



**USAID**  
FROM THE AMERICAN PEOPLE



## USAID/Bangladesh Democracy and Governance Baseline Survey 2013

**May 2014**

This publication was produced at the request of the United States Agency for International Development. It was prepared independently by James Fremming, Sandra Basgall, William Cartier, Saiful Islam, and Naim Mostofa of Social Impact, Inc., with data collection assistance from Nielsen Bangladesh.

Cover Photo: Social Impact photos from the BDGPE Project, 2012-2013.

# **USAID/BANGLADESH DEMOCRACY AND GOVERNANCE BASELINE SURVEY 2013**

**Final Version, May, 2014**

USAID Contract AID-OAA-I-10-00003

Task Order AID-388-TO-12-00001

## **DISCLAIMER**

The authors' views expressed in this publication do not necessarily reflect the views of the United States Agency for International Development or the United States Government.

# CONTENTS

- Acronyms .....4
- Executive Summary .....5
- Introduction .....8
  - Overview of USAID/Bangladesh Development Objective I: Citizen Confidence in Governance Institutions Increased .....8
    - IR 1.1 Improved Democratic Political Processes .....8
    - IR 1.2 Greater Accountability and Transparency in Targeted Public Institutions ..... 10
    - IR 1.3: Improved Access to Justice ..... 11
    - IR 1.4 More Responsive Elected Local Government..... 12
  - Objective ..... 13
  - Scope ..... 13
- Methods ..... 14
  - Background ..... 14
  - Study Design ..... 14
  - National Respondent Surveys..... 15
    - Public Opinion SURVEY (POS) ..... 15
    - Political Party Leader (PPL) Survey ..... 18
    - Civil Society Organization (CSO) Survey ..... 18
    - District Legal Aid Committee (DLAC) Survey..... 19
    - Elected Local Government Official (ELL) Survey ..... 19
  - National Institutional Surveys ..... 19
    - Bangladesh Election Commission (BEC) Survey..... 20
    - Members of Parliament (MP) Survey ..... 20
    - Oversight Institutions (OI) Survey ..... 21
- Findings..... 22
  - Performance Monitoring Plan Data - DO I ..... 22
    - Indicator 1: Percentage of Citizens Reporting Confidence in Targeted Institutions of Governance ..... 22
    - Indicator 2: Percentage of citizens engaged in governance initiatives ..... 27
    - IR 1.1 Strengthened Political Processes ..... 32
    - Indicator 3: Capacity of the BEC to Conduct Elections Based on International Standards. 32
    - Indicator 4: Percentage of Respondents who Say that Political Parties Reflect the Voices of their Constituencies ..... 34
    - Indicator 5: Number of executive oversight functions exercised by Parliament..... 36
    - IR 1.2 Greater Accountability and Transparency in Public Institutions ..... 37
      - Indicator 6: Degree to which civil society groups participate in monitoring transparency and accountability activities at targeted public institutions:..... 37
      - Indicator 7: Level of efficiency of targeted public institutions to provide oversight of Government functions: ..... 38
    - IR 1.3 Improved Access to Justice ..... 39
      - Indicator 8: Number of Individuals who Received Legal Aid or Victim’s Assistance with USG Support ..... 39

Indicator 9: Degree of Effectiveness of Service Delivery by District Legal Aid Committees (DLAC) .....	40
IR 1.4 More Responsive Elected Local Government.....	43
Indicator 10: Percentage of People who Say that Local Government is Responsive to Constituents' Needs in the Targeted Area.....	43
Indicator 11: Percentage of People who Express Satisfaction with the Quality of Local Government Services .....	46
Annex I: Baseline Statement of Work .....	50
Annex II: DO-I Performance Indicator Reference Sheets.....	62
Annex III: Disclosure of Conflict of Interest for USAID Evaluation Team Members .....	78
Annex IV: Survey Data Collection Instruments.....	79

### **Table of Figures**

Figure 1: Democracy and Governance Results Framework Showing the Four IRs Under DO-I, and the Illustrative Sub-IRs. ....	10
Figure 2: Divisions in Bangladesh where USAID DG Programs Work.....	16
Figure 3: Procedure for Household/Household Member Selection.....	17

### **Table of Tables**

Table 1: Summary of PMP Baseline Values.....	6
Table 2: Sample Size by Survey .....	15
Table 3: Sample Distribution for Public Opinion Survey .....	17
Table 4: Citizen Level of Confidence across All Governance Institutions .....	23
Table 5: Citizen Level of Confidence by Age Group.....	24
Table 6: Citizen Level of Confidence by Sex.....	24
Table 7: Citizen Level of Confidence by Education Level .....	24
Table 8: Citizen Level of Confidence by Rural/Urban Area.....	25
Table 9: Citizen Level of Confidence by Governance Institution .....	25
Table 10: Percent of Citizens Engaged in Governance Initiatives.....	27
Table 11: Percent of Citizens Engaged in Governance Initiatives, by Targeted Institution .....	28
Table 12: Percent of Citizens Engaged in Governance Initiatives by Institution and Age Group	28
Table 13: Percent of Citizens Engaged in Governance Initiatives, by Institution and Sex.....	29
Table 14: Percentage of Citizens Engaged in Governance Initiatives by Institution and Area .....	29
Table 15: Levels of Citizen Engagement in Governance Initiatives by Type.....	29
Table 16: Key Informants' Ratings of BEC Capacity to Hold Fair Elections*.....	33
Table 17: Frequency of Selected Actions by Political Leadership*.....	34
Table 18: Frequency of Selected Actions by Political Leadership by Age.....	34
Table 19: Frequency of Selected Actions by Political Leadership by Sex .....	35
Table 20: Frequency of Selected Actions by Political Leadership by Rural/Urban .....	35
Table 21: Distribution of DLAC Effectiveness Ratings.....	41
Table 22: Responsiveness of Local Government.....	43
Table 23: Responsiveness of Local Governments by Age .....	44

Table 24: Responsiveness of Local Governments by Sex.....	44
Table 25: Responsiveness of Local Governments by Education .....	44
Table 26: Responsiveness of Local Governments by Rural/Urban.....	44
Table 27: Quality of Local Government Services.....	46
Table 28: Quality of Local Government Services by Age.....	47
Table 29: Quality of Local Government Services by Sex .....	47
Table 30: Quality of Local Government Services by Education.....	47
Table 31: Quality of Local Government Services by Rural/Urban .....	47
Table 32: Quality of Local Government Services by Service Area .....	49

# ACRONYMS

ACC	Anti-Corruption Commission
AL	Awami League
BBS	Bangladesh Bureau of Statistics
BDGPE	Bangladesh Democracy and Governance Program Evaluation:
BEC	Bangladesh Election Commission
BNP	Bangladesh Nationalist Party
CDCS	Country Development Cooperation Strategy
CSO	Civil Society Organization
DG	Democracy and Governance
DI	Democracy International
DLAC	District Legal Aid Committee
DO-I	Development Objective I
ELL	Elected Local Government Leaders
GBS	Bohobirhy, Gram Bikash Sangstha
GKSS	Gono Kallyan Swabolombi Sangstha
GoB	Government of Bangladesh
IC	Information Commission
IP	Implementing Partner
IR	Intermediate Result
JIIP	Jamaat-i-Islami Party
JP	Jatiya Party
LGU	Local Government Unit
MMS	Manab Mukti Sangstha
MP	Member of Parliament
NGO	Non-Governmental Organization
OCAG	Office of Comptrollers of General Audit
ODG	Office of Democracy and Governance
OI	Oversight Institutions
PMP	Performance Management Plan
POS	Public Opinion Poll
PPL	Political Party Leader
PRODIP	Promoting Democratic Institutions and Practices
RF	Results Framework
SDLG	Strengthening Democratic Local Governance
SSC	Secondary School Certification
SI	Social Impact, Inc.
USAID	United States Agency for International Development
VGD	Vulnerable Group Development
VGF	Vulnerable Group Feeding



# EXECUTIVE SUMMARY

## SURVEY BACKGROUND AND PURPOSE

To ensure that progress towards USAID/Bangladesh’s Democracy and Governance (DG) Development Objective (DO) is effectively monitored, USAID/Bangladesh’s Democracy and Governance Program Evaluations Project (BDGPE) conducted a multi-faceted national survey to establish baseline data to support program performance management and program learning. Through subsequent surveys, the Mission’s Office of Democracy and Governance (ODG) will be able to track changes in values attached to the performance indicators. For this reason, it will be an important management tool as ODG determines any technical or resource adjustments for ongoing or future projects.

