents owned a smart phone and 73% of youth respondents had access to the internet.
- This may well affect the ability of citizens and youth (in terms of access and capacity) to actually provide feedback via a digital platform.

Posting I4C information (physical)

- An average of only 47% of education providers post information, this was the lowest posting average. The highest posting average for service providers was the commune level service providers (77%).
- The most common place to post (physical) information is the 'inside the building on the walls' (39%) and on an official notice board (27%). Information is usually updated on average quarterly (27%) or annually (26%).
- Some service providers are posting information on their personal Facebook account, this practice should not be encouraged as it may confuse citizens and youth as to the authenticity of the information.

Recommendations

The following recommendations are suggestions for additional indicators, that will enhance tracking and indicator data for the Project in order to better measure the progress of the Project in achieving its objectives.

Digitised and non-digitised I4C information

- Type of social media platforms used to publish digitised I4C information
- Frequency of updates of information on social media (digitised)
- Type of information that is published (digitised and non-digitised)
- Language in which information is published (digitised and non-digitised)
- Location of information posted (non-digitised)

- Frequency of updates of information (non-digitised)

Engagement of youth with public service providers.

- # of citizens and youths invited by LAs to attend a CIP/DIP meeting
- # of citizens and youths that attend a CIP/DIP meeting

YLI

- % of youths improve their YLI score
- % of CAFs improve their YLI score

1. Introduction

Description of Project

Project Name	Supporting meaningful civic engagement for improved accountability by leveraging digital technologies: Implementation of Social Accountability Framework (ISAF) Phase II
Project Period	December 2019 to November 2023
Project Partners/Co-applicants	The Advocacy and Policy Institute (API) InSTEDD
Donor	European Union via European Instrument for Democracy and Human Rights (EIDHR)
Target Areas:	Koh Kong, Kratie, Mondul Kiri, Ratanak Kiri and Stung Treng Provinces
Target Beneficiaries	900,000 citizens (470,000 female) in five provinces, particularly women, youth and ethnic minorities, 360 youth (180 women) as Community Accountability Facilitators (CAFs) who trained to facilitate dialogue in communities with local government, 14 local NGO partners and CBOs who receiving financial support, local government officials in 30 districts and the Cambodia Indigenous Youth Association (CIYA) with thousands of members of indigenous youth across Cambodia.
Overall Objective	To develop effective, accountable and transparent institutions at all levels and ensure public access to information and fundamental freedoms.

Project Background

The Implementation of the Social Accountability Framework (ISAF) in Cambodia aims to empower citizens, strengthen partnerships between sub-national administrations (SNAs) and citizens, and leverage enhanced accountability of SNAs to improve local service delivery. The ISAF was introduced as a platform for coordinated action by The Government of Cambodia and Civil Society Organisations to operationalize the Strategic Plan on Social Accountability for Sub-National Democratic Development adopted by the Royal Government of Cambodia (RGC) on July 2013. The Strategic Plan and ISAF are important elements of the RGC's broader democratic development agenda, as implemented through the second (2015-2017) and third (2018-2020) 3-Year Implementation Plans (IP3). This agenda, in turn, implemented in the context of the RGC's national development vision, as outlined in the fourth Rectangular Strategy (2018 – 2023), which calls for the development of social accountability mechanisms in pursuing overarching national goals of growth, employment, equity and efficiency.

ISAF Phase II Implementation Plan (2019 to 2023) has been prepared through a consultative process with government and civil society. The goal of ISAF Phase II is to establish permanent systems, within both government and civil society, to ensure that this annual cycle of social accountability activities can be sustained long term. To support the implementation of this plan with key dimensions of this new five-year phase of ISAF include:

- Expansion of ISAF coverage to all rural communes.
- Extension of ISAF activities to district administrations (DAs).
- Developing and applying adapted ISAF methodologies in select urban areas.
- Use of ICTs to extend ISAF outreach (i.e. sharing of I4Cs data, JAAPs and updates on JAAP implementation).
- Measures to enhance government responsiveness to JAAPs and increase JAAP implementation.
- Institutionalization and enhanced sustainability of ISAF processes (including the establishment of a national CAF volunteer network). (Refer to ISAF Phase II Implementation Strategy 2019-2023)

The overall objective for this Action is to develop effective, accountable and transparent institutions at all levels and ensure public access to information and fundamental freedoms. The overall objectives will be achieved through activities, which empower young ethnic minority community citizens to demand the government for more participatory, transparent, responsive and accountability in leveraging digital technologies. The action will be implemented in Ratanak Kiri, Mondul Kiri, Koh Kong, Kratie and Stung Treng provinces. CARE will work through a partnership with 14 Local NGOs over the next four years from 2020-2023 to Implement I-SAF Phase II in the above five target provinces. The first year start from March – December 2020. CARE will function as the lead agency in this partnership. API will lead on capacity building of the implementation of social accountability of the selected NGOs, and InSTEDD will lead on capacity building and development of a digital I4C (Information for Citizen) and CSC (Community Score Card) applications.

Objective of Assessment

The overall objective of the baseline assessment is to assess the contemporary situation of impact groups (including women, youth, ethnic minorities and people with disability), their knowledge, degree of satisfaction with public services (including administration, health, education and waste management) and level of dialogue with local government in the old districts and the new districts at the beginning of the project to have a base to compare the Logical Framework indicators from start to end of the action.

See Annex 2 for the Baseline Matrix detailing the all the evaluation questions and sources of data.

Methodology

The baseline employed a mixed method approach utilising surveys and focus group discussions (FGDs) for data collection. Surveys were conducted via computer-assisted personal interviewing (CAPI) using a tablet. Data collection was conducted with a team of 10 data collectors in August and September 2020.

Desk Review

The baseline commenced with a desk review of key documents covering CARE's ISAF Phase I and II Projects and its activities, with results of the review directly informing the overall design of the baseline and its tools. Key relevant documents included:

- ISAF Phase II Project Proposal, Logical Framework, COVID-19 response plan
- Interim Activity Narrative Report
- ISAF Phase II Training Modules
- ISAF Phase II Implementation Plan 2019-2023
- ISAF Phase I reports baseline, midterm, end of project evaluation, final activity narrative report, impact evaluation
- CARE's Youth Leadership Index Toolkit 2014

Assessment Design

The sample size for the baseline was spread across the five target provinces of Koh Kong, Kratie, Mondul Kiri, Ratanak Kiri and Stung Treng in the follow way:

- 33 target districts
- 2 sample communes per district – 66 sample communes
- 1 sample village per sample commune – 66 sample villages

Baseline respondents were chosen from key Project beneficiaries: citizens, youth (aged 15 to 30 years old), local authorities/services providers (commune and district levels, healthcare centres and primary schools) and Community Accountability Facilitator (CAFs). A total of 906 respondents were interviewed for the baseline. The tables below outline the sample size distributions for the Baseline.

Table 1: Actual Sample Size Respondents

Source	# Survey Respondents	# FDG Respondents
Citizen	376 (235F)	33 (23F) (5 FGDs)
Youth	197 (129F)	34 (22F) (5 FGDs)
Local Authorities/Service Providers	200 (41F)	-
CAFs	66 (35F)	-
Total 906 (485F) respondents	839 (440F) respondents	67 (45F) respondents (10 FGDs)

Table 2: Sample Size Provincial Representation

Province	Population (Census 2019)	Confidence Level	Confidence Interval	Representative Sample Size
Koh Kong	123,618	95	7.1	190
Kratie	372,825	95	7.7	162
Mondul Kiri	88,649	95	8.2	143
Ratanak Kiri	204,027	95	6.3	242
Stung Treng	159,565	95	7.7	162
Total	948,684	95	3.26	903

Table 3: Actual Sample Size of Baseline per Province and Source

Province	Target Communes Per Province	Target Districts Per Province	Citizen Survey	Citizen FGD	Youth Survey	Youth FGD Respondents	LA (Commune)	LA (District)	LA (Health)	LA (Education)	CAFs	Total Respondents
Koh Kong	14	5	78	6	42	6	14	6	11	14	14	191
Kratie	12	9	67	6	35	5	12	3	12	12	12	164
Mondul Kiri	10	6	58	7	30	8	10	3	9	10	10	145
Ratanak Kiri	18	7	107	6	54	6	17	3	14	18	18	243
Stung Treng	12	6	66	8	36	9	12	3	5	12	12	163
Total	66	33	376	33	197	34	65	18	51	66	66	906

Sampling Technique for Citizen and Youth Survey and FGD

Household selection was governed by the use of 'systematic random' sampling technique which is adapted from the Expanded Program for Immunization (EPI) sampling method. Such sampling is characterized by the use of a standard interval of units down a list of households (supervisors cooperate with village chiefs to produce a list of households and drawing a location map of the cluster/village). Although systematic sampling is not random, it does help to limit bias in the selection of sampling units (households in this case). When a household list was available, enumerators selected by determining the sampling interval (Household selection interval = Number of households divided by sample size needed) and selecting every Nth household thereafter from the list in each village. However, where a household list was not available, then enumerators used the geographical

configuration of the village for its systematic sampling of households. In the latter case, enumerators would choose a geographical starting point, such as a village house, a temple or a main road in the village. Then picked every fourth household from the starting point until the sampling size was been achieved. In the case when the respondent was not available at the time of the visit, the next household was chosen for the next interview.

During the household selection where there was a suitable youth present in the house, the enumerator would select that household for youth survey. Other members of the household would not be interviewed for the citizen survey. Citizens and youths, from the selected households (who were not chosen for the survey) were then asked to participate in FGDs. Citizen and youth FGDs were conducted in different villages.

Sampling Technique for LAs

Selection of LAs was conducted purposively, with relevant staff from the targeted service providers in the targeted village or commune directly approached by the enumerators and asked to participate in the survey.

Demographics of Baseline Respondents

The following are summaries of the demographic details for the four target beneficiaries that were interviewed for the Baseline: citizens, youth (aged 15 to 30 years old), local authorities/services providers (commune and district levels, healthcare centres and primary schools) and CAFs.

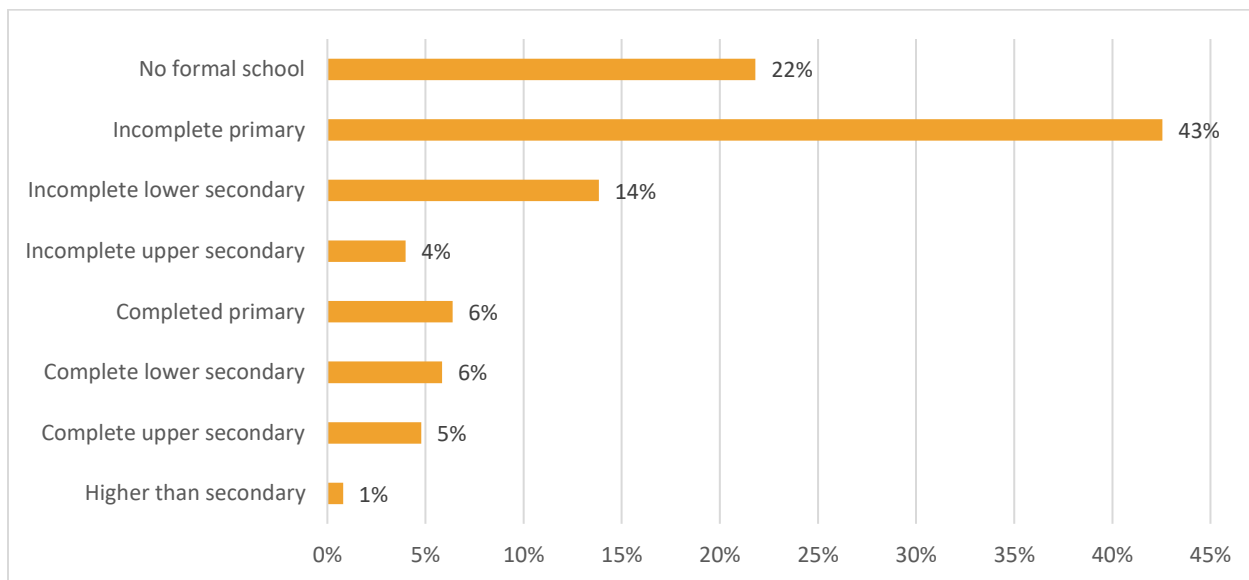
Citizens

Table 4: Summary Demographics of Citizen Respondents

Demographic	Value
Total respondents	376
Female respondents	235 (62%)
Male respondents	141 (37%)
Married	331 (88%)
Average age	40 years
People with disability (PWD)	59 (16%)
Ethnic minorities	110 (29%)
ID Poor card	Yes: 93 (25%) Level 1: 31 (8%) Level 2: 62 (16%)
Khmer language ability:	
Cannot speak Khmer	0%
Cannot write Khmer	26%
Cannot read Khmer	24%

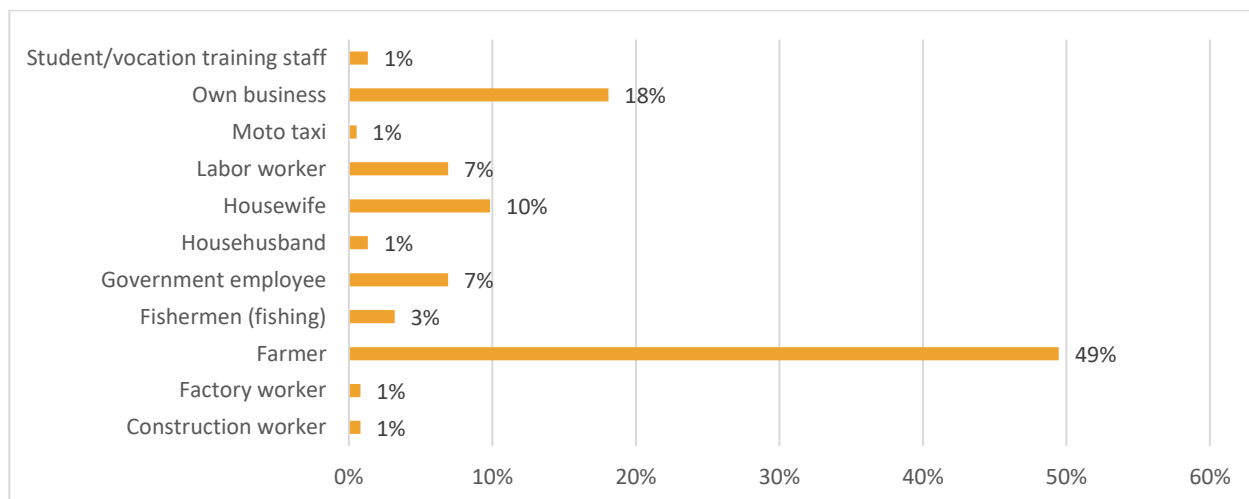
The majority of citizen respondents had no formal schooling (22%) or did not finish primary school (43%).

Figure 1: Highest Education Level of Citizen Respondents



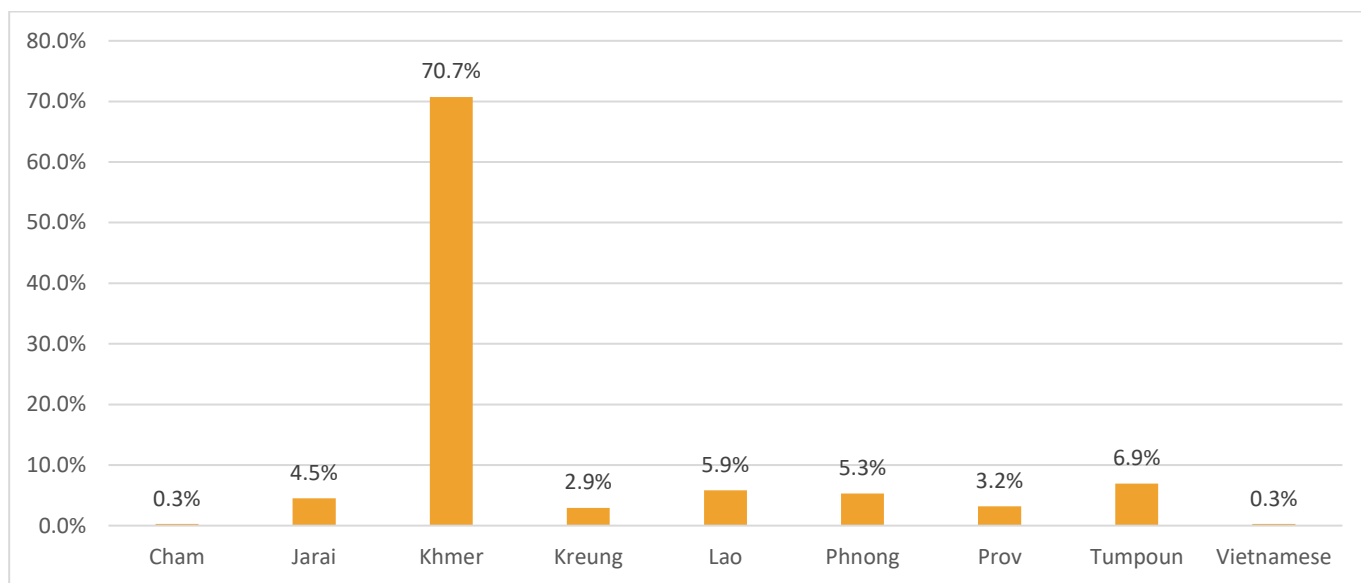
The main occupation of citizen respondents was farmer (49%) and own business (18%).

Figure 2: Occupation of Citizen Respondents



For the purposes of the Baseline all non-Khmer ethnicities are categorised as being ethnic minorities. For the Baseline 110 (29%) of citizen respondents were from ethnic minorities, with 71 (64%) being female and 2 (1.8%) being a person with disabilities.

Figure 3: Ethnicity of Citizen Respondents



Over half (54%) of the citizen respondents owned a smart phone, with 13% not owning any type of digital device. Only 58% of citizen respondents had access to the internet on their digital device. With the majority using an Android type device (88%). When using their digital device 175 (46%) could read and write on their device, with the majority doing so in Khmer (67%) and others (31%) able to use both English and Khmer. The main applications used on digital devices were: Phone/video calls (27%), Facebook (22%), Youtube/videos (20%) and a messaging/chat service (9%).