## METHODOLOGY

BDGPE implementing partner (IP), Social Impact, Inc. (SI), in partnership with Nielson-Bangladesh, developed eight different survey instruments for this quantitative baseline study. Nielson-Bangladesh collected data using five of these instruments—through a public opinion survey (POS) and four national respondent surveys featuring sectorally-focused groups of respondents: District Legal Aid Committees (DLAC), Elected Local Government Leaders (ELL), Human Rights civil society organizations (CSOs), and Political Party Leaders (PPL). SI BDGPE staff collected the data using the three remaining survey instruments with the Bangladesh Electoral Commission (BEC), Oversight Institutions (OI), and Members of Parliament (MP). All surveys were conducted through structured, face-to-face interviews. Field administration of the survey took place during spring and summer of 2013. The total combined sample of all groups was 4,379.

In quantitative surveys of this kind, several methodological limitations are present. Such surveys, even when they include some “open-ended” questions to respondents, rely heavily on adequate and effective design of the sample and data collection instruments in order to ensure valid and reliable data. Data need to be carefully gathered, organized, and stored, and analyses need to be appropriate to what the collected data can provide as well as the needs of ultimate users. Ethical conduct must be maintained (for example, protecting confidentiality of information) as data are collected from a broad sample of survey respondents.

The survey team has taken substantial precautions to counter possible biases and other errors in conducting the survey. Data collection instruments were vetted with USAID, SI survey specialists, and Nielsen Bangladeshi survey methodologists. Enumerator training was extensive and overseen by Nielsen and SI survey managers. Data verification was carried out after survey data were collected, to ensure that data were accurately transferred to electronic files. Overall, all of the components of the survey met SI’s rigorous technical standards for survey administration.



## FINDINGS

Findings for eight of the eleven ODG Performance Monitoring Plan (PMP) indicators are summarized in the following table. Following the presentation of the draft report in September 2013, the survey team worked closely with the ODG to clarify the meaning and data collection implications of indicator definitions as described in the Mission’s PMP, and in some cases offered suggestions for alternative indicators, refinement of indicator definitions and units of measure. The present report reflects all of USAID/Bangladesh comments and suggestions on the draft report.

**Table 1: Summary of PMP Baseline Values**

Indicator	Baseline Value
<b>DO-1: Citizen confidence in governance institutions increased</b>	
Indicator 1: Percentage of citizens reporting confidence in targeted institutions of governance	15.6% of citizen respondents from USAID-targeted areas report “very high” or “high” confidence, averaged across governance institutions
Indicator 2: Percent of citizens engaged in governance initiatives	15.3% of respondents from USAID-targeted areas report engagement with at least one governance institution
<b>IR 1.1: Strengthened political processes</b>	
Indicator 3: Percentage of respondents who say that the BEC has the capacity to conduct fair elections	81.5% of key informants hold “very high” or “high” levels of confidence in the BEC’s election administration system
Indicator 4: Percentage of respondents who say that political parties reflect the voices of their constituencies	41% of citizen respondents from USAID-targeted areas said that political parties performed at least two of three actions to reflect constituents’ input
Indicator 5: Number of executive oversight functions exercised by Parliament	The data collection and analysis of this indicator has been put on hold by USAID/Bangladesh
<b>IR 1.2: Greater accountability and transparency in public institutions</b>	
Indicator 6: Degree to which CSO groups participate in monitoring transparency and accountability activities at targeted public institutions	The data collection and analysis of this indicator has been put on hold by USAID/Bangladesh
Indicator 7: Level of efficiency of targeted public institutions to provide oversight of government functions	The data collection and analysis of this indicator has been put on hold by USAID/Bangladesh
<b>IR 1.3: Improved access to justice</b>	
Indicator 8: Number of individuals who received legal aid or victim’s assistance with USG support	CSOs report that 46,877 people received legal aid through the DLACs or victim’s assistance through USAID’s programs
Indicator 9: Degree of effectiveness of service delivery by (District Legal Aid Committes) DLAC	Summary index of DLAC service delivery effectiveness: 20.7 out of possible 25 (satisfactory)

Indicator	Baseline Value
<b>IR 1.4: More responsive elected local government</b>	
Indicator 10: Percentage of people who say that local government is responsive to constituent's needs in the targeted area.	49.6 of respondents in targeted areas report that local governments are responsive to constituents' needs.
Indicator 11: Percentage of people who express satisfaction with the quality of Local Government Services in their locality	83.4% of respondents in targeted areas say that LG services are "adequate" or "excellent".

During the analysis of the baseline survey data and the preparation of this document, USAID/Bangladesh made changes in the indicator selection, definition, and data collection methods. Thus, for Indicators 5, 6 and 7, USAID has instructed SI to put on hold further data collection and analysis.

## NEXT STEPS

With this report, and accompanying electronic data files, the ODG now has its baseline values for eight of its eleven indicators. Provisional next steps in utilization of these data include:

- ODG review of the PMP data and related analyses, with two areas of focus. First, the team may wish to review the data for its relevance and utility as baseline data. There are occasions when data as collected and reported are quite different from what had been envisioned at the time of indicator development, and refinement of definitions or data collection approaches are not uncommon as baselines are established. Second, the team likely will need to address the issue of target setting, as the next stage in fully populating the DO-I PMP.
- Sharing of basic results of the survey with stakeholders beyond USAID/Bangladesh. As noted in the survey Scope of Work, this can be done by producing a shorter, less technically oriented document that conveys survey findings. The survey team is prepared to commence consultations with ODG to refine the plan for this product.

# INTRODUCTION

## OVERVIEW OF USAID/BANGLADESH DEVELOPMENT OBJECTIVE I: CITIZEN CONFIDENCE IN GOVERNANCE INSTITUTIONS INCREASED

Confidence in governance institutions is foundational to democracy and a prerequisite for political stability and economic growth. Since Bangladesh's return to democracy in 1990, a "winner-take-all" approach to politics has left opposition parties little political recourse other than parliamentary walkouts, general strikes, and violence, which has degraded confidence in governance institutions. In 2006, the increasingly bitter rivalry between the parties culminated in a collapse of confidence and a return to military rule after 16 years of civilian government, including several democratic transfers of power. While the situation has improved since then, and the country is currently under democratic rule, there remain four inter-related obstacles to effective governance in Bangladesh: (1) nascent political institutions, including the parliament and political parties; (2) rampant corruption, low transparency of government, and ineffective mechanisms of accountability in all branches of government; (3) the inability of citizens to access the justice system; and (4) the concentration of authority and resources at the national level.

The United States Agency for International Development (USAID) believes that increased citizen engagement in government with increased demand for democratic practices and better services combined with a better-trained civil service and better-informed political leaders will result in improved accountability and responsiveness to citizen needs. Accountability and responsiveness will lead to increased confidence in governance institutions laying the groundwork for peace, stability, and development. This was the impetus for the development of the USAID/Bangladesh Country Development and Cooperation Strategy (CDCS) Development Objective-I (DO-I), and all USAID-funded democracy and governance (DG) projects are based on the Results Framework (RF)(Figure 1) of this Strategy.

To ensure the Mission's expected results under this development objective are adequately tracked and monitored, USAID's Bangladesh Democracy and Governance Program Evaluations Project (BDGPE), implemented by Social Impact (SI), conducted a multi-faceted national survey to establish a baseline to support program performance management and program learning; midterm and final evaluations are planned in parallel with this monitoring. This will help the Mission's Office of Democracy and Governance (ODG) to both determine any adjustments that should be made in current projects and better target future projects regarding USAID's DO-I interventions. Intermediate results (IRs) and sub-intermediate results are as follows:

### **IR 1.1 IMPROVED DEMOCRATIC POLITICAL PROCESSES**

USAID will work to promote productive electoral processes, engage women and youth in the political process, promote human rights and freedom, and support internal reforms that facilitate constructive dialogue and solutions to problems.

***Sub-IR 1.1.1 Improved Legislative Deliberation Process in National Decision-Making:*** Bangladesh's elected parliament should function as the center of national decision-making by

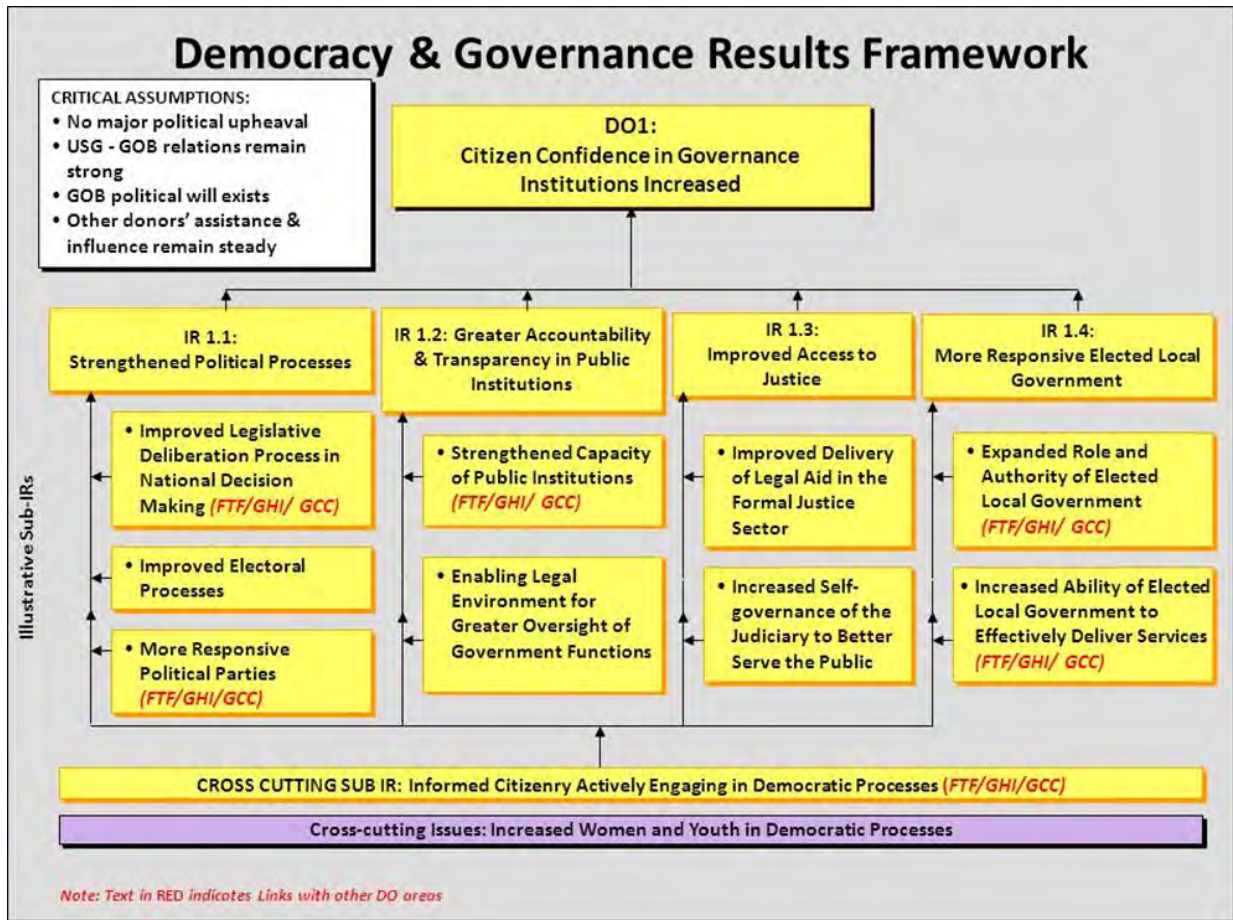
fulfilling the core functions of legislatures: to transform ideas into laws and conduct effective oversight of government performance. However, the bitter political rivalry between parties prevents constructive discourse. The current top-down decision-making is further handicapped by a culture of political boycotts launched by the opposition. There are few opportunities for rank-and-file members of the ruling party to participate in the shaping of national policy. USAID's activities will continue to strengthen the capacity of existing parliamentary bodies—such as the newly established Budget Analysis and Monitoring Unit, the committee system, and single-issue all-party caucuses—to provide greater transparency and informed policy formulation.

**Sub-IR 1.1.2 Improved Electoral Processes:** USAID supports democratic elections in Bangladesh, reaching many stakeholders who work directly with the Bangladesh Election Commission (BEC), political parties, the media, and civil society organizations (CSOs). Successful elections require both a technical expertise in elections administration, as well as delivery of sufficient information to voters through competitive campaigns. One of the key goals is to enable citizens to make informed choices among candidates representing different visions for the development of the country.

**Sub-IR 1.1.3 More Responsive Political Parties:** Bangladeshi political parties took a large step forward in 2008 with the first legal requirements for candidate selection, women's participation, affiliate groups, and campaign finance reporting. USAID helps political actors meet technical requirements and improve internal governance practices. USAID further supports meaningful political party reform that helps parties broaden their leadership structures, incorporate new voices within the parties, and solicit feedback from voters, civil society, and experts external to the party. USAID also focuses on issues related to government responsiveness to food security, employment, health care service delivery, access to justice, and environmental degradation.

**Cross-Cutting Sub-IR Informed Citizenry Actively Engaging in Democratic Processes:** A vibrant civil society sector exists in Bangladesh but remains largely untapped by elected and unelected leaders for their real world expertise. Even civil society organizations with dedicated advocacy functions do not effectively organize their efforts or find open avenues for decision-makers. In each activity with the parliament, election administrators, and political parties, USAID advances the capacity of institutions to be open to citizen input. One way in which it does this is civic education on voicing criticism and oversight while partnering with existing CSOs to constructively engage with political institutions at all levels.

**Figure I: Democracy and Governance Results Framework Showing the Four IRs Under DO-I, and the Illustrative Sub-IRs.**



## IR 1.2 GREATER ACCOUNTABILITY AND TRANSPARENCY IN TARGETED PUBLIC INSTITUTIONS

USAID will support Government of Bangladesh (GoB) efforts to reduce corruption at all levels by promoting policy and budget reforms, citizen participation in the government, citizen awareness of the right to information, demand for investigative journalism, and increased accountability and transparency.