Figure 4: Digital Device Ownership of Citizen Respondents

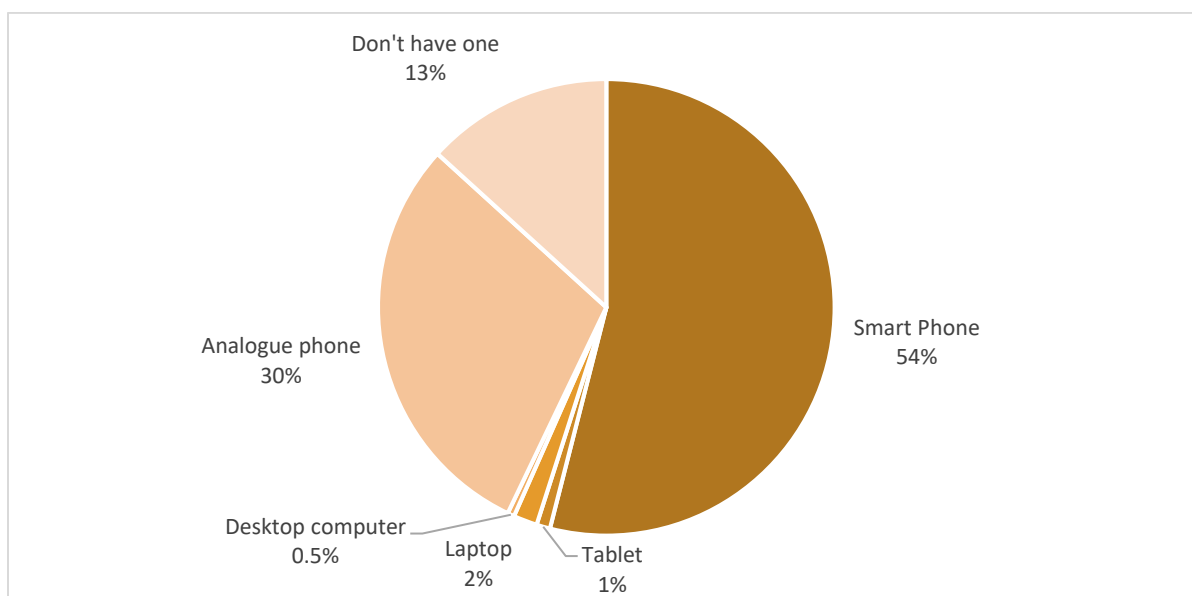
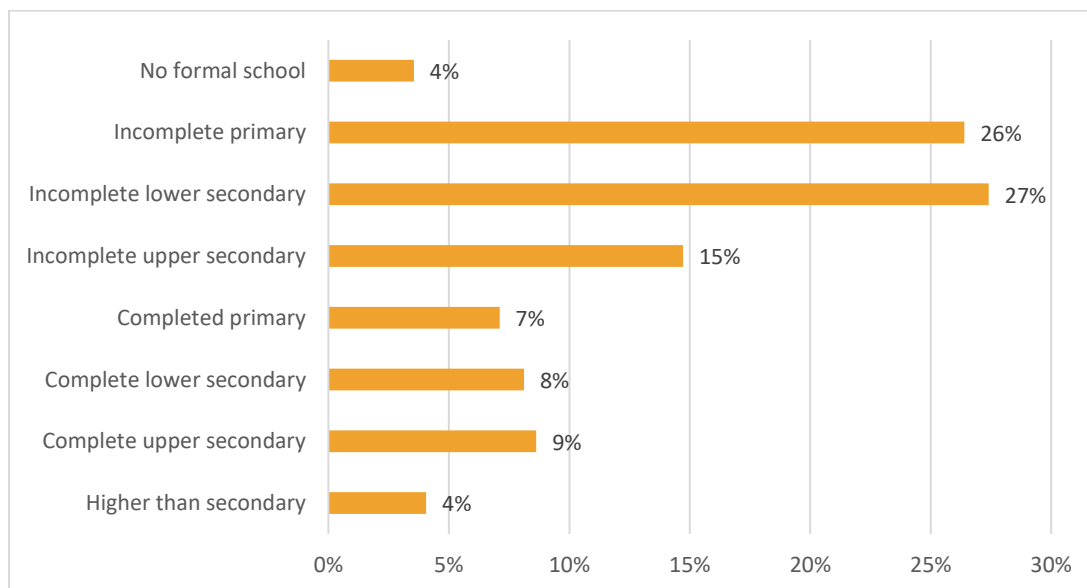


Table 5: Summary Demographics of Youth Respondents

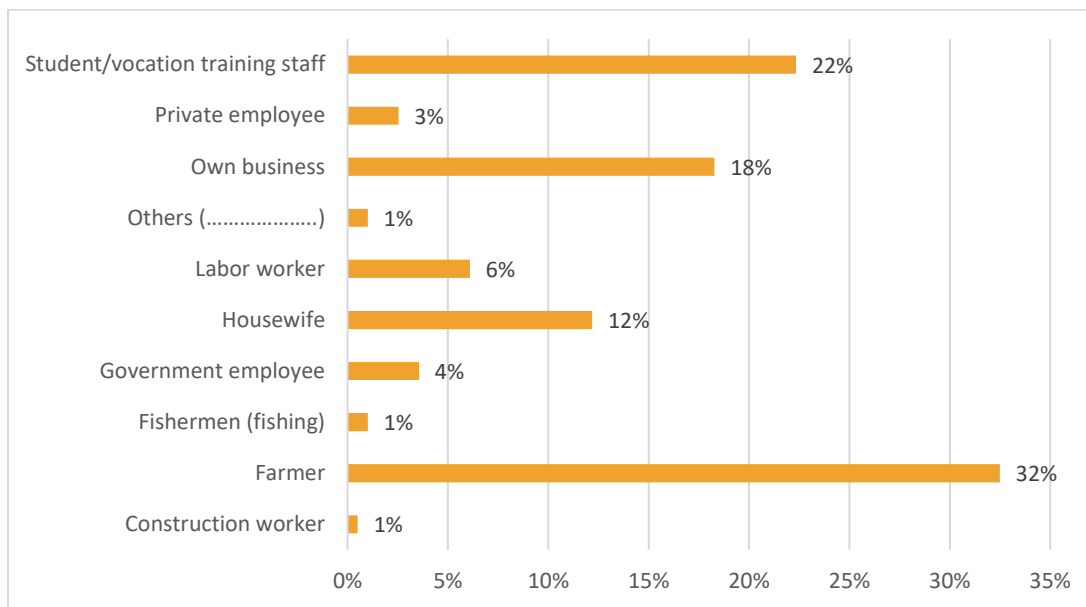
Demographic	Value
Total respondents	197
Female respondents	129 (66%)
Male respondents	68 (34%)
Married	106 (54%)
Average age	22 years
People with disability	None
Ethnic minority	64 (32%)
ID Poor card	Yes: 50 (25%) Level 1: 27 (14%) Level 2: 23 (12%)
Khmer language ability:	
Cannot speak Khmer	0%
Cannot write Khmer	11%
Cannot read Khmer	11%

The majority of youth respondents had did not finish primary school (26%) or did not finish lower secondary school (27%).

Figure 5: Highest Education Level of Youth Respondents


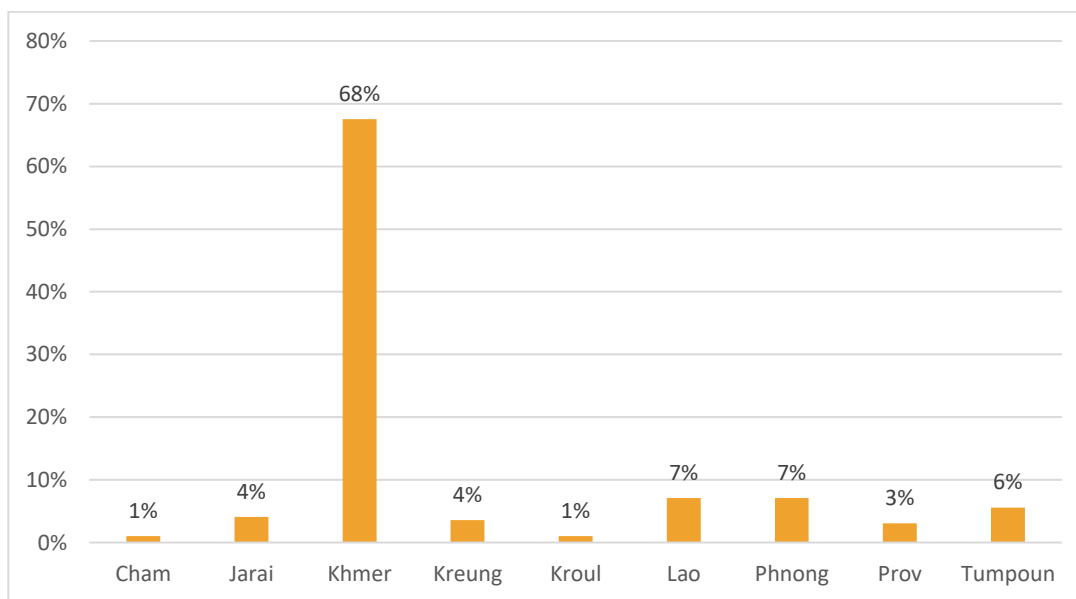
The main occupation of youth respondents was farmer (32%), student/vocational training staff (22%) and own business (18%).

Figure 6: Occupation of Youth Respondents



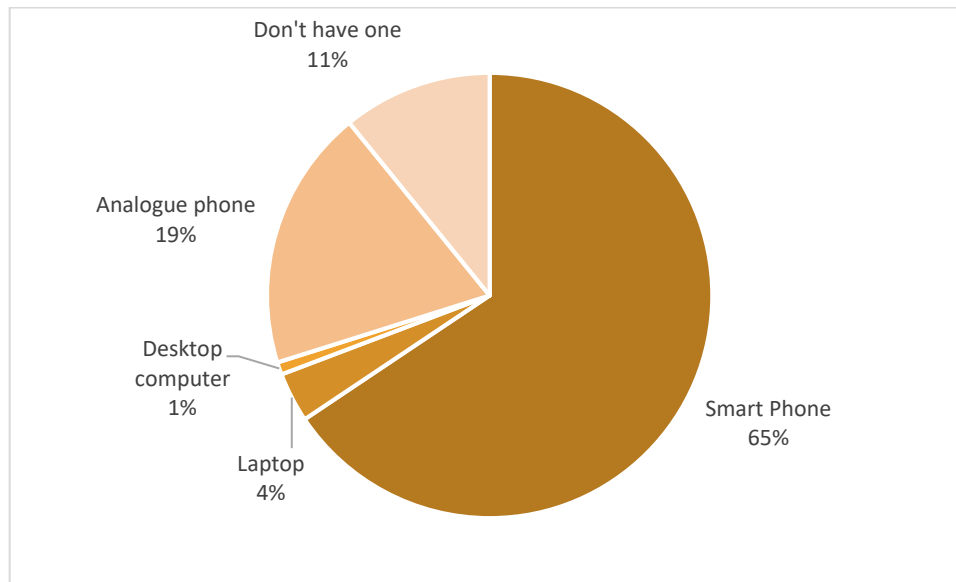
For the baseline 64 (32%) of youth respondents were from ethnic minorities, with 40 (63%) being female.

Figure 7: Ethnicity of Youth Respondents



The majority of youths owned a smart phone (65%) with only 11% not owning a digital device at all. 73% of youth respondents had access to the internet on their digital device. With the majority using an Android type device (81%). When using their digital device 140 (71%) could read and write on their device, with the majority of those youth doing so in both English and Khmer (59%), with the others (41%) only using Khmer. The main applications used on digital devices were: Phone/video calls (22%), Facebook (21%), Youtube/videos (19%) and a messaging/chat service (14%).

Figure 8: Digital Device Ownership of Youth Respondents



Local Authorities

Table 6: Summary Demographics of LA Respondents

Demographic	Value
Total respondents	200
Female respondents	41 (20%)
Male respondents	159 (80%)
Married	182 (91%)
Average age	46 years
People with disability	3 (1.5%)
Ethnic minority	31 (15%)

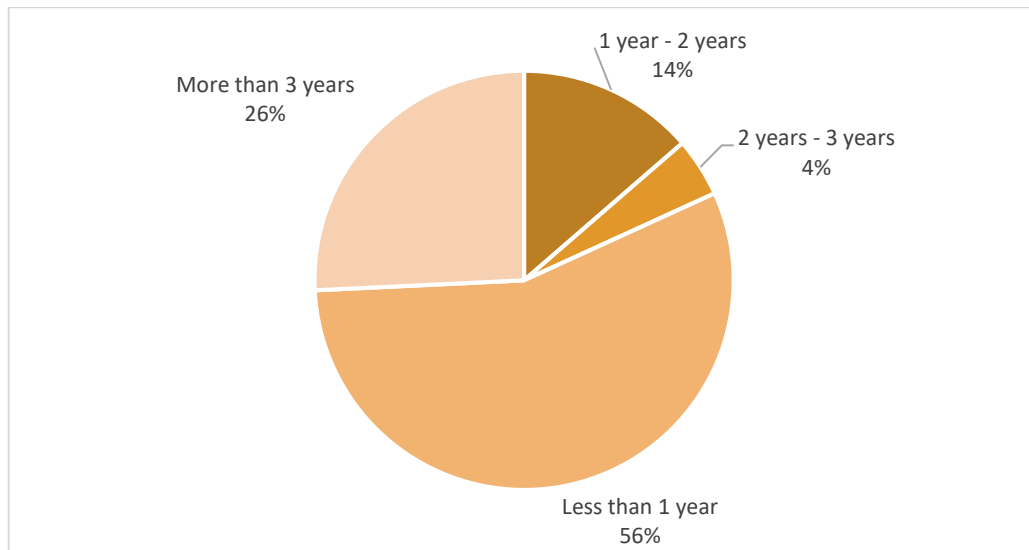
CAFs

Table 7: Summary Demographics of CAFs Respondents

Demographic	Value
Total respondents	66
Female respondents	35 (53%)
Male respondents	31 (47%)
Married	47 (71%)
Average age	29 years
People with disability	None
Ethnic minority	18 (27%)
Able to speak ethnic minority language	29 (44%)

The majority of CAFs were new (56%) having only been appointed as a CAF for less than a year.

Figure 9: Amount of Time being a CAF



Ethical Considerations

Given the sensitive nature of interviewing beneficiaries about the performance of CARE as a government service providers ethical protocols were followed, including adhering to CARE's ethical or safeguarding policies to ensure the anonymity and safety of all respondents. Protocols included:

- Not recording the names of respondents and conducting interviews in a private room, to ensure privacy and confidentiality. All respondents will be assigned a non-identifiable code.
- Informing respondents that participation is totally voluntary, that they do not have to answer specific questions if they feel uncomfortable and that they can stop the interview at any time without giving reason.
- Obtaining full and informed consent (oral) from respondents prior to commencing interviews.

COVID-19

In order to ensure the safety of research data collectors and community members being interviewed COVID-19 protection measures were presented during the training of data collectors. Procedures implemented during the field research were:

1. Wearing of face masks by all data collectors;
2. Interviews where possible were conducted in an open-air space;
3. Social distancing was observed by all data collectors;
 - Keep 1.5 metres away from others and respondents,
 - Avoid any physical contact such as handshaking, hugs etc.
4. Observing good hand, sneeze and cough hygiene;
5. Data collectors provided with alcohol-based hand rub which was used before and after each interview; and
6. Eating of meals outside with no shared food or utensils.

2. Findings and Analysis

Findings for the project indicators are outlined below.

Impact Level	
To develop effective, accountable and transparent institutions at all levels and ensure public access to information and fundamental freedoms (SDG 16)	
1	% of population satisfied with their last experience of public services by gender, people with disability (PWD), youth, Ethnic Minority (EM) per service provider
<p>Citizens and youths were asked regarding their satisfaction levels for various services provided to them: commune/village office, district office, primary education, lower secondary education, health centre, hospital, waste disposal, land titling and environmental management. They provided their answers via a five-point scale: Strongly dissatisfied, dissatisfied, normal, satisfied and strongly satisfied. Respondents were also able to indicate that they had no experience using that service.</p> <p>The average satisfaction level for all citizens was 71%, PWD 59%, EM 69%, females 67% and 68% for youths. Satisfaction being measured by an answer of satisfied or strongly satisfied.</p> <p>The satisfaction levels for various services provided to citizens and youths are summarized in the tables below. The graphs below also provide further details of the full five-point scale responses.</p> <p>Key findings for this indicator are:</p> <ul style="list-style-type: none"> • Amongst citizens, on average across the various target groups, environmental management (37%), commune/village (66%) and district offices (67%) had the lowest satisfaction levels. • Amongst citizens, on average across the various target groups, primary (81%) and secondary education (79%) and health care (73%) had the highest satisfaction levels. • Amongst youths, on average across the various target groups, land titling (68%) and environmental management (50%), had the lowest satisfaction levels. • Amongst youths, on average across the various target groups, commune/village (79%) and district offices (77%), had the highest satisfaction levels. • Satisfaction levels for PWDs was the lowest across the various target groups (59% on average) with environment management (35%) having the lowest satisfaction levels followed by health services (health centre 49% and hospitals 50%). • A large number of citizen and youth respondents had no experience with district office services (59% and 53%, respectively) and waste disposal services (88% and 92%, respectively). For the latter this was due to waste disposal services not actually existing in many villages. 	

- A large number of youth respondents had no experience with land titling services (67%).