**Sub-IR 1.2.1 Strengthened Capacity of Targeted Public Institutions:** USAID strengthens independent government oversight bodies to function more effectively and promote a more democratic culture of checks and balances. Through future programs, USAID will provide direct assistance to the BEC to increase effectiveness of their regulation of political parties and management of national and local elections. USAID-funded anti-corruption interventions will continue to provide targeted technical assistance to oversight/watchdog mechanisms. USAID also plans to work closely with the Non-Governmental Organization (NGO) Affairs Bureau, which approves and monitors the use of foreign assistance by the non-governmental sector. As

a result of USAID's assistance, the capacity of GoB officials will be strengthened to practice greater accountability and transparency in public institutions.

***Sub-IR 1.2.2 Enabling a Legal Environment for Greater Oversight of Government***

**Functions:** The legal structure responsible for ensuring transparency in government exists largely only on paper in Bangladesh. Awareness of these laws, their intended purposes, and means of implementation are lacking among the government, oversight bodies, civil society, the media, and the public. USAID will continue to promote understanding of how Bangladesh's legal environment currently allows oversight and brings stakeholders and decision-makers together to remedy acknowledged shortcomings in this structure. With appropriate policies in place, coupled with enhanced human resource capacity, oversight institutions could function more efficiently to institutionalize the desired systems of checks and balances that foster sustainable growth across sectors. USAID-funded activities will strengthen government oversight bodies by enhancing their policy formulation and implementation capacity as well as supporting policy reforms.

***Cross-Cutting Sub-IR: Informed Citizenry Actively Engaging in Democratic Processes:***

USAID-supported interventions will focus on increasing the credibility of government oversight and watchdog bodies by making them more responsive to citizens' demands and needs. USAID will continue to support initiatives to orient CSOs, particularly involving women and media, on the role of the government's institutions of accountability, human rights, and political governance, including events jointly attended by officials of independent government oversight institutions. USAID will continue to establish forums in which CSO representatives and media are able to exchange views and promote joint advocacy for policy reforms. USAID will continue to build investigative journalism skills in local journalists and to promote the use and enforcement of the Right to Information Act. Likewise, USAID will continue to support its successful efforts to bring together government oversight bodies and non-government watchdog groups to promote and support more active engagement of citizens in democratic processes.

### **IR 1.3: IMPROVED ACCESS TO JUSTICE**

USAID will work to improve judicial integrity and self-governance, support legal advocacy and legal aid, raise awareness of human rights issues, and increase access to community-level justice and policing.

***Sub-IR 1.3.1 Improved Delivery of Legal Aid in the Formal Justice Sector:*** At present, GoB has made \$100,000 available in each District and Session Court and has created the National Legal Aid Cell within the Ministry of Justice to help the poor gain access to the justice system. In practice, the poor and disadvantaged find it cumbersome and difficult to take advantage of these initiatives. Thus, the legal aid fund is currently not well utilized. USAID's anticipated programming will focus on reducing the barriers that discourage people from accessing these opportunities. To increase leverage between different actors such as lawyers, lawyers associations, and civil society actors in delivering legal aid, advocacy initiatives will be considered.



**Sub-IR 1.3.2 Increased Self-Governance of the Judiciary to Better Serve the Public:** USAID support for judicial self-governance will encourage self-examination by members of the judiciary of their performance, priority needs, and aspirations. Activities will be designed that give special attention to improving judicial ethics, discipline, budgeting, and operational effectiveness.

**Sub-IR 1.3.3 Informed Citizenry Actively Engaging in Democratic Processes:** The Rule of Law assessment indicated that the poor in Bangladesh have limited access to legal information. Most indigent and disadvantaged citizens view the formal justice system as inefficient, expensive, and distant. USAID efforts will develop partnerships with Bangladeshi CSOs to overcome these hurdles. Support will be provided for a legal literacy campaign that would provide information to local populations regarding the availability of legal aid funds and services and how to access them.

## **IR 1.4 MORE RESPONSIVE ELECTED LOCAL GOVERNMENT**

USAID will promote decentralization of governance, allocations and financial resource generation, and citizen and elected officials' participation in local decision-making and planning.

**Sub-IR 1.4.1 Expanded Role of Authority of Elected Local Government:** Policy or structural changes that transfer the balance of development resources and staff capacity to local governments from central government-line ministries will have an enormous effect on the ability of people to locally determine and implement their own development priorities. USAID will support advocacy efforts to encourage the national government to adopt legal and policy reforms to expand the roles, authorities, and resource allocation for local government. Research on laws, ordinances, and practices that govern local governments will be widely disseminated to create constituencies for reform.

**Sub-IR 1.4.2 Increased Ability of Elected Local Government to Effectively Deliver Services:** The functionalities of elected local governments are an obvious reflection of the political will of a national government to deliver its services. The challenge lies in responding to the growing demands of citizens and taking on plans for future needs. USAID will support efforts to improve the capacity of local governments and citizenry while also working to strengthen the legal framework and engage citizens, CSOs, and respective stakeholders.

**Cross-Cutting Sub-IR Informed Citizenry Actively Engaging in Democratic Processes:** The local citizenry and forums are indispensable resources of indigenous knowledge and can be the driving forces for any positive changes. Additionally, they are the determinants of achievements and failures. USAID will focus on rights and responsibilities of citizenry while engaging them systematically in the local governance process as service demanders and service providers. USAID will use an approach that seeks to engage citizens with other sector-specific initiatives at the local level, such as community-based natural resource management initiatives, local health management support groups, and community-driven school oversight committees.



# PURPOSE

## OBJECTIVE

The purpose of this study was to establish a reliable reference point (a baseline) for all 11 of the ODG's DO-I Performance Management Plan (PMP) indicators. However, as noted above, following USAID/Bangladesh guidance, only eight of the PMP indicators are discussed here, leaving out Indicators 5, 6 and 7, which ODG has elected not to analyse at this time. These eight indicators will be used to measure USAID's success in achieving its DG goals under its current CDCS.<sup>1</sup> Additionally, this baseline will be used to identify performance targets and subsequently determine the progress of programs under USAID/Bangladesh's ODG in coming years.

## SCOPE

This study measures baseline data on the following indicators:

Indicator 1: Percentage of citizens reporting increased confidence in targeted institutions of governance,

Indicator 2: Percentage of citizens engaged in governance initiatives,

Indicator 3: Percentage of respondents who say that the BEC has the capacity to conduct fair elections,

Indicator 4: Percentage of respondents who say political parties reflect the voices of their constituents,

Indicator 5: Number of executive oversight functions exercised by the parliament (*on hold*),

Indicator 6: Degree to which civil society groups participate in monitoring transparency and accountability activities of targeted public institutions (*on hold*),

Indicator 7: Level of efficiency of targeted public institutions to provide oversight of government functions (*on hold*),

Indicator 8: Number of individuals who received legal aid or victim's assistance with USG support,

Indicator 9: Degree of effectiveness of service delivery by District Legal Aid Committees (DLAC),

Indicator 10: Percentage of people who say that local government is responsive to constituents' needs in the targeted area, and

Indicator 11: Percentage of people who express satisfaction with the quality of Local Government Services in their locality

Subsequent to the submission of the first draft of the baseline report in September, 2013, USAID/Bangladesh modified Indicators Nos. 3, 4, 8, 10 and 11, reflected in new PIRS. This required additional analysis of the baseline data. The current report is based on the new PIRS and indicator definitions.

---

<sup>1</sup> See Annex II for the DO-I Performance Indicator Reference Sheets, including summary baseline data for each indicator.

# METHODS

## BACKGROUND

The baseline surveys were conducted during the first and second calendar quarters of 2013. This package of surveys is intended to provide:

- External, independently verified measures of progress and impacts of the interventions carried out by USAID implementing partners (IPs) in the areas in which USAID is currently working or in which it invested future resources;
- Insight into movement in the wider DG sector, including areas in which USAID has not yet invested resources;
- Assistance to USAID in ensuring that it is targeting the most high-value interventions across the DG sector; and
- A “pre-intervention” profile for USAID programs to be implemented in the future.

Because the indicators are diverse in substance, different methods and evaluation tools were required to collect the baseline data for the different indicators. For instance, the evaluation team used a national public opinion survey of 3,510 Bangladeshi citizens in all of the areas in which USAID’s implementing partners (IPs) work to help populate the baseline for indicators 1, 4, 10 and 11. In order to populate the other indicators, the evaluation team used more purposive-sampling for surveys of political party leaders, elected government officials, and human rights CSOs, plus a document review of the District Legal Aid Committees’ (DLAC) registration books.

## STUDY DESIGN

A quantitative baseline study was conducted with a combined sample of 4,379 among eight different groups of respondents, featuring five national surveys and three national institutional surveys. In order to collect this data, SI (implementer of USAID’s BDGPE project) contracted with Nielsen Bangladesh to collect all of the national data, which consisted of the Public Opinion Survey (POS) and four national respondent surveys of the different groups of respondents: DLAC, Elected Local Government Leaders (ELL), Human Rights CSOs, and Political Party Leaders (PPL). BDGPE staff collected the data from the BEC, Oversight Institutions (OI), and Members of Parliament (MP). The studies were conducted using a face-to-face interview technique.

The battery of surveys is summarized in Table 2 below. Note that owing to the changes in USAID ODG’s indicator definition after the submission of the first draft of this report, this analysis does not utilize the respondent survey of Political Party Leaders or the survey of Parliament Members.

**Table 2: Sample Size by Survey**

<b>National Respondent Surveys</b>	<b>Indicators</b>	<b>Sample Size</b>
Public Opinion Survey of the General Population (POS)	1, 2, 3, 4,10, 11	3,510
Political Party Leader (PPL)	NA	536
Human Rights Civil Society Organization (CSO)	8	35
District Legal Aid Committee (DLAC)	9	36
Elected Local Government Leader (ELL)	10 & 11	261
<b>National Institutions Surveys</b>		
Bangladesh Election Commission (BEC)	3	31
Parliament Members (MP)	NA	10
Oversight Institutions (OI)	5, 6 & 7*	10
<b>Total</b>		<b>4,379</b>

\*Note that these three indicators were not included in the final report.

## **NATIONAL RESPONDENT SURVEYS**

### **PUBLIC OPINION SURVEY (POS)**

SI designed the public opinion survey (POS) to ascertain public perspectives of the government from Bangladeshi adults living in USAID ODG Program implementation areas. The POP measures Bangladeshis' opinions regarding a variety of DG institutions: the BEC; Parliament; local government institutions; OIs such as the Anti-Corruption Commission (ACC), the Office of Comptrollers General of Audit (OCAG), and the Information Commission (IC), District Courts; DLAC; and Political Parties. It provides data for the following ODG PMP indicators:

Indicator 1: Percentage of citizens reporting increased confidence in targeted institutions of governance,

Indicator 2: Percentage of citizens engaged in governance initiatives,

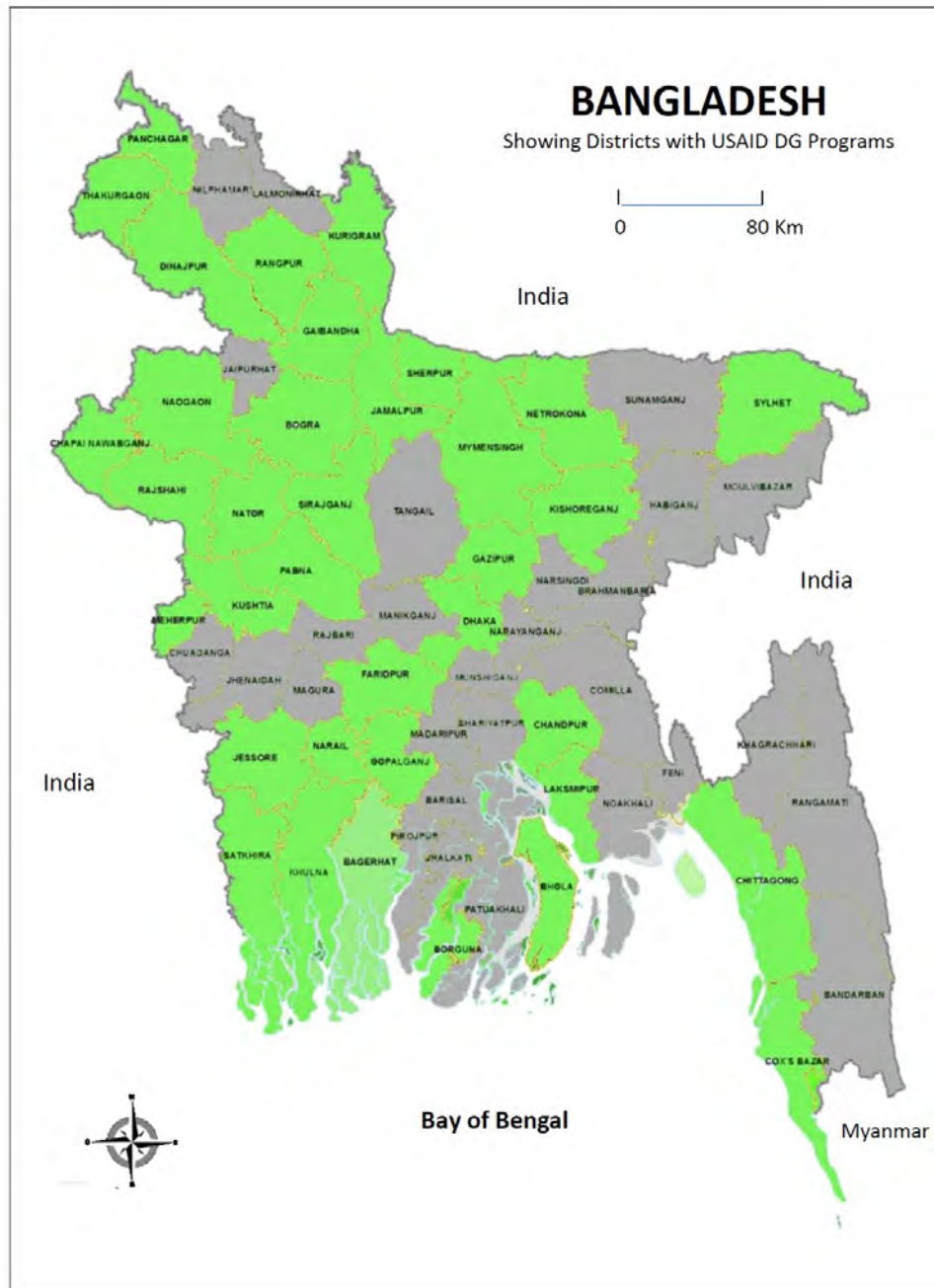
Indicator 4: Percentage of respondents who say political parties reflect the voices of their constituents,

Indicator 10: Percentage of people who say that local government is responsive to constituents' needs in the targeted area, and

Indicator 11: Percentage of people who express satisfaction with the quality of Local Government Services in their locality

It is a probability survey representative of the population in those areas where USAID ODG Programs are implemented. SI used the 2011 Bangladesh Population Census data, collected by the Bangladesh Bureau of Statistics (BBS), to construct the sample frame for the study. The sample of Bangladeshis was then selected using a stratified random sampling technique to ensure the urban-rural distribution (30-70) was representative of the population in the seven divisions in which the USAID ODG works (Figure 2 highlights the areas in which the USAID ODG works).