Table 8: Summary of Citizen Satisfaction Levels

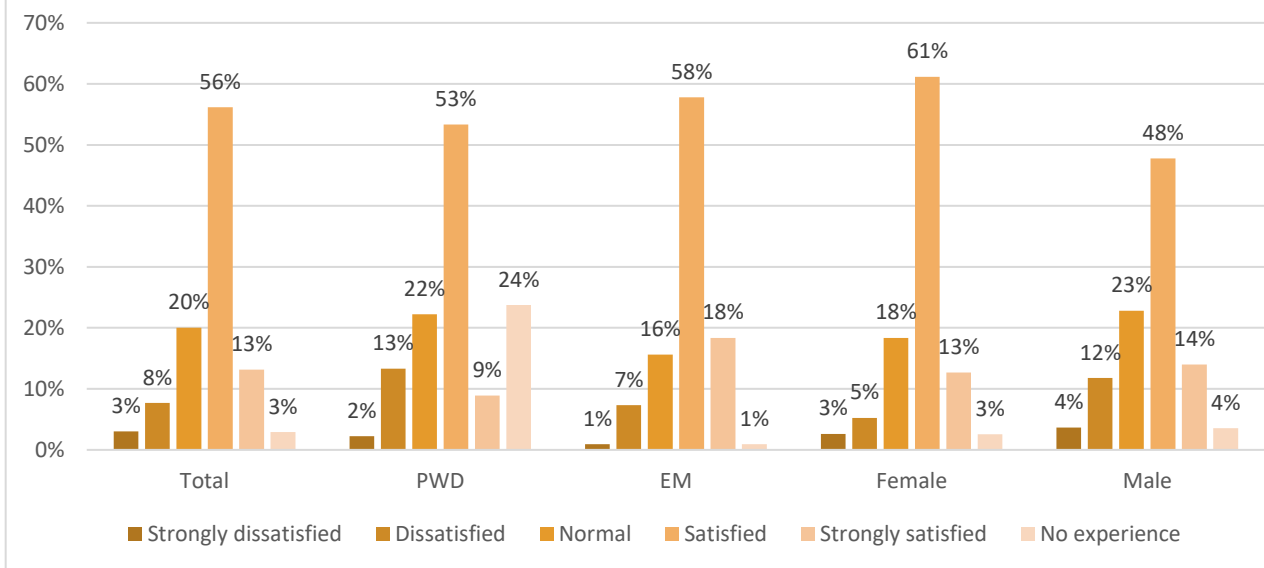
Service Provider	All Citizens	PWD	EM	Female	Male	Average Level of No Experience
Commune/village office	69%	62%	76%	74%	62%	2%
District office	71%	57%	76%	72%	67%	59%
Primary education	81%	72%	86%	82%	81%	6%
Lower secondary school	76%	73%	69%	77%	72%	25%
Health centre	76%	49%	77%	76%	75%	17%
Operation District (OD) / Referral / Provincial hospital	69%	50%	66%	70%	69%	30%
Waste disposal services	66%	80%	57%	54%	85%	88%
Land title service	64%	50%	66%	67%	57%	45%
Environmental management	65%	35%	48%	33%	27%	2%
Average	71%	59%	69%	67%	66%	

Table 9: Summary of Youth Satisfaction Levels

Service Provider	All Youth	EM	Female	Male	Average Level of No Experience
Commune/village office	76%	89%	78%	72%	11%
District office	74%	83%	73%	77%	53%
Primary education	70%	81%	73%	74%	10%
Lower secondary school	56%	71%	76%	78%	24%
Health centre	76%	71%	71%	81%	16%
Operation District (OD) / Referral / Provincial hospital	70%	73%	69%	70%	31%
Waste disposal services	60%	100%	54%	80%	92%
Land title service	69%	66%	75%	60%	67%
Environmental management	60%	51%	45%	45%	12%
Average	68%	76%	68%	71%	

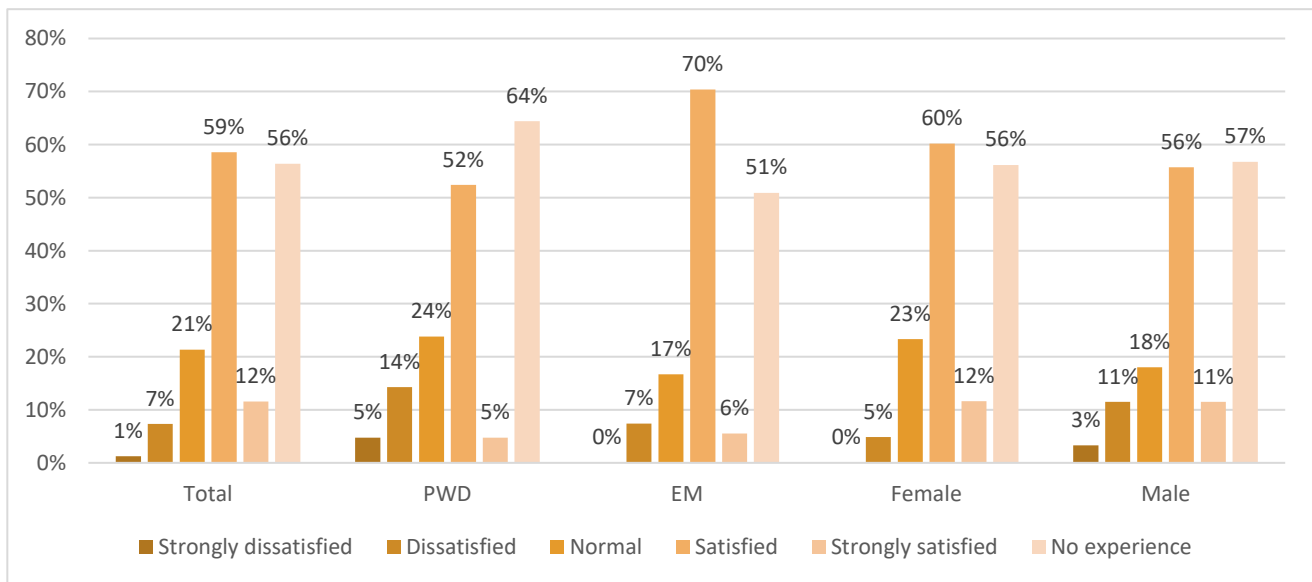
Respondents reported that the commune office was helpful in providing civil documents, solving problems and posting the list of service prices in the commune office. While some respondents reported they were dissatisfied with commune service as when they made enquiries, they were not given any attention, were sometimes rude and often they were careless with their work e.g. writing the wrong date or using the wrong spelling of names on documents or they were very slow.

Figure 10: Citizen Satisfaction Levels for the Commune/Village Office



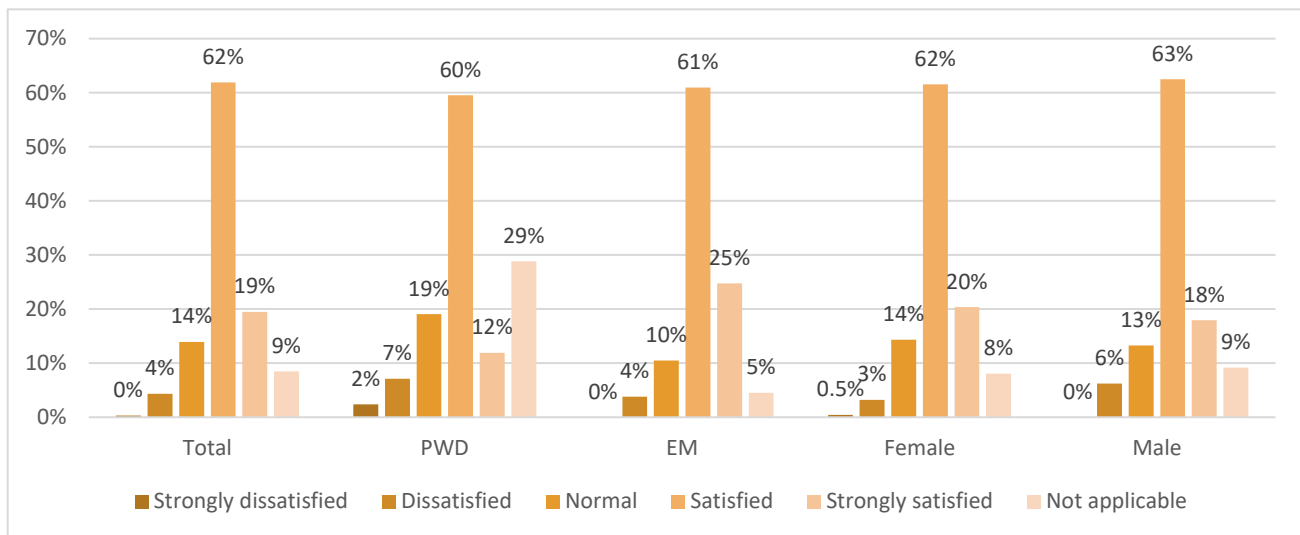
Respondents reported that the district office provided satisfactory services as they were able to clearly explain the costs involved and that they provided quick service. However, many respondents did not have experience with the district office.

Figure 11: Citizen Satisfaction Levels for the District Office



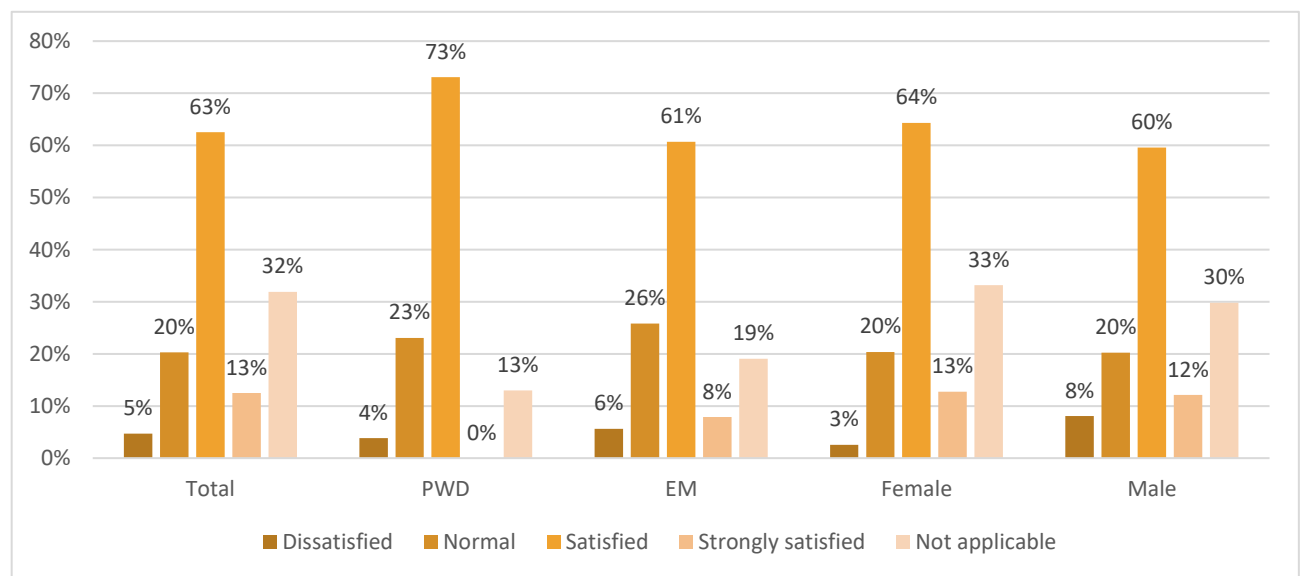
Most of respondents reported that they were satisfied with the primary education services as they were friendly and happy that their children were able to study although some were not sure about the specific services provided. Some respondents reported that when their children were absent, the school came to visit at their house to check up on them. However, some respondents were dissatisfied because some teachers provided extra private classes, were regularly absent and that students needed to provide payment in class.

Figure 12: Citizen Satisfaction Levels for Primary Education



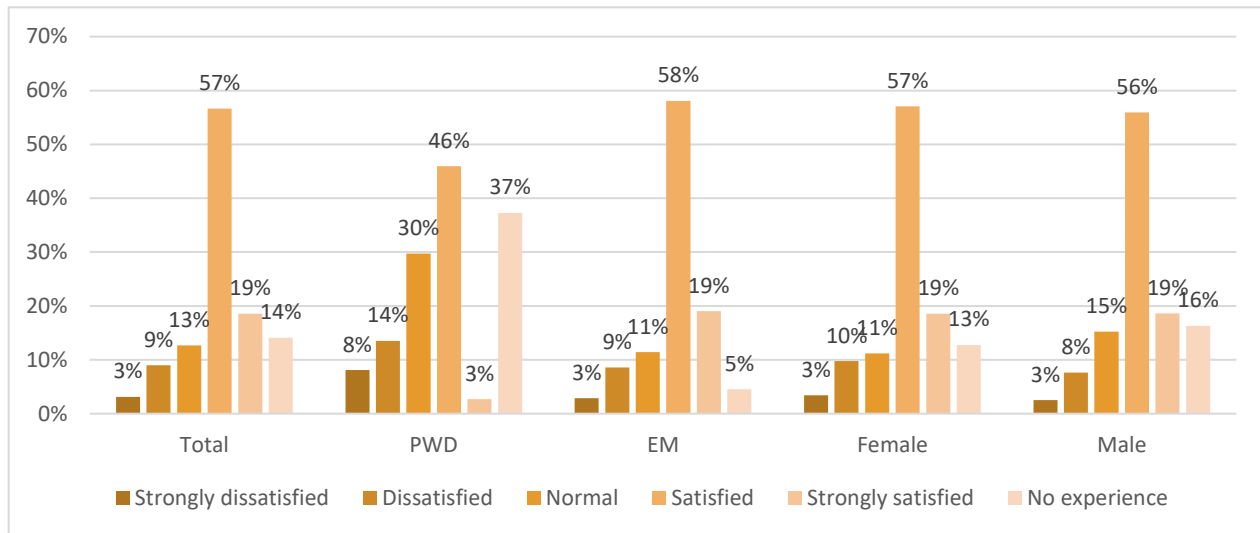
Respondents reported that the school's environment was good, that teachers were punctual and informed parents if the students had any problems at school. While some of respondents didn't have children at that study level yet and couldn't comment on the service provision. However, some respondents confirmed that they were dissatisfied with teachers because they didn't pay attention to teaching the students.

Figure 13: Citizen Satisfaction Levels for Lower Secondary School



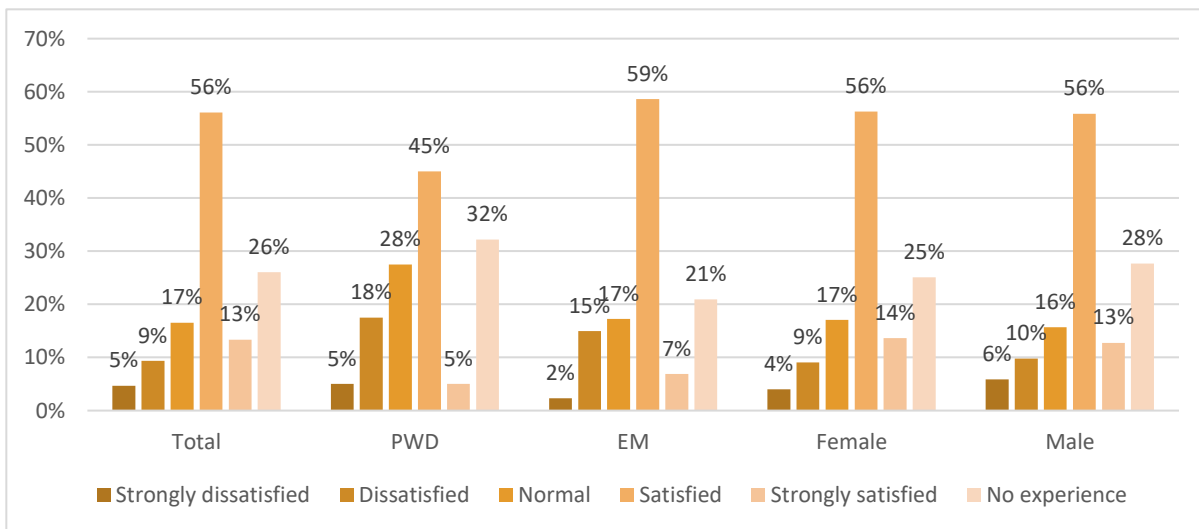
The respondents were satisfied with health centre services as they were able to provide the needed health care and their service fees were reasonable. However, for those that were not satisfied it was because nurses didn't always pay attention to them, sometimes they were given the wrong medicine and sometimes the offices were closed or services were very slow.

Figure 14: Citizen Satisfaction Levels for Health Centre/Post



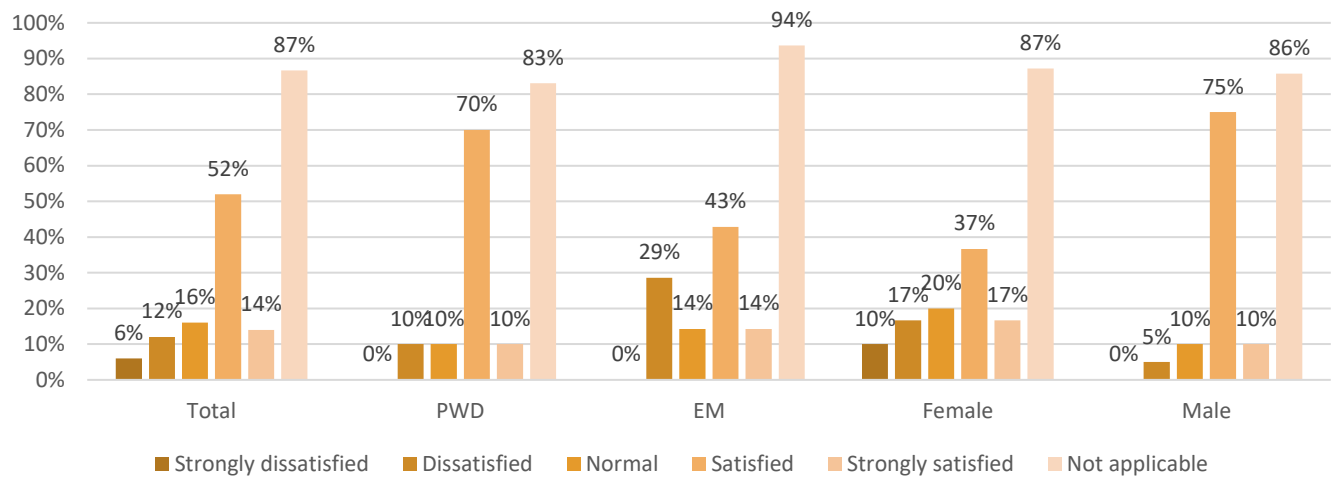
Respondents reported that they were satisfied with district and provincial hospitals as they had adequate equipment and more nurses, however some respondents doubted the capacity of nurses. Some of respondents had never had any experience with the hospitals: Operational District (OD), Referral Hospital (RH), and Provincial Hospitals (PH).