**Figure 2: Divisions in Bangladesh where USAID DG Programs Work**



*Note: Areas in green are those where USAID DG programs were active at the time of survey administration.*

Within these divisions, SI randomly selected 30 people from 117 primary sampling areas. The following figure illustrates the procedure used for selecting the households and individual respondents.

**Figure 3: Procedure for Household/Household Member Selection**

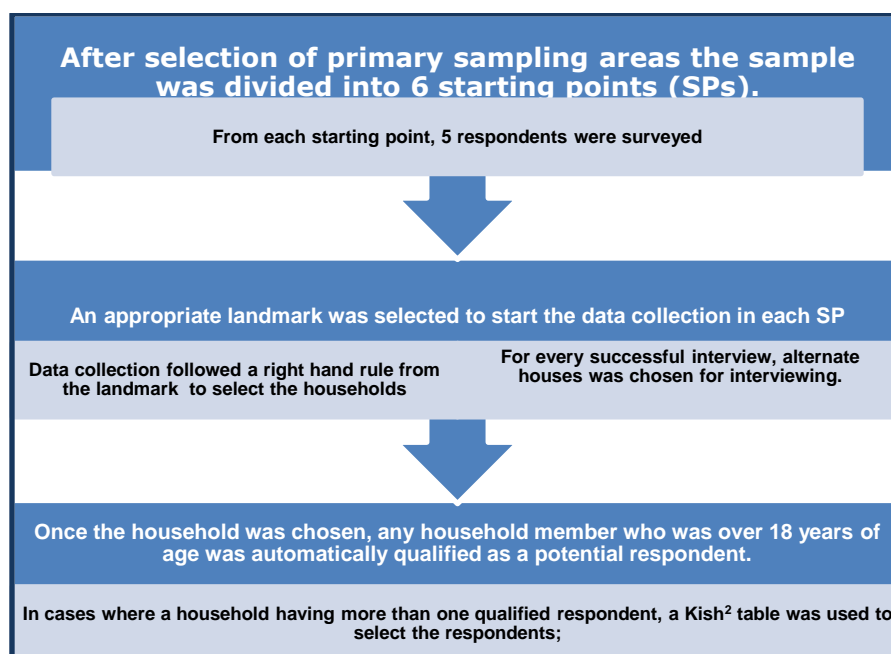


Table 3 shows the detailed sample distribution for the survey. The margin of error for this survey is approximately  $\pm 5$  percent, allowing for a statistically robust comparison of data among regions of Bangladesh.

**Table 3: Sample Distribution for Public Opinion Survey**

Total	Urban	Rural	Sample Size
Barisal	60	150	210
Chittagong	240	450	690
Dhaka	330	810	1140
Khulna	120	270	390
Rajshahi	180	330	510
Rangpur	120	270	390
Sylhet*	-	180	180
Total	1050	2460	3510
Female	525	1230	1755
Male	525	1230	1755

\* USAID does not work in Sylhet urban areas; therefore, the data collection for this Division was limited to rural areas.

<sup>2</sup> The tables developed by statistician Leslie Kish are a rigorous tool widely used by survey teams for sampling persons within households to be surveyed.

In the presentation and analysis of the PMP indicators, the survey results are disaggregated, where appropriate, by sex, age, socio-economic classification, and rural versus urban residency. Originally, the survey was also to be disaggregated by political party affiliation or support, but the difficult political situation in Bangladesh at the time made the topic of political affiliation very sensitive, and, thus, it was necessary to eliminate questions associated with a respondent's political affiliation.

## **POLITICAL PARTY LEADER (PPL) SURVEY**

This survey collected data on the four major political parties: the Awami League (AL), Bangladesh Nationalist Party (BNP), Jatiya Party (JP), and Jamaat-i-Islami (JIIP). However, the JIIP was removed from the final sample due to the unavailability of JIIP party members.<sup>3</sup> Since there was no pre-existing database of political party leaders in Bangladesh, a purposeful sampling design was used, keeping national representation of both location and power in mind. Samples for different divisions and locations within each Division were selected through a list of political party leaders provided by Democracy International. The evaluation team matched this list with the DG working areas (where the survey was conducted). Any list outside the DG working areas was removed.

The PPL survey was the most challenging of all the surveys to administer, as some of the political leaders from the other parties were afraid to participate and were not willing to provide responses to the enumerators. A “snowball” technique was used to find replacement respondents. The final sample included 536 party leaders across the three parties (AL, BNP and JL).

In the course of the indicator design and review, subsequent to the submission of the draft report, USAID/Bangladesh opted not to use the PPL survey data for the indicators relating to political party responsiveness; hence this survey was not utilized for the final set of ODG PMP indicators.

## **CIVIL SOCIETY ORGANIZATION (CSO) SURVEY**

The CSO survey was designed to measure:

**Indicator 8:** *Number of individuals who received legal aid or victim's assistance with USG support*

USG support refers to the following human rights programs: Protecting Human Rights (Plan Bangladesh), Action for Combating Trafficking in Persons (Winrock International), Community-Based Policing (the Asia Foundation), and Labor Projects (American Center of International Labor Solidarity). There are 71 CSOs who work with these IPs. These 71 CSOs made up the sampling framework for this survey. The evaluation team determined that a sample of more than 30 was required to ensure a statistically significant sample size. As such, to ensure an adequate sample the evaluation team selected a stratified proportionate (by CSO) random sample of 50 percent of the CSOs, or 35 CSOs, ensuring representation in each of the Union Parishads and municipalities in which the POP was administered.

---

<sup>3</sup> Most of the JIIP party members went into hiding after Delwar Hossain Sayeedi, the Nayeb-e-Ameer (or the vice-president) of Jamaat-i-Islami, was convicted on February 28, 2013 and sentenced to death on two of the charges.  
USAID/Bangladesh Democracy and Governance Baseline Survey 2013

Nielsen enumerators set appointments with the CSOs over the phone, and then the interviews were conducted. Also, although less than ideal, in some cases, the enumerators shared the questionnaires with the CSOs and then collected them after they were complete. This was done because of the evaluation team found it very difficult to reach the partner CSOs during the survey.

## **DISTRICT LEGAL AID COMMITTEE (DLAC) SURVEY**

This DLAC survey was developed to measure:

**Indicator 9:** *Degree of effectiveness of service delivery by DLAC.*

DLAC was developed as a way of facilitating access to justice for the poor. Offices in all 64 districts provide legal aid to the poor to institute or defend cases in courts. This system was established by the Legal Aid Act (Act VI of 2000) to ensure that all are equal before the law and are entitled to equal protection under the law. In the past, poor citizens from disadvantaged communities often withdrew cases against powerful opponents because the financial burden was too much for them to bear. DLAC was designed to alleviate this discrimination.

In order to obtain legal aid, a poor person has to go to the DLAC offices and obtain legal advice. If his or her claim is strong, he or she is assigned a lawyer who takes the case to court. All of these transactions are kept in the DLAC offices in two ledgers. The DLAC survey was given to DLAC staff, and the evaluation team also supplemented the survey with a desk review of the ledgers. The evaluation team visited 36 of the 64 DLAC offices located in USAID DG implementation areas. Enumerators surveyed staff at these locations, and in cases where the enumerators had access to the DLAC databases, they conducted data and document reviews.

## **ELECTED LOCAL GOVERNMENT OFFICIAL (ELL) SURVEY**

The evaluation team developed the ELL survey to collect data to supplement the POP data. However, owing to changes in the indicator definition, following USAID guidance, it was decided not to use these data.