Figure 15: Citizen Satisfaction Levels for OD/Referral/Provincial Hospital



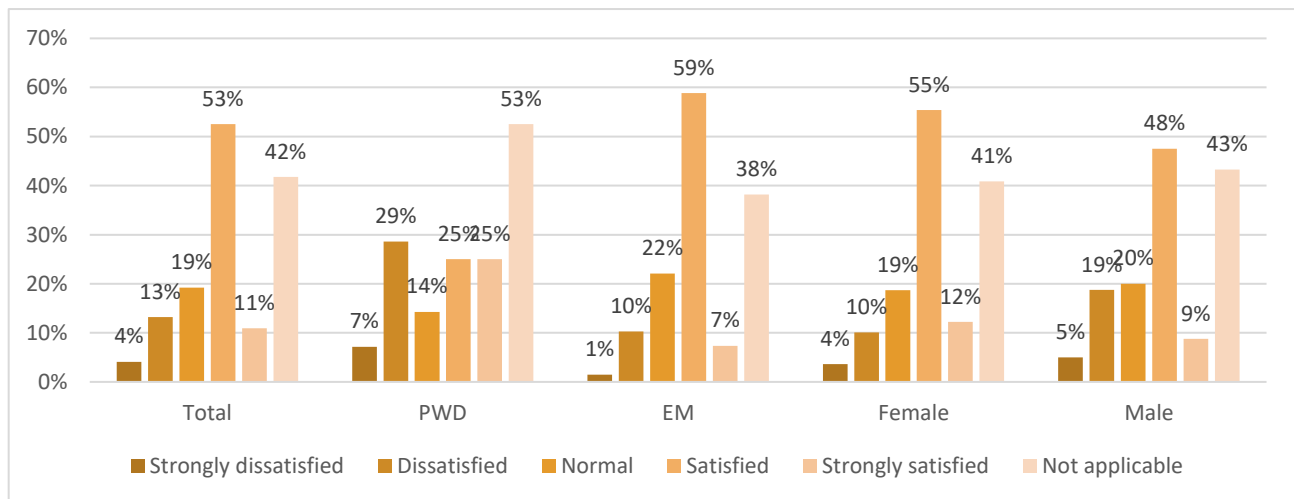
Most respondents did not have experience with waste disposal services as there were no such services provided in their village.

Figure 16: Citizen Satisfaction Levels for Waste Disposal Services



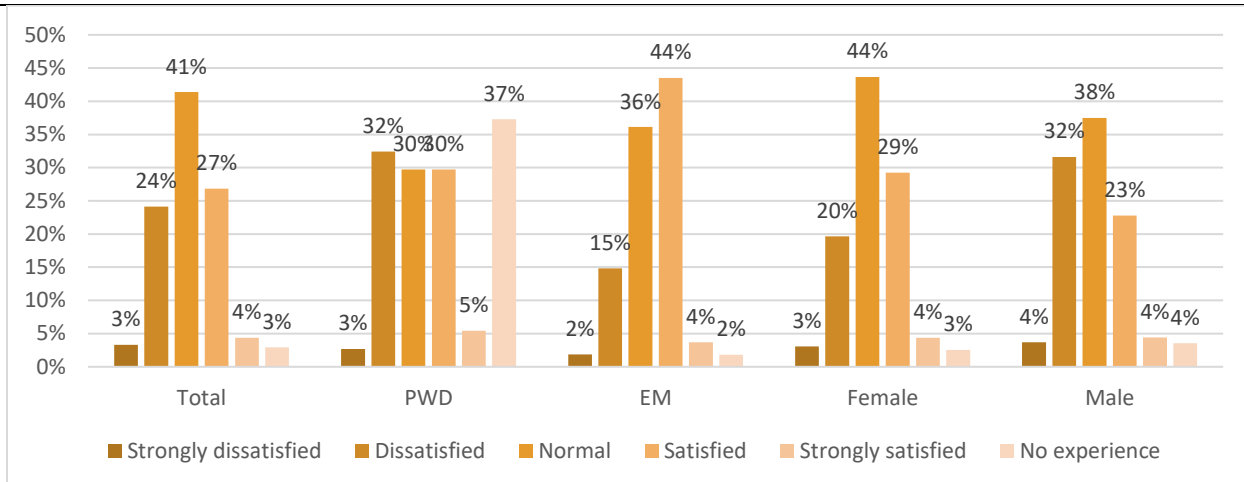
Many respondents have never had any experience with land title services. Those that were satisfied with the services, were happy that the government had asked youth groups to measure their land and provided a land title for free. Those that were dissatisfied said that they were asked for more money for services.

Figure 17: Citizen Satisfaction Levels for Land Title Services and Management



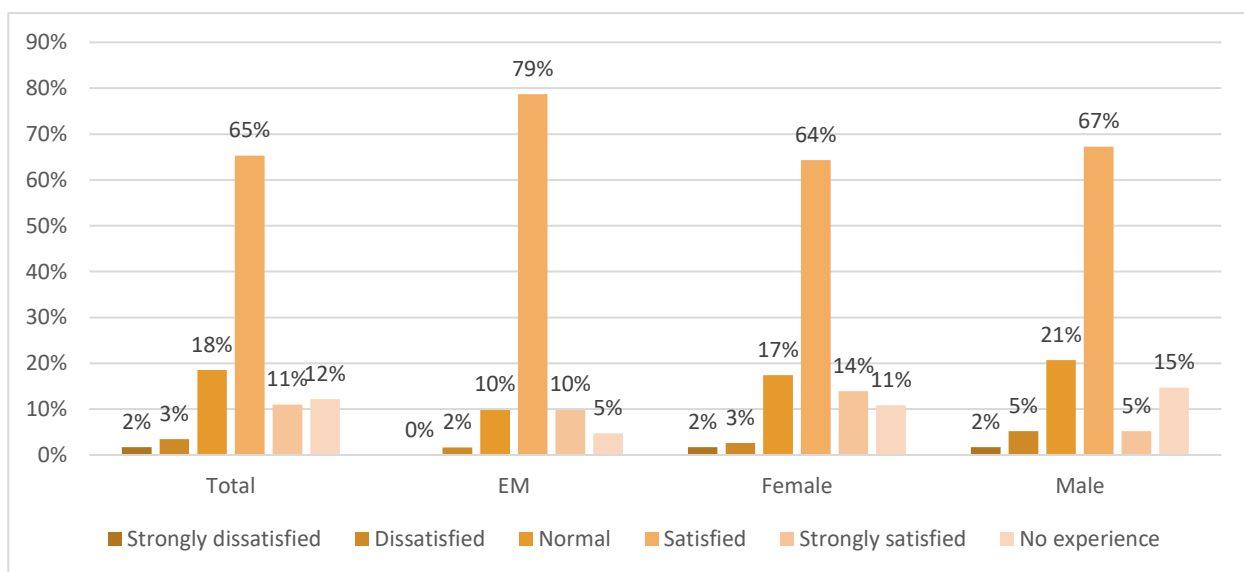
Respondents were dissatisfied with the environmental management in their community and forest area as the environment was not clean, with garbage thrown everywhere and the forest area were destroyed and there was no road development or drainage systems.

Figure 18: Citizen Satisfaction Levels for Environmental Management



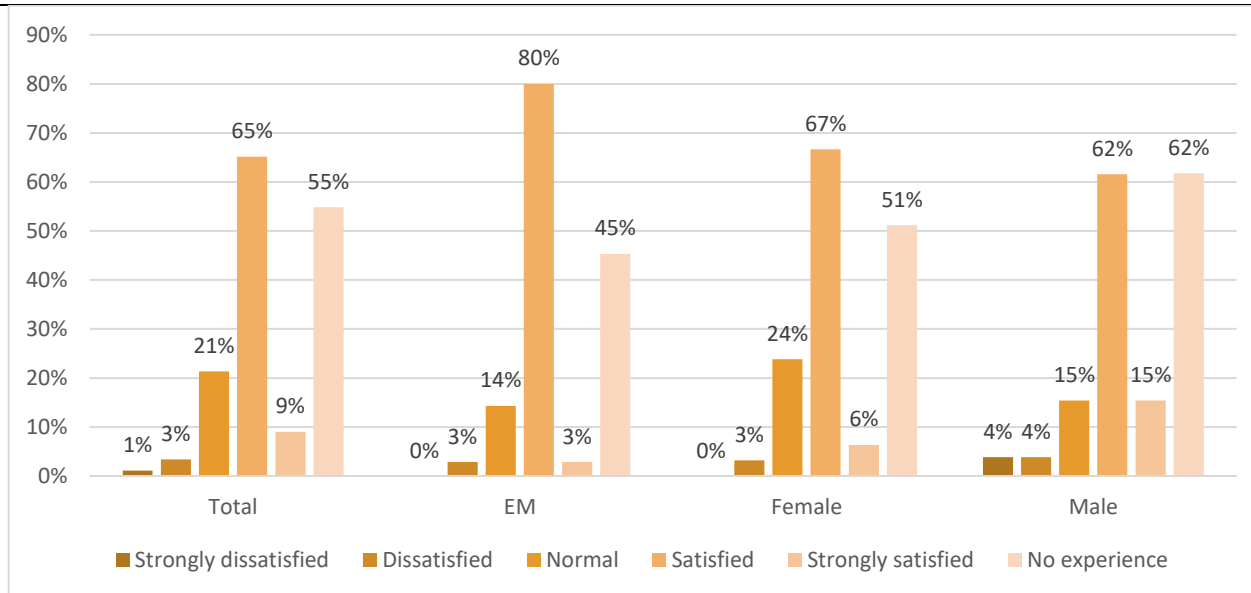
Respondents reported that they were satisfied with the commune office as it was friendly and helped them immediately when need them to sign documents. While some of the respondents felt services were normal/average as they needed to pay for the services, it was often so slow and the office capacity was limited.

Figure 19: Youth Satisfaction Levels for Commune/Village Office



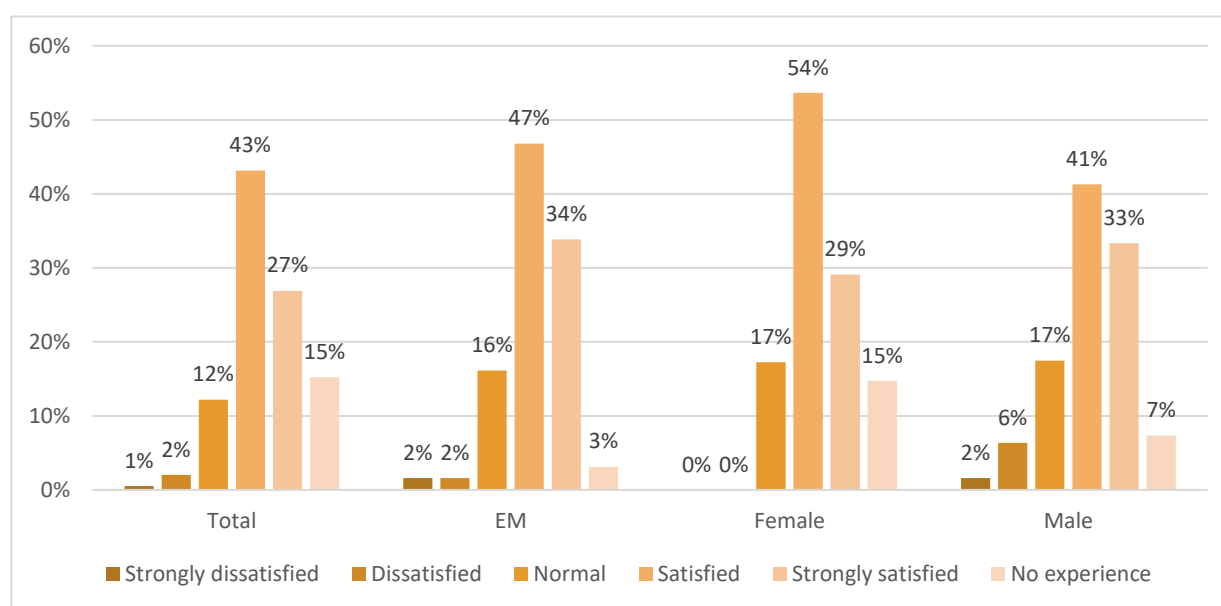
Many of the respondents didn't have experience with the district office. For those that were satisfied with the district office it was because they were friendly, easy and told them clearly what to do for their needs. While some were dissatisfied with the district office as they asked for more money for administrative documents.

Figure 20: Youth Satisfaction Levels for the District Office



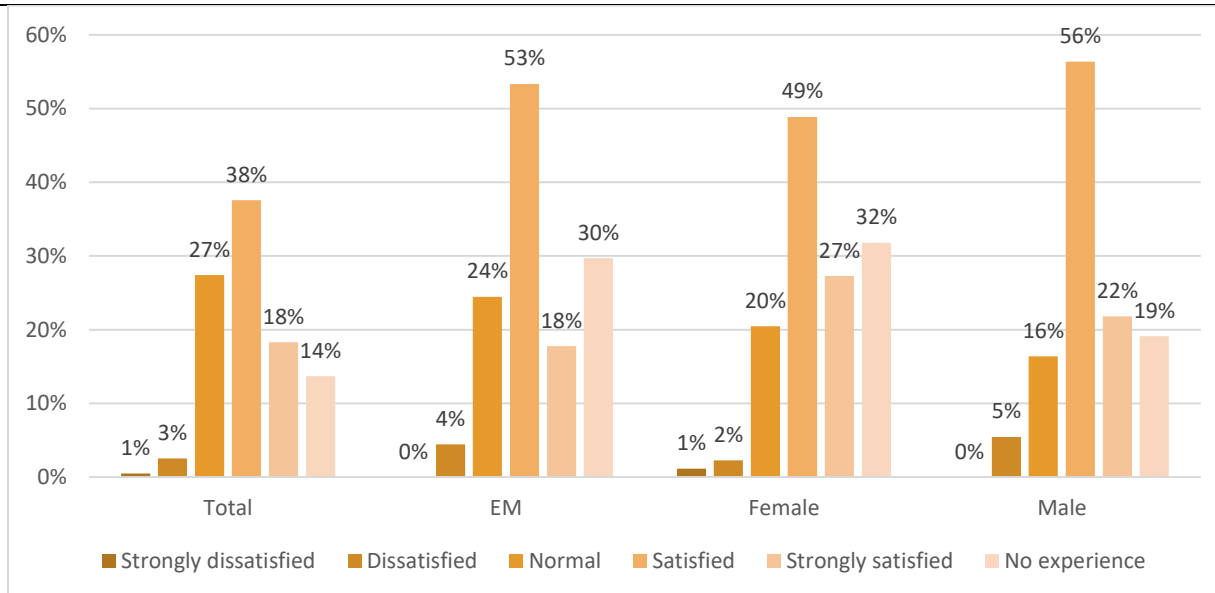
Respondents were satisfied with the primary education services as their children were taken care by punctual teachers and the school reported to them any information about their children if there were any issues. While some of them responded normal/average because they were not really sure about their satisfaction level.

Figure 21: Youth Satisfaction Levels for Primary Education



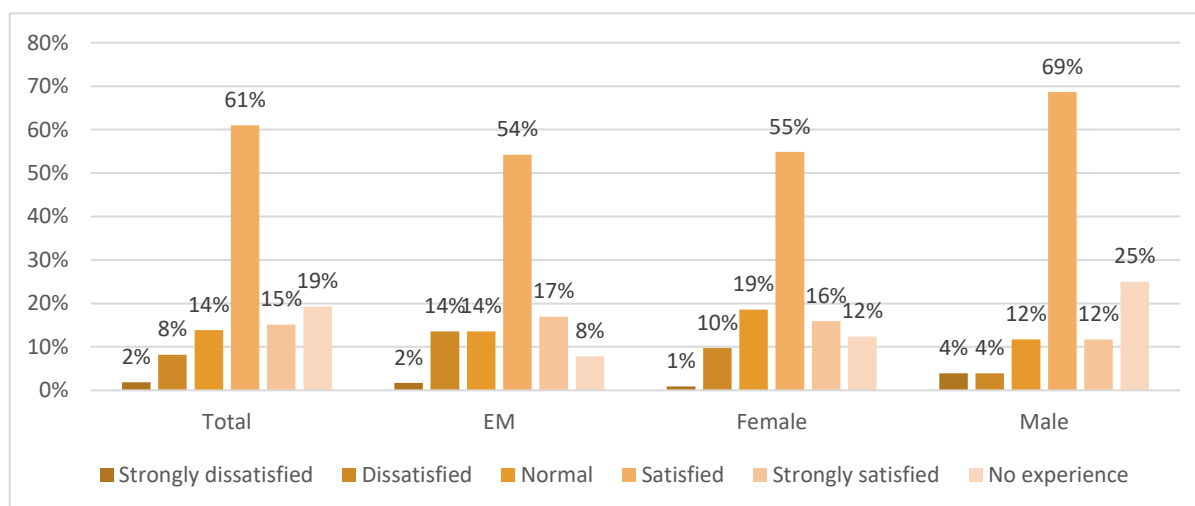
Respondents were satisfied with secondary education services as the teachers were punctual and they sometimes had extra replacement classes during the holidays in order to complete the school curriculum properly. While some respondents didn't have experience with secondary education services.

Figure 22: Youth Satisfaction Levels for Lower Secondary School



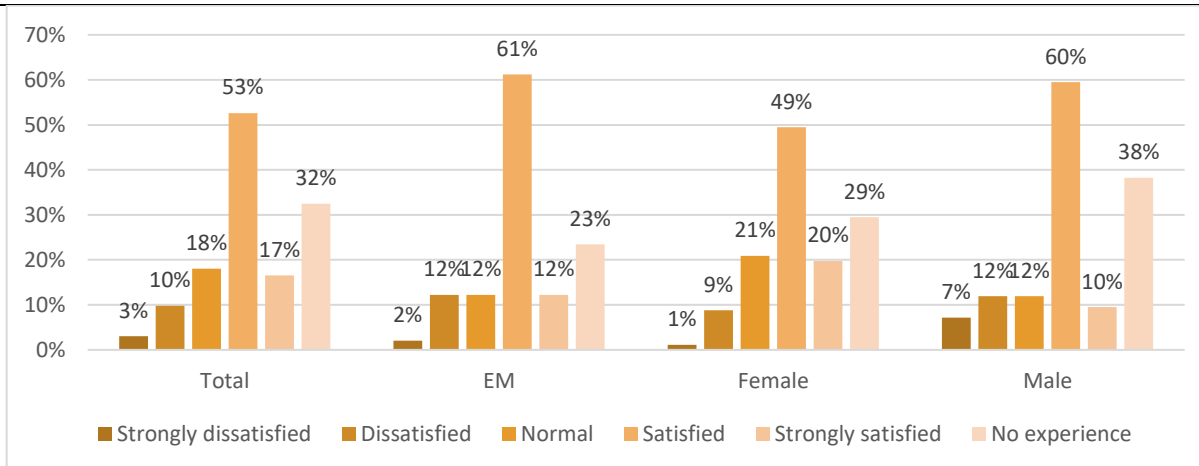
Respondents were satisfied because the nurses paid attention and provided good care and services. Respondents were dissatisfied with the health centre services as they had bad experiences with the nurse giving them the wrong medicine and some nurses being rude and unfriendly.

Figure 23: Youth Satisfaction Levels for Health Centre/Post



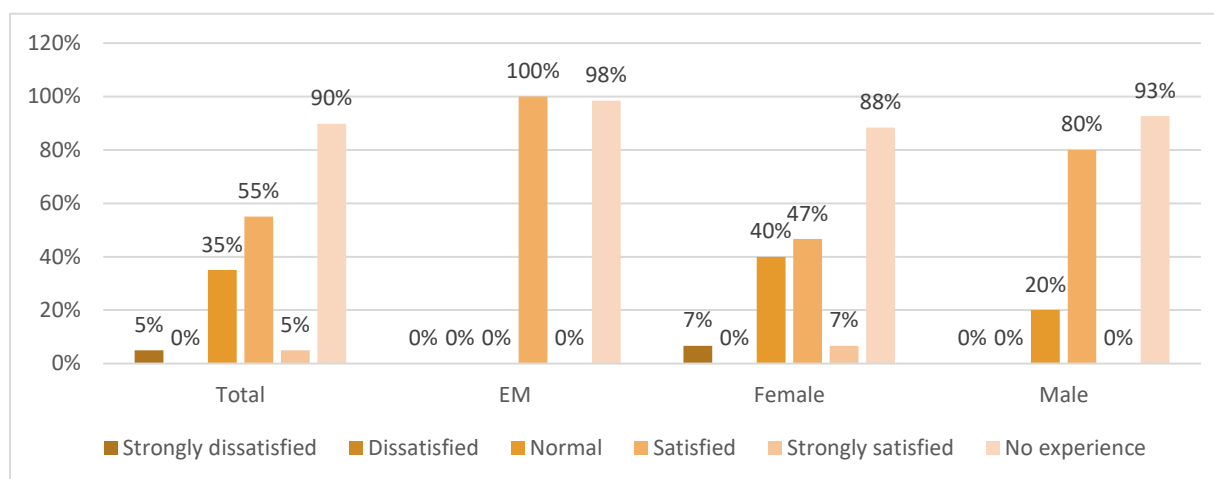
Respondents were satisfied with the OD/RH/PH because there were nurses at the hospital when they need the services, they paid attention, and the nurses were friendly to the patients. While some respondents reported that they were dissatisfied because the services were so slow, nurses were unfriendly and rude and did not care for the patients very well.

Figure 24: Youth Satisfaction Levels for OD/Referral/Provincial Hospital



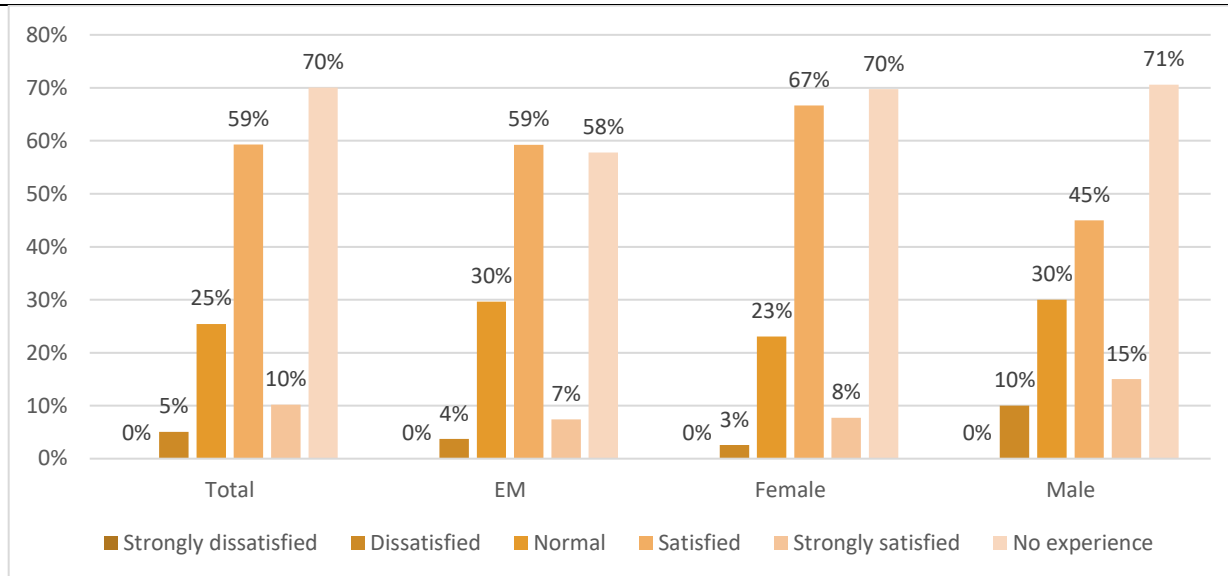
Most respondents didn't utilise waste disposal services as it wasn't available in their village.

Figure 25: Youth Satisfaction Levels for Waste Disposal Services



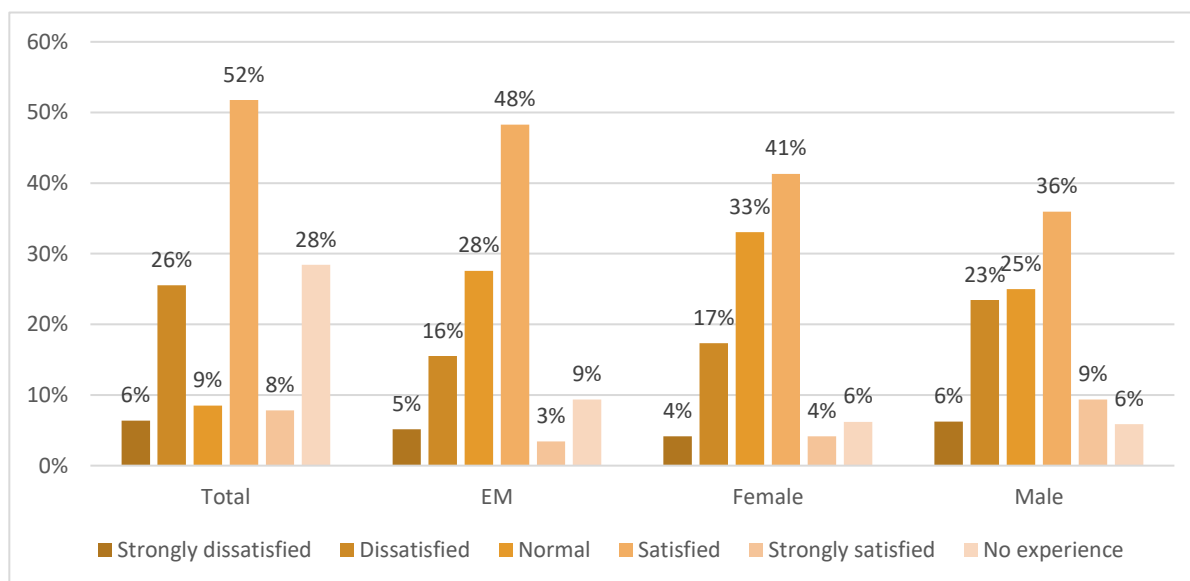
Most youth didn't have any experiences with land title services. While a few of them had experience and were satisfied with the service as they didn't ask for the extra fees.

Figure 26: Youth Satisfaction Levels for Land Title Services and Management



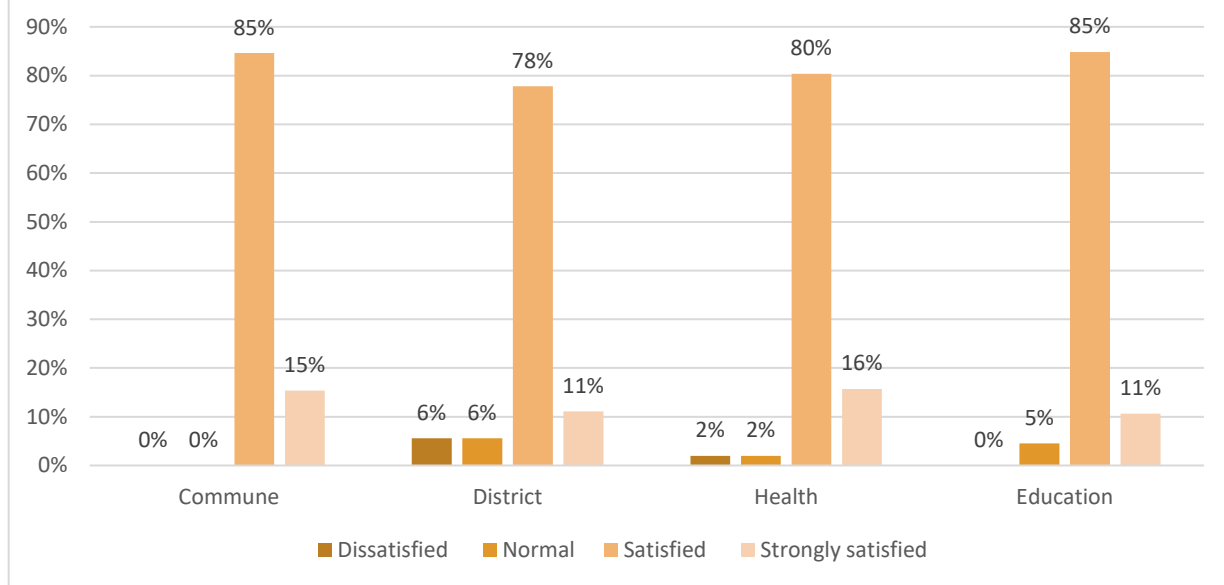
Respondents were satisfied with environmental management as LAs nominated community members to guard and protect the forest from illegal logging. In addition, the road condition was better than before as they can travel easier. Respondents were dissatisfied because the environment in their communities were not good, with trash everywhere and they felt the LAs didn't care about it.

Figure 27: Youth Satisfaction Levels for Environmental Management



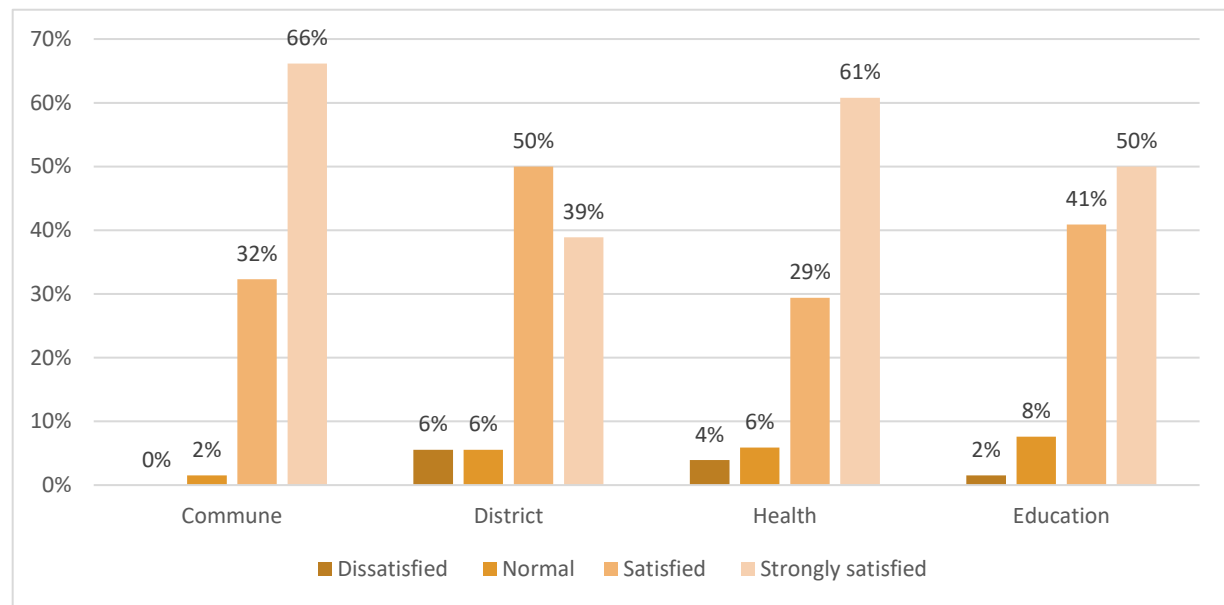
The baseline also asked LA's how they perceived citizen satisfaction levels of the services that they provided. All LAs rated perceived satisfaction as very high (96% satisfaction level).

Figure 28: LA's Perceived Satisfaction Levels for their Services



The Baseline also asked LA’s how satisfied they were with their own services that they provided. All LAs rated themselves as very high (93% satisfaction level).

Figure 29: LA’s Satisfaction Levels for their own Services that they provide



% of JAAP action items implemented (solved) within 12 months by EoP	
To be calculated at the endline/end of project (EoP).	

Outcome Level

To empower young ethnic minority citizens to make government more participatory, transparent, responsive and accountable, including by leveraging digital technologies

% of young ethnic minorities (m/f) participate in development planning (CSC process, interface meetings, digital dashboard)

Youth were asked if they had heard of and participated in any ISAF or development planning activities. 62% of all youths and **50% of youth ethnic minorities had participated in an ISAF/development planning activity**. The main activity that youth ethnic minorities had attended (56%) was community investment plan (CIP) or district integration plan (DIP) meetings and interface meetings (36%). Of those youths that participated in an ISAF/development planning activity 49% had attended the activity within the last 6 months and for youth ethnic minorities 56% had attended the activity within the last 6 months.

Notably not many youth women are participating in ISAF/development planning activities, 58% of all youth women and 45% of youth women ethnic minorities have not attended any such activity.

Figure 30: Youth Participation Rate in ISAF/Development Planning

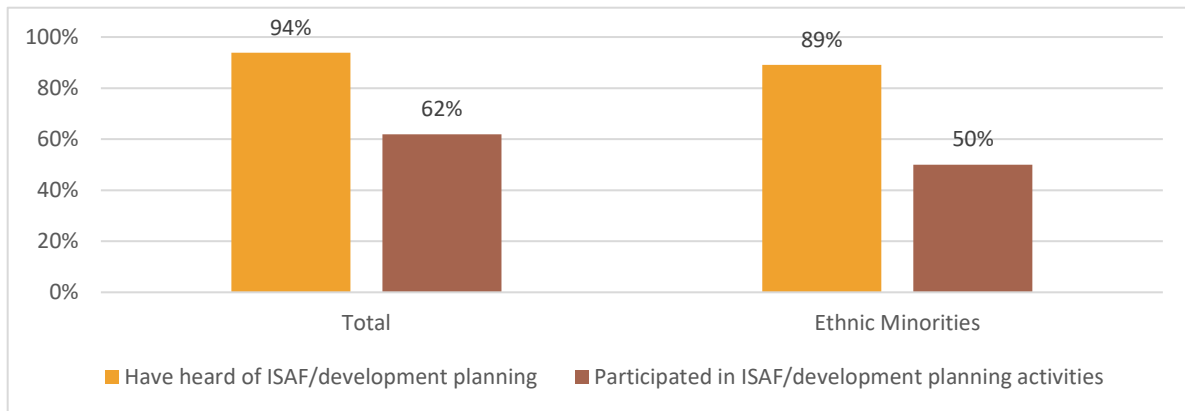


Figure 31: Youth Participation Rate in ISAF/Development Planning (m/f)

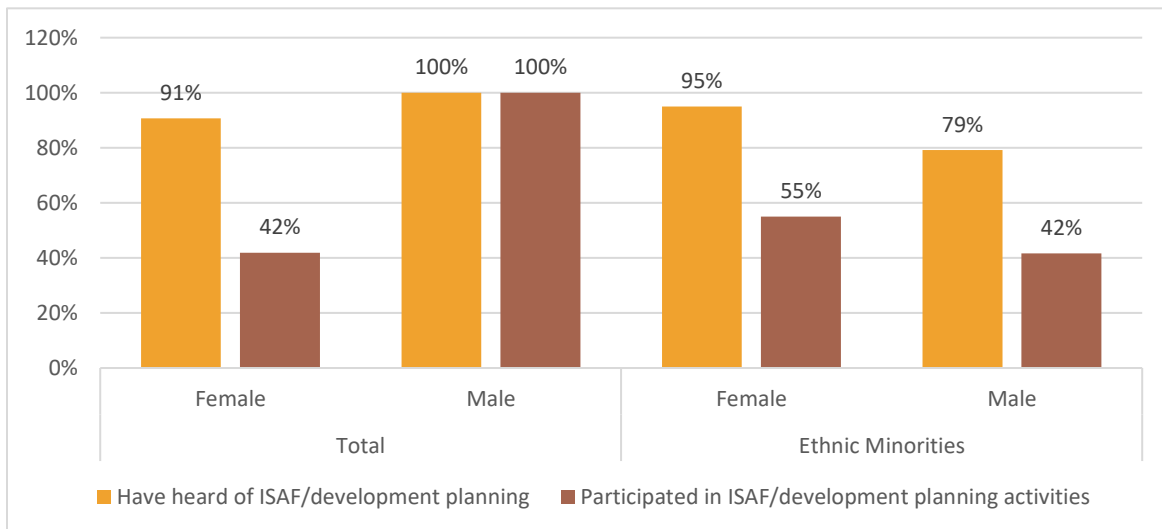
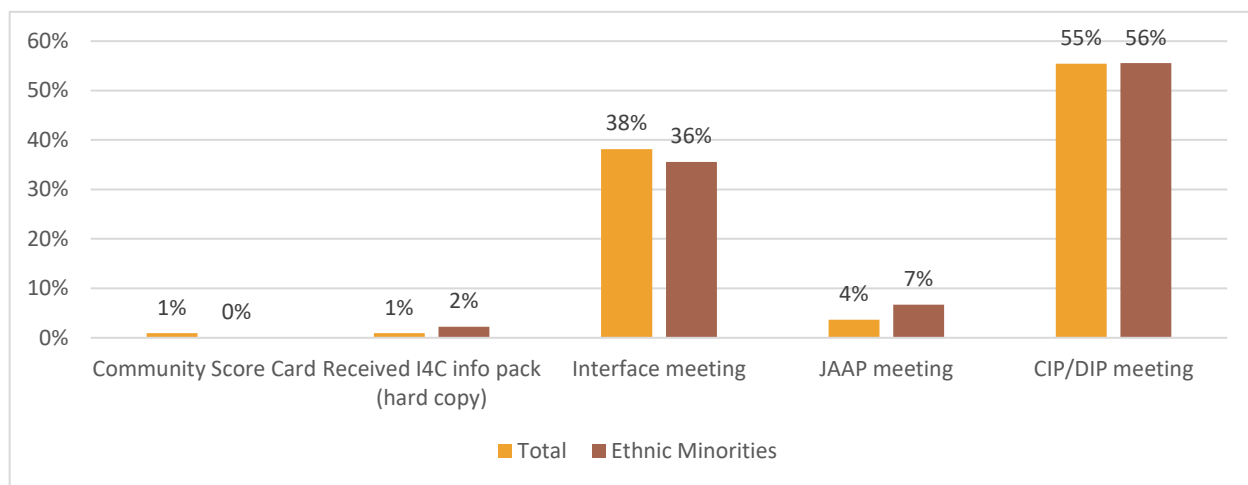