The evaluation team sampled the chairman and two elected officials—one woman and one man—from each municipality or upazila in which the POP was conducted. The enumerators visited the local Union Parishad Office (*Pouroshova*) to collect the names of the local chairmen and members. If the chairmen or members were available, the enumerators tried to conduct the interview or arrange an appointment to conduct the interview at a later date. If the chairmen were not available at all, the enumerators conducted the interview with the deputy chairmen. Overall, 77 chairmen, 95 male members, and 89 female members were interviewed for the ELL survey.

## **NATIONAL INSTITUTIONAL SURVEYS**

The team conducted three national institutional surveys of the:

1. BEC;
2. MPs; and
3. Ols, including the:



- a. Anti-Corruption Commission,
- b. Office of Comptrollers of General Audit, and
- c. Information Commission

The evaluation team designed these surveys to gather data about the institutions. The respondents were both internal staff and external experts purposively selected to reflect the internal and external views and experiences of these institutions. Each of these surveys is described in more detail below.

### **BANGLADESH ELECTION COMMISSION (BEC) SURVEY**

The BEC survey was used to collect data for the following indicator:

**Indicator 3:** *Capacity of BEC to conduct elections based on international standards.*

The respondents were selected to create a representative pool of the BEC, including: BEC Commissioners, the BEC Secretariat, Election Management, the Election Directing Department, the Public Relations Office, the Law Office, the Human Resource Development Office, the Planning Office, the Development and Research Office, the Budget Office, the System Management (ICT) Office, and the National ID Card Registration Office. Other electoral stakeholders (including academicians, CSO representatives, election working groups, journalists, and international service providers) were also included. The total sample size was 31 and included 23 men and 8 women.

### **MEMBERS OF PARLIAMENT (MP) SURVEY**

The evaluation team designed the MP survey to collect data for the following indicator:

**Indicator 5:** *Number of executive oversight functions exercised by the Parliament.*

The evaluation team selected respondents to ensure representation of MPs from the following committees:

- Labor and Employment Committee
- Fisheries and Livestock Committee
- Power Energy and Mineral Resources Committee
- Local Government Road Development and Cooperative Committee
- Women and Children Welfare Committee

In addition to legislative staff on these committees, evaluation team members also interviewed leaders of the CSOs who received Promoting Democratic Institutions and Practices (PRODIP) research grants to work closely with these MPs, Bangladeshi scholars, and political scientists. This survey was to supplement data from the POP. However, the subsequent changes in USAID/Bangladesh's PMP indicator definition led to a decision to not use the MP survey data for this indicator.

## **OVERSIGHT INSTITUTIONS (OI) SURVEY**

The OI survey was designed to answer:

**Indicator 6:** *Degree to which civil society groups participate in monitoring transparency and accountability activities by targeted public institutions.*

**Indicator 7:** *Level of efficiency of targeted public institutions to provide oversight of government functions.*

The evaluation team selected respondents from IP CSOs including NGOs, the media, academia, and trade associations. In the case of these two Indicators 6 and 7, there was a change in the indicator definition and USAID/Bangladesh has put on hold the data collection and analysis for this indicator.

# FINDINGS

To facilitate the reader's understanding of findings, the presentation of findings is structured in the following manner: Each indicator is introduced with the text from the "precise definition" section of the USAID Performance Indicator Reference Sheet (PIRS) for that indicator. Next the evaluation team provides the summary data for the indicator, in table format, accompanied by a short analytical discussion of these data. Next, the team presents the PIRS-specified disaggregations of data for the indicator. For simplicity of presentation the disaggregation tables together are followed by a discussion of the disaggregated data.

## PERFORMANCE MONITORING PLAN DATA - DO I: CITIZEN CONFIDENCE IN GOVERNANCE INSTITUTIONS INCREASED

### INDICATOR I: PERCENTAGE OF CITIZENS REPORTING CONFIDENCE IN TARGETED INSTITUTIONS OF GOVERNANCE

#### Indicator I Definition from the USAID Performance Indicator Reference Sheet:

*This multi-faceted indicator tracks citizen confidence that governance institutions have the capacity to influence the direction of government initiatives for the better socio-economic condition of the country. Targeted institutions include the Bangladesh Election Commission (BEC), Parliament, political parties, local government institutions (Union Parishad, Upazilla Parishad, and Municipal Corporations), oversight institutions (Office of Comptroller, Auditor General, and Anti-Corruption Commission), the Information Commission, and the judiciary (District Courts and National Legal Aid Service Organization (NLASO)).*

The issues on which citizens' perceptions are measured include:

- **BEC:** BEC's ability to conduct elections according to international standards
- **Parliament:** Parliament's performance in the provision of oversight to the Executive, and its responsiveness to citizen needs
- **Political Parties:** Responsiveness of political parties to citizens' concerns
- **Local Government Institutions:** Responsiveness to constituents' needs and effectiveness
- **Oversight Institutions:** Public perceptions of the effectiveness of government in combatting corruption and increasing governmental transparency
- **Information Commission:** Effectiveness in monitoring compliance with Right to Information Act
- **District Courts:** Effectiveness of district courts to administer cases in a fair and timely fashion
- **Legal Aid Services Organization:** Effectiveness of NLASO and DLAC to provide legal aid services

Citizens score each of the targeted institutions on a Likert scale of 1 — 5:

- 1 = Strongly disagree
- 2 = Disagree
- 3 = Neither agree nor disagree

- 4 = Agree
- 5 = Strongly agree

Each respondent scores the targeted institutions against a maximum of 40 (number of institutions [8] under review multiplied by the maximum points possible [5] per institution). Respondents' confidence levels are defined as follows:

- $\leq 8$  = Very low
- 9-16 = Low
- 17-24 = Medium
- 25-32 = High
- $\geq 33$  = Very high

### Indicator I Summary Data:

**Table 4: Citizen Level of Confidence across All Governance Institutions**

Level of Confidence	Percent
Very High	3.3 (N =114)
High	12.3 (428)
Medium	33.5 (1171)
Low	41.6 (1452)
Very Low	9.3 (326)
<b>Total Valid Responses</b>	<b>100.0 (N=3,491)</b>

### Indicator I Overall Discussion:

Overall (cross-institutional), data from the survey indicate that as of Spring 2013, citizen confidence levels in government institutions are generally low, but not extremely so (as shown in Table 4). Nearly 51 percent of citizens who live in USAID DG project implementation areas indicate low or very low levels of confidence, while only about 16 percent report high or very high confidence in government institutions.

### Indicator I Disaggregation:

Disaggregated data is presented (according to the PIRS requirements) below, followed by a brief discussion.