Figure 32: Type of ISAF/Development Planning Activity Youth participated in

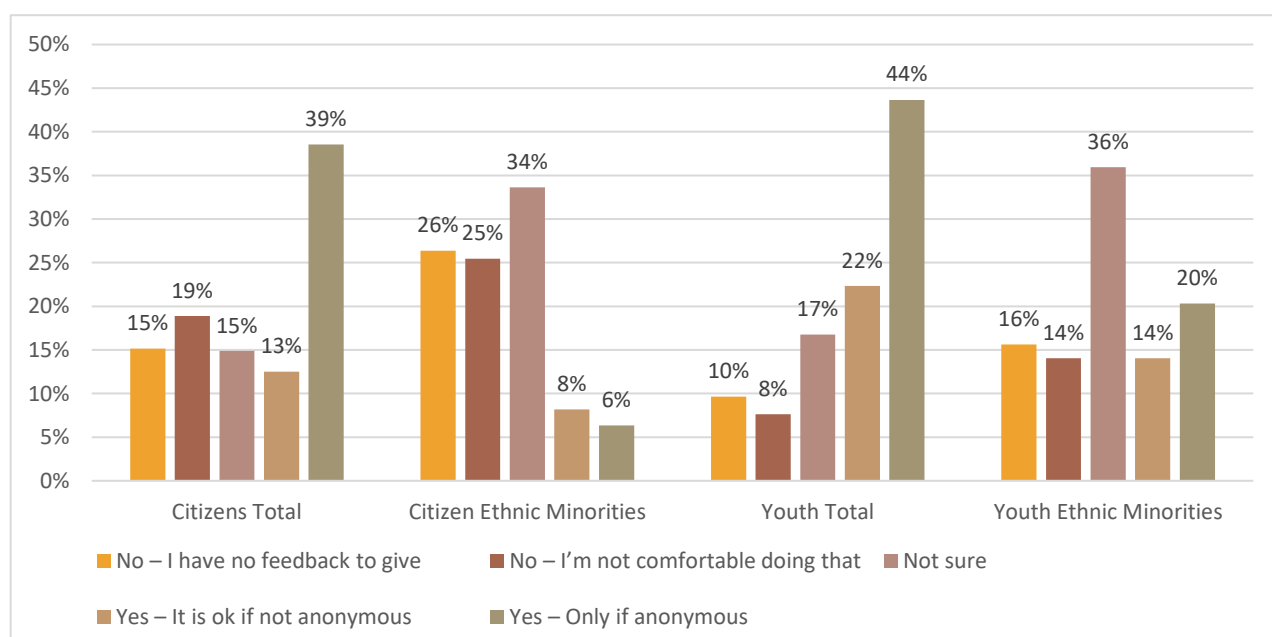


% of inputs of ideas from participants via digital platforms

This indicator will be calculated in Y1 once digital platforms are launched.

However, during the baseline citizens and youth were asked about their willingness to provide feedback via a digital platform. 39% of citizens and 44% of youth responded that they would willing only if the feedback was provided anonymously. Ethnic minority citizens were more reluctant to provide feedback with the majority (59%) not sure or not comfortable with providing feedback.

Figure 33: Willingness to Provide Feedback via Digital Platforms



In relation to digital platforms, it should be noted that only 54% of citizen respondents owned a smart phone and only 58% had access to the internet. Furthermore only 46% could read and write on their device. For youth 65% owned a smart phone and 73% of those had access to the internet. This may well affect the ability of citizens and youth (in terms of access and capacity) to actually provide feedback via a digital platform.

It is recommended that an indicator to track non-digitised feedback be considered if there real potential for digitised feedback to be hindered by lack of access to the internet or digital illiteracy.

- # of inputs of ideas from participants via non-digital platforms

Output Level (Op 1.1)

Improved public access for our target groups to information and open budgets.

% of targeted service providers post (and annually update) digitised I4C (including standards, performance data and budget information) via social media

43% of services providers reported that they had previously posted information about the services they provide via social media, in particular each service provider responded as follows: commune (51%), district (72%), health (29%) and primary education (39%). The majority of this information was published as an image (40%) or text (35%) type file, via Telegram (37%), a personal Facebook account (29%) or a chat group (20%) and is updated every week (31%) or month (30%).

The baseline also collected data on non-digitised information published, the location of where that information was physically posted and the frequency when that information is updated. Key findings from this data are:

- An average of only 47% of education providers post information, this was the lowest posting average. The highest posting average for service providers was the commune level service providers (77%).
- The most common place to post (physical) information is the 'inside the building on the walls' (39%) and on an official notice board (27%)
- Information is usually updated on average quarterly (27%) or annually (26%).
- Only one health centre in Ratank Kiri province posts information in an ethnic language (Tumpoun).
- Some service providers are posting information on their personal Facebook account, this practice should not be encouraged as it may confuse citizens and youth as to the authenticity of the information.

Figure 34: Type of Information posted by Service Provider

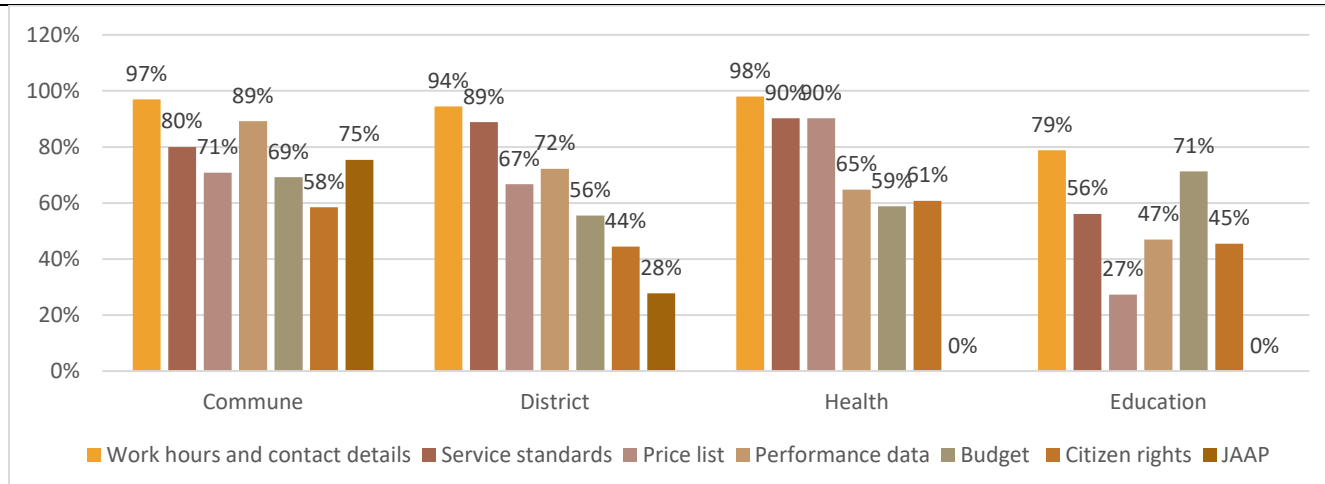


Figure 35: Location of Information posted by Service Provider

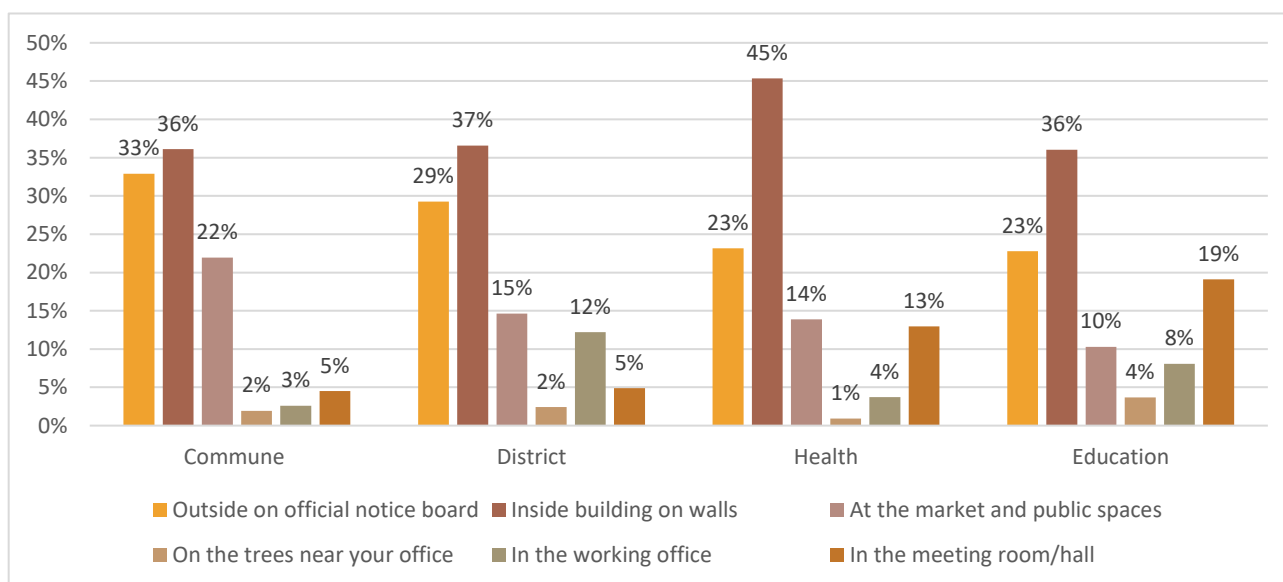
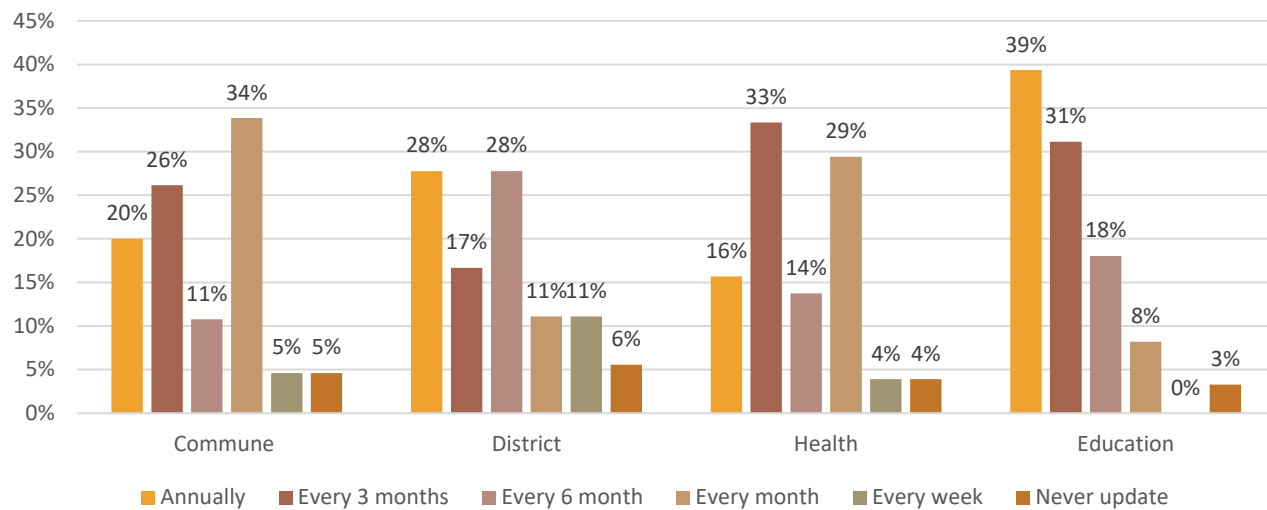
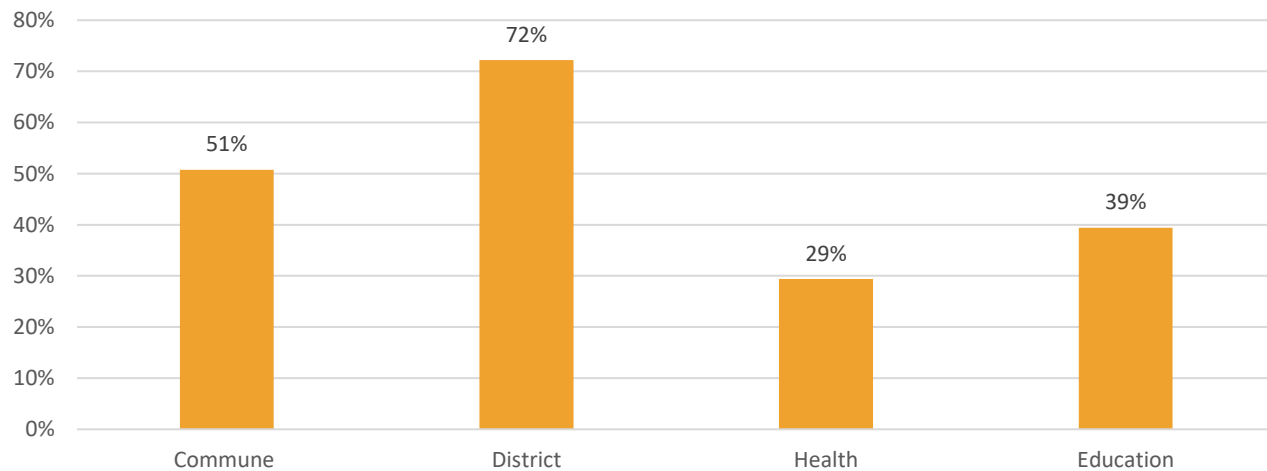


Figure 36: Frequency of Information posted by Service Provider



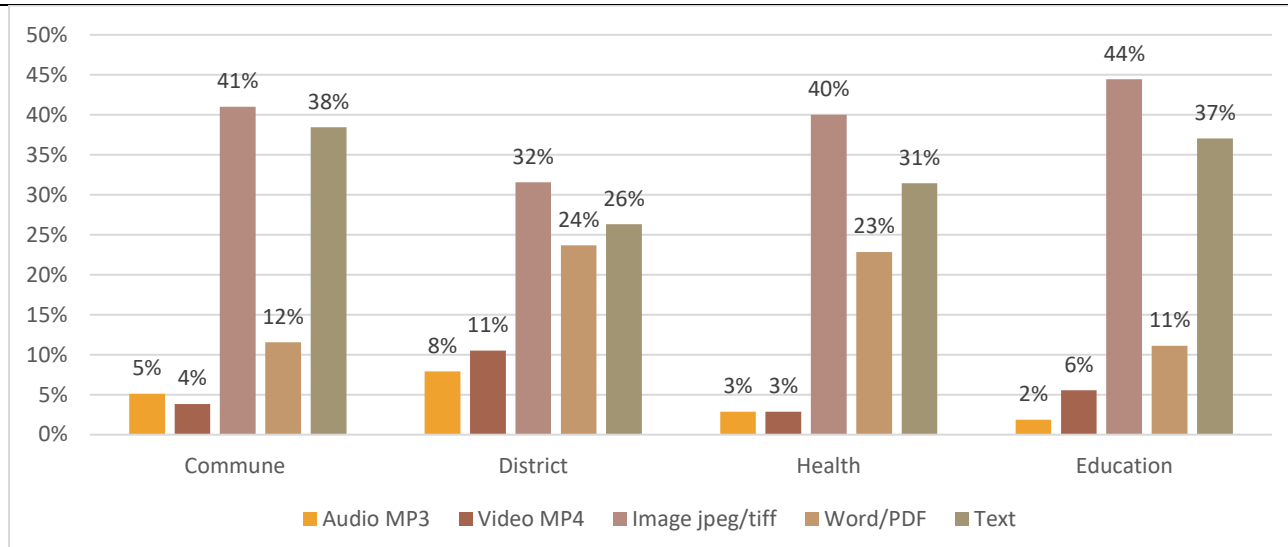
Source: LA Q.18

Figure 37: Service Providers posting Information digitally



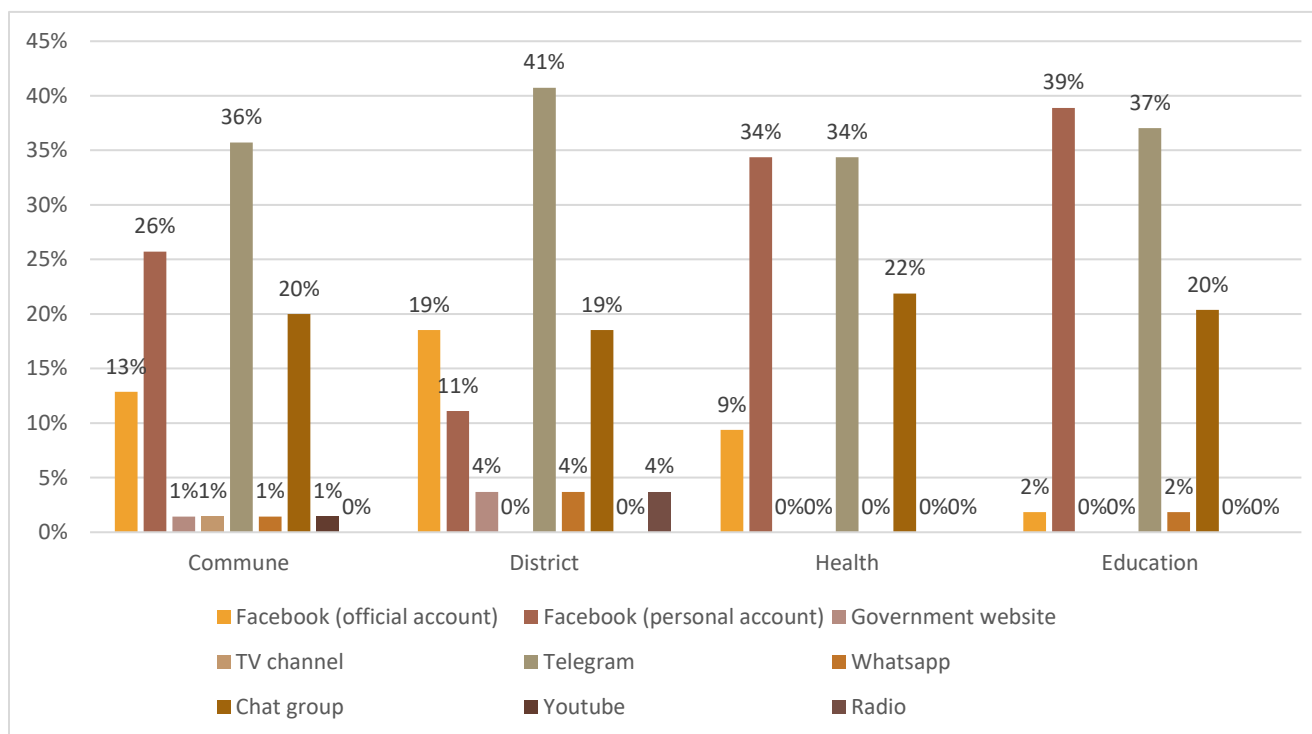
Source: LA Q.20

Figure 38: Format of Digitally posted Information



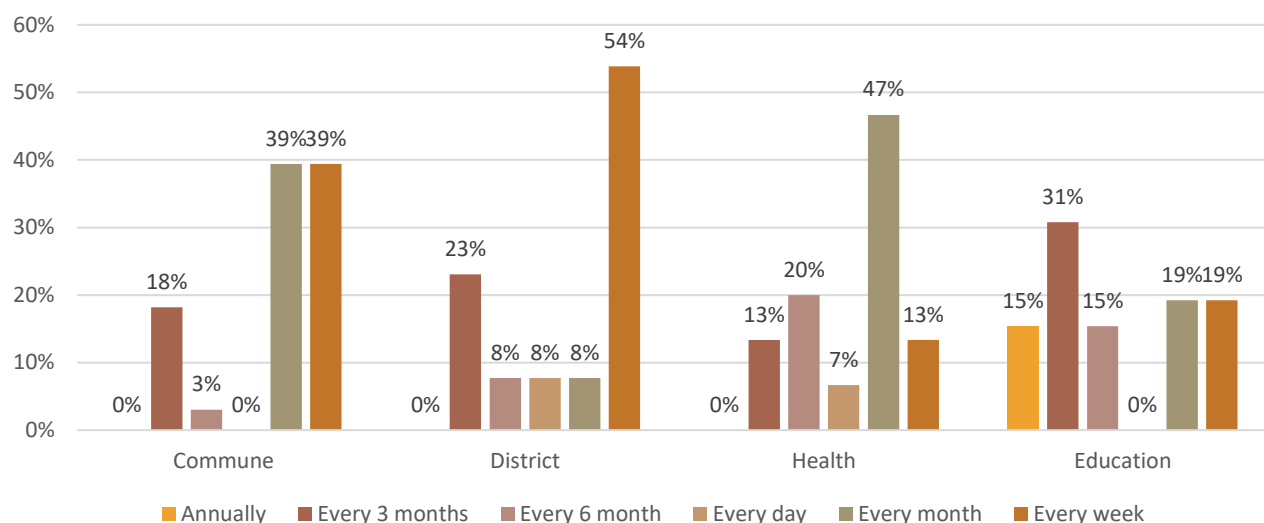
Source: LA Q.21

Figure 39: Location of digitally posted Information



Source: LA Q.22

Figure 40: Frequency of digitally posted Information



Source: LA Q.23

It is recommended that the Project utilise additional output indicators that track more details about digitised and non-digitised I4C information, in order to measure the efficiency in which information is disseminated.

- Type of social media platforms used to publish digitised I4C information
- Frequency of updates of information on social media (digitised)
- Type of information that is publish (digitised and non-digitised)
- Information is published in ethical minority languages (digitised and non-digitised)
- Location of information posted (non-digitised)
- Frequency of updates of information (non-digitised)

% of target groups understand frequently updated I4C (including standards, performance data and budget) by EoP

21% of citizens and 17% of youth understand I4C information.

There are actually two elements to this indicator firstly, (a) awareness and access to information (budget, performance data and service standards) posted/published by service providers and secondly, (b) actual understanding of that information. Citizens and youths were first asked if that were aware and had access to the information. Then in order to determine (b) if they had an 'understanding' of that information, citizens and youths were asked three specific questions related to understanding as outlined as follows:

Element	Question	Possible Responses
1. Decoding	In relation to the information, are you able to understand the meaning of the words/numbers that are used?	Yes – a little Yes No

2. Connecting	In relation to the information, are you able to connect/relate that information with information you have previously seen or know about? (i.e. you are familiar with the issue/topic that you are reading about)	Yes – a little Yes No
3. Analysing	In relation to the information, are you able to think more deeply about what you are reading? (i.e. you are able to reflect, evaluate, analyse, agree, disagree with the information)	Yes – a little Yes No

For the Baseline, in order to be considered to have ‘understanding’ a respondent would need to answer ‘yes’ to having the ‘3. Analysing’ ability.

In relation to I4C information awareness (40%), access (14%) and understanding (21%) was low amongst citizens, as well as for youths: awareness (41%), access (18%), understanding (17%). Generally, across the all baseline respondent’s (citizen EM and youth EM) awareness, access and understanding was low. This indicates a need for the Project to firstly prioritise awareness and access to I4C information and secondly, ensure full understanding of the information in terms of decoding, connecting and analysis. This was also a key reflection and recommendation from ISAF Phase I.

The following tables and graphs provide more detail as to the level of awareness, access and understanding for the target groups.

Table 10: Access to I4C Information

Target Group	Commune	District	Health	Education	Average
Citizen	16%	6%	21%	14%	14%
Citizen EM	14%	6%	21%	15%	14%
Youth	16%	5%	22%	27%	18%
Youth EM	14%	6%	20%	31%	18%

Table 11: Understanding of I4C Information (‘3. Analysing’)

Target Group	Commune	District	Health	Education	Average
Citizen	18%	24%	16%	27%	21%
Citizen EM	13%	14%	22%	24%	18%
Youth	16%	33%	9%	11%	17%
Youth EM	22%	50%	8%	10%	23%

Figure 41: Citizen Understanding of Public Information

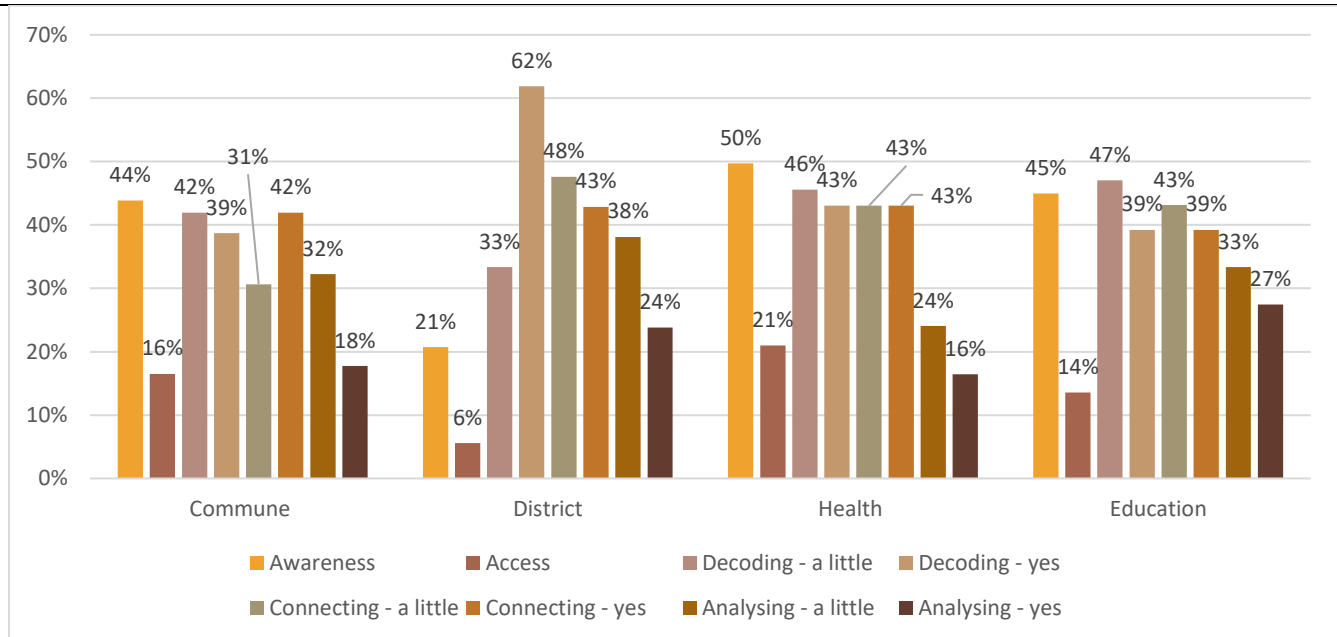


Figure 42: Ethnic Minorities Understanding of Public Information

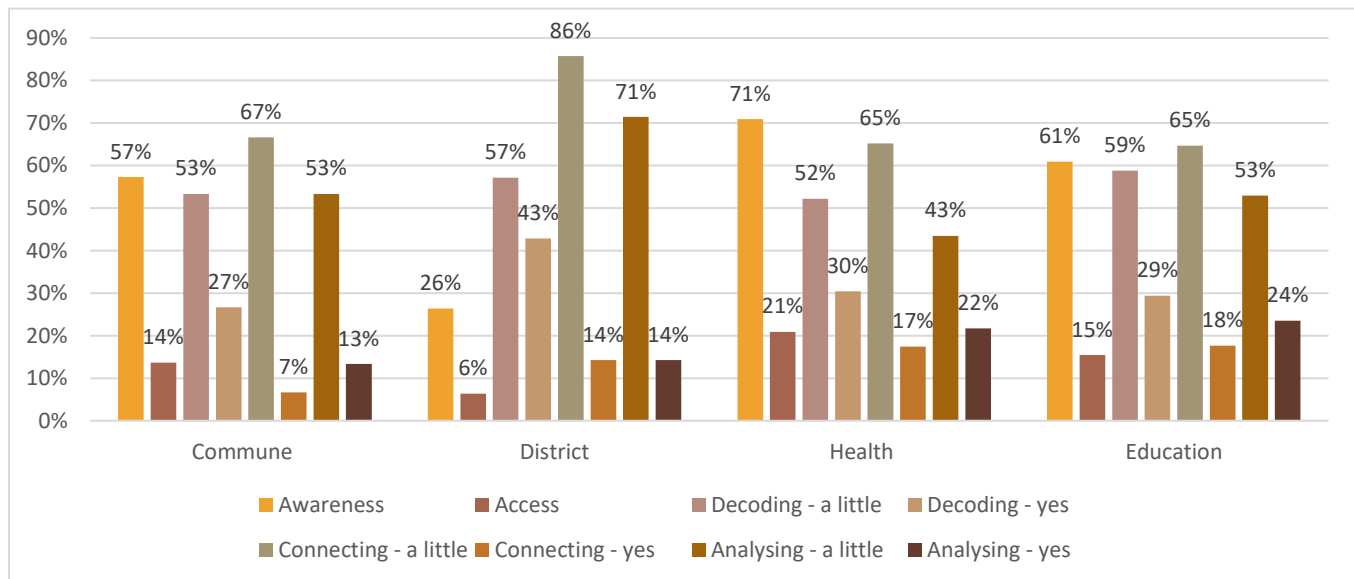


Figure 43: Youth Understanding of Public Information

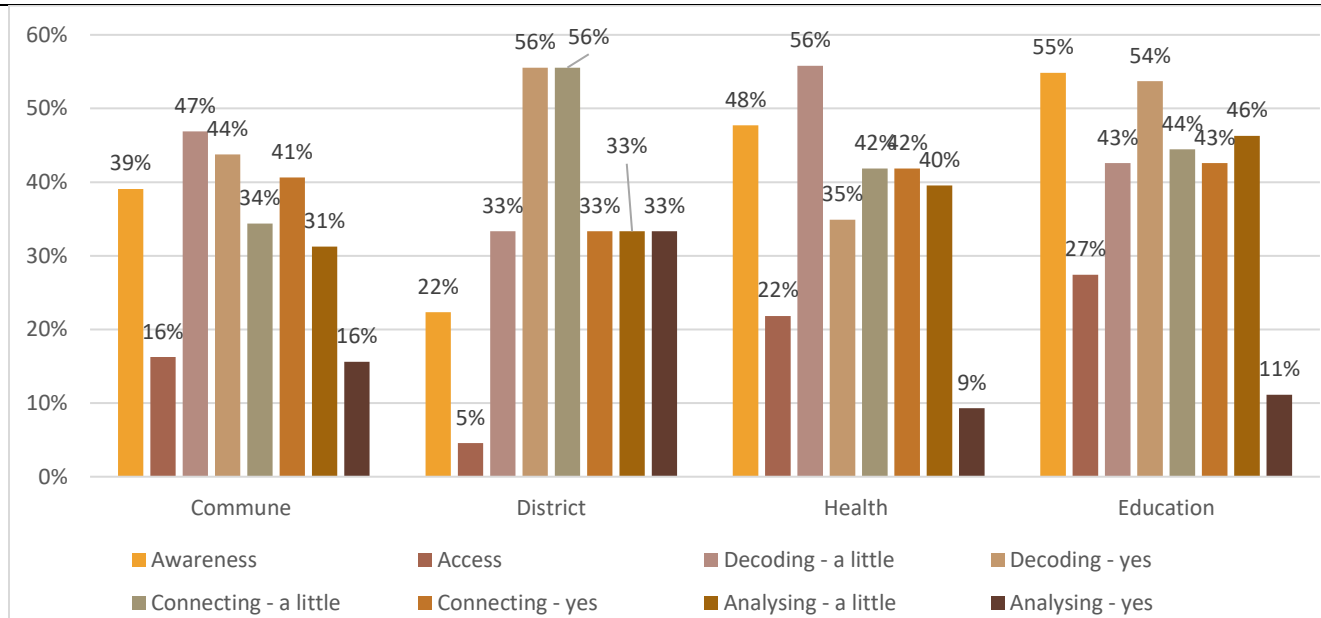
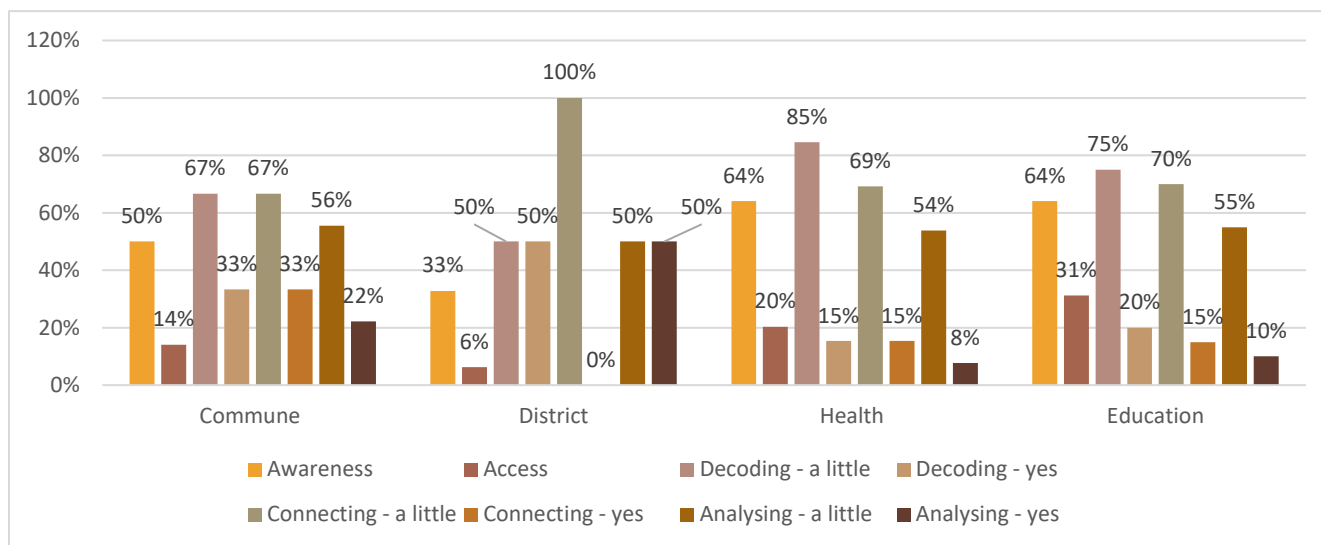


Figure 44: Youth Ethnic Minorities Understanding of Public Information



Output Level (Op 1.2)

Increased capacities of civil society actors, CAFs, and local government, in facilitating dialogue between local authorities and youth

of local NGOs and CAFs able to apply CARE's Youth Leadership Index tool after Y1

To be calculated after Year 1.

of local NGOs completed a training package to support ISAF process after Y1

To be calculated after Year 1.

of certified CAFs able to lead ISAF process after Y1

To be calculated after Year 1.

Output Level (Op 1.3)

Strengthened young citizen voice through digitised citizen- led service feedback

of participants in digital CSC process through dashboard, digital platforms by EoP

To be calculated at EoP.

Output Level (Op 1.4)

Improved youth-friendly service delivery by public service providers

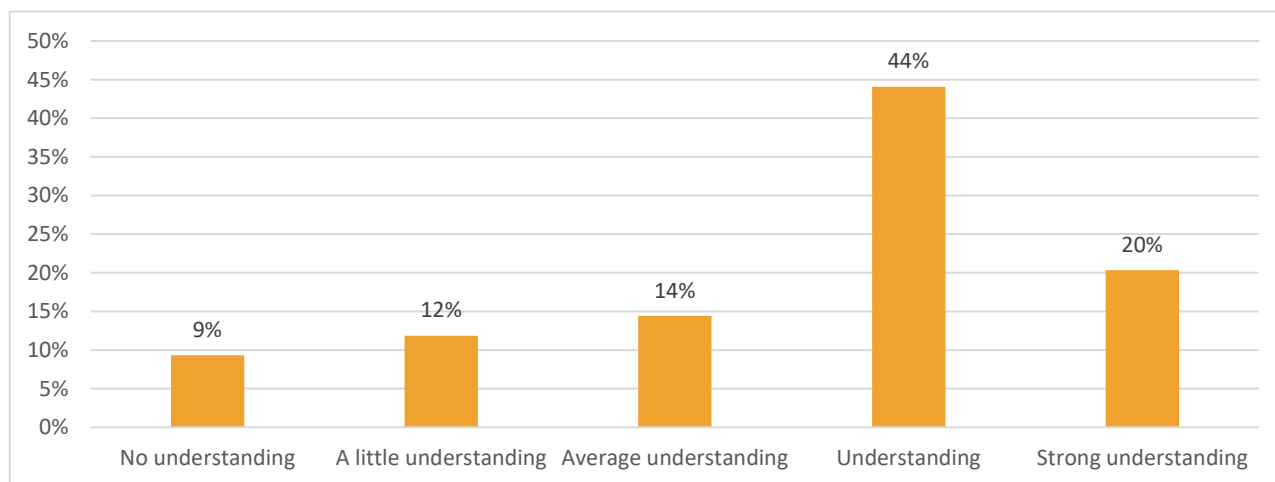
% of JAAPs which reflect priorities of young ethnic minorities are linked with Commune Investment Plans (CIP) and District Integration Plans (DIP)

To be calculated after Year 1.

Despite this indicator being only calculated after year 1, there are some relevant findings from the baseline.

- When asked directly no youth had heard of the JAAP. However, when specifically asked if they had attended a JAAP meeting, 4 youth said yes.
- Only 56% of LAs had heard of a JAAP.
- For LAs in areas with ethnic minorities, 78% said that they have some understanding about the priorities for ethnic minorities.
- For LAs in areas with ethnic minorities and who know what a JAAP is, 92% said that they think JAAPs reflect the priorities of ethnic minorities.
- 39% of LAs said that they have invited citizens to attend a CIP/DIP planning meeting.

Figure 45: LA Understanding of Priorities for Ethnic Minorities



It recommended that additional indicators are added to this Output Level (Op 1.4) in order to accurately measure the project's ability to involve and engage youth with public service providers.

- # of citizens and youths invited by LAs to attend a CIP/DIP meeting
- # of citizens and youths that attend a CIP/DIP meeting

Both of these indicators can be collected from youth and LAs, in order to corroborate the findings. The indicators will measure the direct engagement of LAs with youths.

Youth Leadership Index (YLI)

The YLI can be used to measure youth's self-confidence, decision-making, problem solving and organizational skills, their sense of voice, and their ability to motivate others. The 21 individual-level questions on the YLI are items that can be summed to create an overall leadership score. The survey response options for the 21 individual questions are quantified as follows:

Rarely = 1

Sometimes = 2

Most of the Time = 3

Almost Always = 4

Since the possible range of answers for each question is from one to four, the lowest possible leadership score is 21 (when a respondent answers "1" to each of the 21 questions), and the highest possible leadership score is 84 (when a respondent answers "4" to all of the 21 questions). Percentages given below are the percentage of the average score out of 84 (the highest possible leadership score).

From the Baseline, ethnic minority youth males had the highest average YLI score (52.2, 62%), with ethnic minority youths as a whole having the lowest score (45.1, 53%) followed closely by ethnic minority youth females (46.1, 55%).

Figure 46: Average Youth Leadership Index Results for Youths

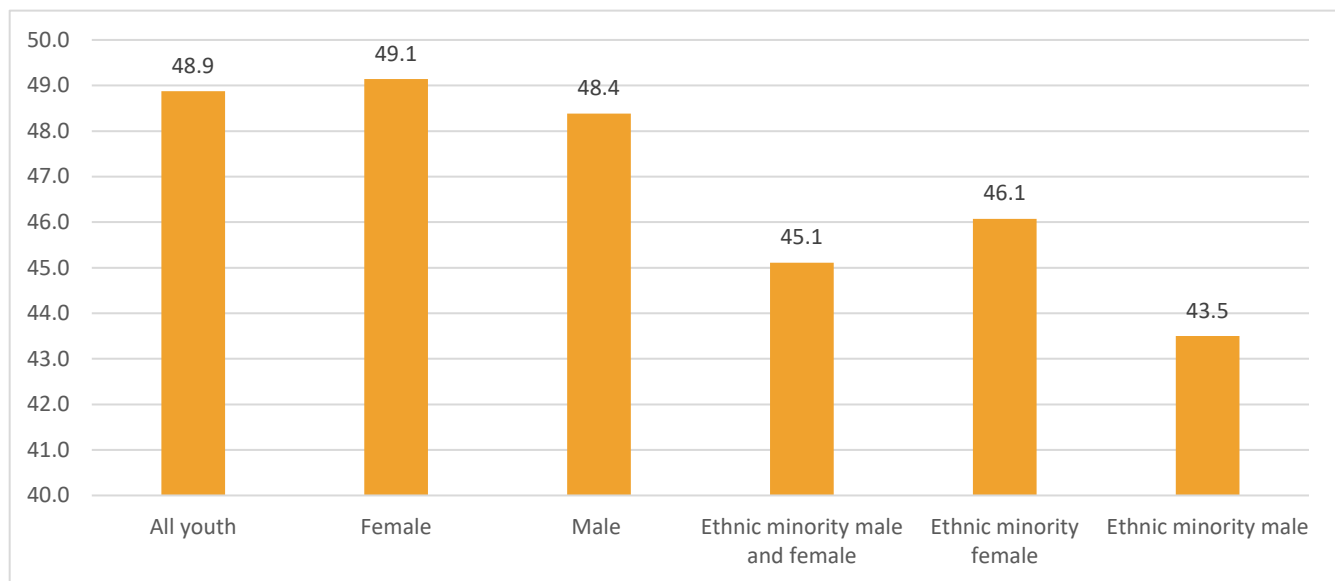
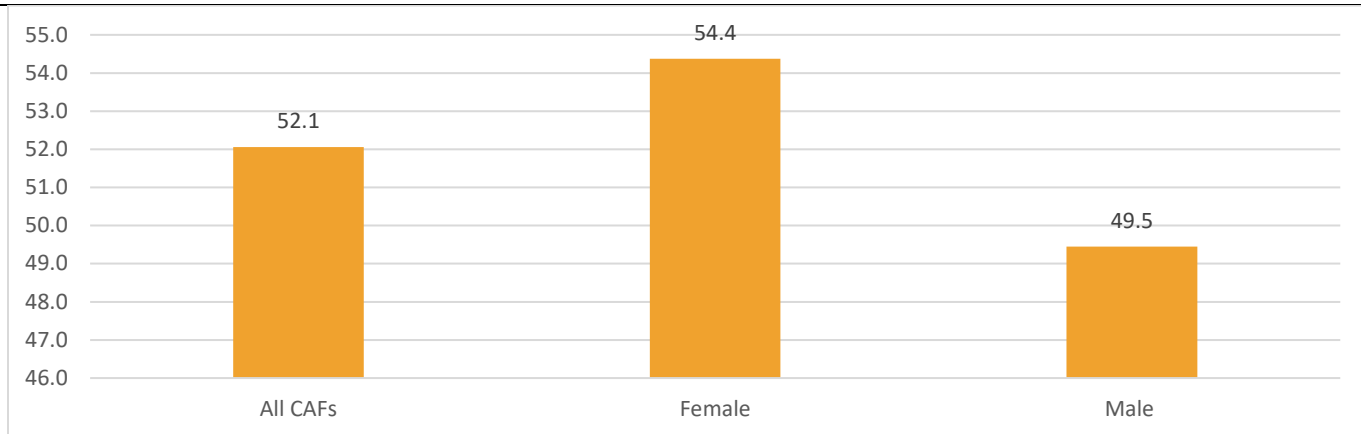


Figure 47: Average Youth Leadership Index Results for CAFs



The results of the YLI can be used as a comparison between the baseline and any additional interim and endline measurements. The comparison can measure improvements in leadership skills and qualities of the youths and CAFs. It is recommended that additional indicators be added to utilise the baseline YLI results.

- % of youths improve their YLI score
- % of CAFs improve their YLI score

Based on CARE's Youth Leadership Index Toolkit 2014, scores are likely to drop after initial leadership training, due to the increased awareness of their own self-confidence/voice, decision-making, problem-solving and organizational skills. Scores are likely to increase through time if youth and CAF engage in effective leadership development programs, developing leadership skills and an awareness of their importance.

See Annex 3 for the individual scores for the questions in the Youth Leadership Index.

3. Conclusion and Recommendations

The data of the baseline assessment of the “Supporting meaningful civic engagement for improved accountability by leveraging digital technologies” will enable to measure project implementation progress by referring to project indicators.

Key findings of the Baseline are:

Satisfaction levels for public service provision

- Amongst citizens, on average across the various target groups, environmental management (37%), commune/village (66%) and district offices (67%) had the lowest satisfaction levels.
- Amongst citizens, on average across the various target groups, primary (81%) and secondary education (79%) and health care (73%) had the highest satisfaction levels.
- Amongst youths, on average across the various target groups, land titling (68%) and environmental management (50%), had the lowest satisfaction levels.
- Amongst youths, on average across the various target groups, commune/village (79%) and district offices (77%), had the highest satisfaction levels.
- Satisfaction levels for PWD was the lowest across the various target groups (59% on average) with environment management (35%) having the lowest satisfaction levels followed by health services (health centre 49% and hospitals 50%).
- A large number of citizen and youth respondents had no experience with district office services (59% and 53%, respectively) and waste disposal services (88% and 92%, respectively). For the latter this was due to waste disposal services not actually existing in many villages.
- A large number of youth respondents had no experience with land titling services (67%).

Youth Participation in development planning

- 62% of all youths and 50% of youth ethnic minorities had participated in an ISAF/development planning activity.
- The main activity that they had attended (56%) was community investment plan (CIP) or district integration plan (DIP) meetings and interface meetings (36%).
- Of those youths that participated in an ISAF/development planning activity 49% had attended the activity within the last 6 months and for youth ethnic minorities 56% had attended the activity within the last 6 months.

Willingness to provide input

- The majority of citizens (39%) and youth (44%) responded that they would willing to provide digital feedback only if the feedback can be provided anonymously.
- Ethnic minority citizens were more reluctant to provide feedback with the majority (59%) not sure or not comfortable with providing feedback.

Digital literacy and internet access

- Only 54% of citizen respondents owned a smart phone and only 58% had access to the internet. Furthermore only 46% could read and write on their device.
- Only 65% of youths respondents owned a smart phone and 73% of those had access to the internet.
- This may well affect the ability of citizens and youth (in terms of access and capacity) to actually provide feedback via a digital platform.

Posting I4C information (physical)

- An average of only 47% of education providers post information, this was the lowest posting average. The highest posting average for service providers was the commune level service providers (77%).
- The most common place to post (physical) information is the 'inside the building on the walls' (39%) and on an official notice board (27%).
- Information is usually updated on average quarterly (27%) or annually (26%).
- Only one health centre in Ratank Kiri province posts information in an ethnic language (Tumpoun).
- Some service providers are posting information on their personal Facebook account, this practice should not be encouraged as it may confuse citizens and youth as to the authenticity of the information.

JAAPs

- No youth had heard of the JAAP.
- Only 56% of LAs had heard of a JAAP.
- For LAs in areas with ethnic minorities, 78% said that they have some understanding about the priorities for ethnic minorities.
- For LAs in areas with ethnic minorities and who know what a JAAP is, 92% said that they think JAAPs reflect the priorities of ethnic minorities.
- 39% of LAs said that they have invited citizens to attend a CIP/DIP planning meeting.

YLI

- Ethnic minority youth males had the highest average YLI score (52.2, 62%)
- Ethnic minority youths had the lowest score (45.1, 53%) followed by ethnic minority youth females (46.1, 55%).

Recommendations

The following recommendations are suggestions for additional indicators, that will enhance tracking and indicator data for the Project in order to better measure the progress of the Project in achieving its objectives.

Non-digitised feedback

- # of inputs of ideas from participants via non-digital platforms

Digitised and non-digitised I4C information

- Type of social media platforms used to publish digitised I4C information
- Frequency of updates of information on social media (digitised)
- Type of information that is publish (digitised and non-digitised)

- Language information is published in (digitised and non-digitised)
- Location of information posted (non-digitised)
- Frequency of updates of information (non-digitised)

Engagement of youth with public service providers.

- # of citizens and youths invited by LAs to attend a CIP/DIP meeting
- # of citizens and youths that attend a CIP/DIP meeting

YLI

- % of youths improve their YLI score
- % of CAFs improve their YLI score

Understanding I4C information

- Generally, awareness, access and understanding of I4C information across all baseline respondent's (citizen, EM and youth) was low. This indicates a need to firstly prioritise awareness and access to I4C information and secondly, ensure full understanding of the information in terms of decoding, connecting and analysis in the project. This was also a key reflection and recommendation from ISAF Phase I.

Annex 1: Case Studies

Case Study 1: Local Authority Commune Assistant 58 year old, Male, Khmer

“I want to improve the work of LAs to ensure their accuracy and transparency in providing the free government services.”

I first heard about ISAF when I attended the training for social accountability in a previous project. I continue to join the ISAF Project now, because I want to improve the good governance in our community, accuracy and truth with citizens and reflect transparency



between the service providers and receivers.

The citizens now have low knowledge and most of them are illiterate, when we disseminated something they normally don't understand. Therefore, I want to support providers (education, commune, district, health) to understand their obligation to provide services which respond to the needs of citizens and to have good communication between them.

I want the citizens to understand more about public services e.g. authorities promised to provide a family book without charging any money. I expect that social accountability will be able to change people's behavior and the way we all work. I want to see service providers and service users respect the rights of each other.

Case Study 2: Youth Teacher 23 year old, Male, Tumpoun

“I want public services such as commune, education and health services to be better than before and to treat people equally.”

Our community is concerned about the health service. There is more information on health and hygiene needed since many citizens do not know how to take care of their health. So, I want to have wider health service provision and dissemination of information. In addition, education services also need to improve as teachers often sell the paper work and give scores based on charging fees.

I think the community really needs to improve the knowledge and livelihood of the citizens and needs the involvement of citizens improve our community services.

I want to strengthen public services such as commune services to treat people equally, and to improve education and health services. I want to learn about what is social accountability, like what are the benefits.



Annex 2: Baseline Matrix

Results chain	Indicators	Data Source	Data Collection Method
Impact level			
To develop effective, accountable and transparent institutions at all levels and ensure public access to information and fundamental freedoms (SDG 16)	% of population satisfied with their last experience of public services by gender, people with disability (PwD), youth, Ethnic Minority (EM) per service provider	-Citizens -Youth	-Survey -FGD -KII
	% of JAAP action items implemented (solved) within 12 months by EoP	<i>To be calculated at EoP.</i>	-Survey -FGD -KII
Outcome level			
To empower young ethnic minority citizens to make government more participatory, transparent, responsive and accountable, including by leveraging digital technologies	% of young ethnic minorities (m/f) participate in development planning (CSC process, interface meetings, digital dashboard)	-Youth	-Survey -FGD -KII
	4.% of inputs of ideas from participants via digital platforms	<i>To be calculated at EoP.</i>	-Survey -FGD
Output level			
Op 1.1 Improved public access for our target groups to information and open budgets.	% of targeted service providers post (and annually update) digitised I4C (including standards, performance data and budget information) via social media	-Local Authorities/Service Providers	-Survey -FGD
	% of target groups understand frequently updated I4C (including standards, performance data and budget) by EoP	-Citizens -Youth	-Survey -FGD
Op 1.2. Increased capacities of civil society actors, CAFs, and local government, in facilitating dialogue between local authorities and youth	# of local NGOs and CAFs able to apply CARE's Youth Leadership Index tool after Y1	<i>*These are output indicators that are to be measured after Y1</i>	-Survey -FGD -KII
	# of local NGOs completed a training package to support ISAF process after Y1		
	# of certified CAFs able to lead ISAF process after Y1		
Op 1.3. Strengthened young citizen voice through digitised citizen- led service feedback	# of participants in digital CSC process through dashboard, digital platforms by EoP	<i>To be calculated at EoP.</i>	Survey Project Report
Op.1.4 Improved youth-friendly service delivery by public service providers	% of JAAPs which reflect priorities of young ethnic minorities are linked with Commune Investment Plans and District Integration Plans	-Local Authorities/Service Providers	-Survey -FGD -KII

Annex 3: Youth Leadership Index Individual Scores

The following is a breakdown for each question in the Youth Leadership Index. The negative scores are the total percentage of answers that were 'rarely and sometimes' while positive is the total percentage of answers that were 'most of the time' or 'almost always'. Questions in red are those questions that had more than 60% negative answers.

#	Statement	Rarely	Sometimes	Most of the time	Almost always	Negative	Positive
1	I like to try new activities that I may not know how to do.	41%	34%	14%	11%	75%	25%
2	My friends ask me for advice	37%	40%	18%	5%	77%	23%
3	I recognise when people have different skills to contribute to a task.	43%	39%	12%	7%	81%	19%
4	I am comfortable when my teacher calls on me to answer a question.	28%	30%	25%	16%	58%	42%
5	I contribute ideas to discussions at home even if they are different from others' ideas.	19%	33%	29%	19%	52%	48%
6	I ask questions at school when I don't understand something.	14%	37%	26%	23%	51%	49%
7	I can describe my thoughts to others	28%	41%	20%	11%	69%	31%
8	The things I do set a good example for my peers.	21%	45%	23%	12%	65%	35%
9	I consider possible outcomes of my decisions before making them	18%	36%	23%	23%	54%	46%
10	I accept responsibility for the outcomes of my decisions	7%	22%	40%	31%	29%	71%
11	I recognise when choices I make today can affect my life in the future	42%	37%	13%	8%	79%	21%
12	I can show what is important to me with my actions	19%	27%	29%	25%	46%	54%
13	If someone does not understand me, I try to find a different way of saying what is on my mind	20%	34%	26%	20%	54%	46%
14	I encourage others to join together to help my community	19%	31%	27%	22%	51%	49%
15	I cooperate with others to get things done at home	23%	29%	28%	19%	53%	47%
16	If someone treats me unfairly at school, I am comfortable telling an adult	5%	16%	38%	42%	21%	79%
17	I am willing to work hard to achieve my dreams	5%	16%	38%	42%	21%	79%
18	I am better able to finish a task when I plan ahead	21%	37%	21%	21%	58%	42%

19	When I have the opportunity, I can organise my peers to do an activity	31%	36%	21%	13%	66%	34%
20	I am interested in being a leader at my school	54%	24%	10%	11%	79%	21%
21	I try to understand the cause of a problem before trying to solve it	13%	28%	31%	27%	41%	59%

Annex 4: Baseline Tools

See separate files.

1. Youth Survey - Khmer.docx
2. Youth Survey.docx
3. Citizen Survey - Khmer.docx
4. Citizen Survey.docx
5. CAF Survey - Khmer.docx
6. CAF Survey.docx
7. Local Authority - Khmer.docx
8. Local Authority.docx
9. Citizen & Youth FGD - Khmer.docx
10. Citizen & Youth FGD.docx