**Table 5: Citizen Level of Confidence by Age Group**

Confidence Level	Age Group (%)					
	20 or Under	21-30	31-40	41-50	51-60	Above 60
Very High	4.8	3.4	3.1	2.5	4.0	2.6
High	14.1	12.1	12.7	13.0	10.6	8.9
Medium	39.4	35.2	32.7	32.0	32.0	27.7
Low	32.7	40.5	41.1	44.1	43.4	50.8
Very Low	8.9	8.9	10	8.3	10.0	9.9
<b>Total Valid Responses</b>	<b>100.0 (N=269)</b>	<b>100.0 (1,127)</b>	<b>100.0 (879)</b>	<b>100.0 (675)</b>	<b>100.0 (350)</b>	<b>100.0 (191)</b>

**Table 6: Citizen Level of Confidence by Sex**

Level of Confidence	Sex (%)	
	Female	Male
Very High	3.0	3.5
High	10.8	13.6
Medium	32.1	35.0
Low	41.6	41.6
Very Low	12.4	6.3
<b>Total Valid Responses</b>	<b>100.0 (N=1,737)</b>	<b>100.0 (1,754)</b>

**Table 7: Citizen Level of Confidence by Education Level**

Level of Confidence	Education Level (%)			
	Illiterate	Up to 5 years	School 6 to 10 years	Above SSC
Very High	1.7	3.1	3.4	5.7
High	5.3	11.9	12.9	22.2
Medium	25.5	35.1	36.9	39.1
Low	51.4	42.2	38.8	29.8
Very Low	16.1	7.7	8.0	3.2
<b>Total Valid Responses</b>	<b>100.0 (N=1,014)</b>	<b>100.0 (907)</b>	<b>100.0 (889)</b>	<b>100.0 (681)</b>

**Table 8: Citizen Level of Confidence by Rural/Urban Area**

Level of Confidence	Area (%)	
	Rural	Urban
Very High	3.8	1.9
High	11.2	14.8
Medium	31.9	37.3
Low	42.9	38.6
Very Low	10.2	7.4
<b>Total Valid Responses</b>	<b>100.0 (N=2,445)</b>	<b>100.0 (1,046)</b>

**Table 9: Citizen Level of Confidence by Governance Institution**

Confidence Level	Institution (%)							
	BEC	Parliament	Parties	LGIs	ACC	IC	District Court	NLASO & DLAC
Very High /Strongly Agree	28.0	18.2	10.1	19.8	13.5	15.9	26.2	14.8
High	55.0	31.4	26.9	45.1	28.2	30.4	33.6	30.8
Medium	7.7	16.1	13.9	10.7	19.5	28.2	18.2	34.8
Low	6.5	26.2	28.4	17.5	28.9	18.7	12.5	12.8
Very Low	2.8	8.09	20.7	6.9	10.0	6.8	9.5	6.7
<b>Percent “High” or “Very High”</b>	<b>83.0</b>	<b>49.6</b>	<b>37.0</b>	<b>64.9</b>	<b>41.7</b>	<b>45.3</b>	<b>59.8</b>	<b>45.6</b>
<b>Total Valid Responses</b>	<b>3,152</b>	<b>3,151</b>	<b>3,340</b>	<b>3,363</b>	<b>1,366</b>	<b>734</b>	<b>2,125</b>	<b>655</b>

**Indicator I Disaggregated Data Discussion:**

By disaggregating the data, it becomes clear that confidence in government institutions varies across different socio-demographic groups. Specifically, age appears to be negatively correlated with respondent confidence in government institutions; 61 percent of those Bangladeshis living in USAID DG project implementation areas who are over the age of 60 display low or very low levels of confidence while only 42 percent of citizens under 20 share these low levels of confidence (See Table 5 for details).

Additionally, confidence varies markedly by sex; females tend to report lower confidence levels than do males (high or very high levels totaling 13.9 percent for females and 17.1 percent for males) (See Table 6 for details). This finding is reinforced by a notable sex differentiation in civic engagement, with men much more likely to be engaged than women (see Indicator 2 below).

Finally, the level of educational attainment also appears to matter, with more highly educated citizens being more likely to have confidence in the government than the less educated. Specifically, findings show that while only 7 percent of illiterate citizens who live in USAID DG project areas report high or very high confidence in government institutions, 28 percent of those with education above Secondary School Certification display these levels. This positive association is consistently linear from one level of education to the next, which challenges the oft-cited theoretical presumption that educational attainment may lead to a more critical attitude towards government institutions (See Table 7).

Urban or rural area of residence, on the other hand, appears not to be a strong predictor of overall confidence in government institutions; numerical differences between rural and urban respondent ratings are not statistically significant (See Table 8 for details).

In comparing confidence levels across the eight respective governance institutions, the BEC stands out as an organization that draws broad confidence from the citizenry, with 83 percent of citizens living in USAID DG project implementation areas expressing high or very high confidence in the Commission. On the other end of the spectrum are political parties, which as a group elicit only 37 percent of respondents expressing high or very high confidence. The other institutions are given confidence levels ranging between those of the BEC and the political parties (See Table 9 for details).



## INDICATOR 2: PERCENTAGE OF CITIZENS ENGAGED IN GOVERNANCE INITIATIVES

### Indicator 2 Definition from the USAID Performance Indicator Reference Sheet:

Engagement is tracked by measuring citizen participation in defining the issues, identifying solutions, and developing priorities for action and resources related to initiatives of targeted governance institutions. Respondents are regarded as having participated if they have engaged in any of the above activities at least once in the previous twelve months through formal (meetings called by the government) or informal structures (participation in town hall meetings). Targeted institutions of governance would be the BEC, Parliament, local government institutions (Union Parishad, Upazilla Parishad, and Municipal Corporations), oversight institutions (Office of Comptroller, Auditor General, Anti-Corruption Commission, and Information Commission) and judiciary (District Courts). Governance initiatives refer to reforms/changes to make selected government institutions more transparent, corruption free, and efficient.

### Notes on Indicator 2:

- Because the types of engagement, as described in the indicator definition, are rare among an entire adult societal population (as applied to most governance institutions at least), they are unlikely to produce practical data through a public opinion survey. As such, the survey asks respondents “whether or not (yes/no) [they] have been involved in activities associated with the targeted institutions.” For example, regarding the BEC, the survey asks, “Did you participate in any activities related to or organized by the Bangladesh Election Commission in the past 12 months?”

The PIRS specifies “percentage of citizens” as the unit of measure for this indicator. Thus, to derive a summary figure for this indicator, the evaluation team counted the number of survey respondents who reported their engagement within the last 12 months with at least one of the governance institutions specified in the definition, and from this number calculated a percentage of all valid responses.

### Indicator 2 Summary Data:

**Table 10: Percent of Citizens Engaged in Governance Initiatives**

Description	Percent
Percent of citizens reporting engagement with at least one governance institution	<b>15.2</b> (N= 3,510 total valid responses)

### Indicator 2 Overall Discussion:

In informal conversations about political life, often Bangladeshis (as with people in many other places) will say that political participation among average citizens is quite low. In this context the overall figure of fifteen percent here is rather surprisingly high. Readers need to keep in

mind, however, that the criterion for inclusion is quite easy to meet in two ways: 1) A respondent need only report having engaged in the activities of just one of the targeted institutions, and 2) “Being involved in activities” of institutions is a considerably lower bar than that suggested by the types of actions identified in the current PIRS (those being: definition of issues, identifying solutions, and developing priorities for action). USAID may wish to review this PIRS at a later date.

### Indicator 2 Disaggregation:

The disaggregation of Indicator 2 by age, sex, urban/rural and education presented below offer further perspective on types of engagement.

**Table 11: Percent of Citizens Engaged in Governance Initiatives, by Targeted Institution**

Institution		Percent of Citizens Engaged
Parliament		11.3 (N=395)
Local Government		4.4 (156)
BEC		1.9 (68)
Oversight Institutions	ACC	0.4 (13)
	OCAG	0.1 (5)
	IC	0.2 (6)

**Total valid responses=3,510**

**Table 12: Percent of Citizens Engaged in Governance Initiatives by Institution and Age Group**

Institution		Age Group, in Years (%)						Total
		18-20	21-30	31-40	41-50	51-60	Over 60	
BEC		2.9	32.4	29.4	22.1	10.3	2.9	100 (n=68)
Parliament		5.6	25.1	24.1	23.8	16.2	5.3	100 (395)
Local Government		5.1	23.7	28.2	19.2	16.7	7.1	100 (156)
Oversight Institutions	ACC	15.4	30.8	15.4	38.5	0.0	0.0	100 (13)
	OCAG	0.0	20.0	0.0	80.0	0.0	0.0	100 (5)
	IC	0.0	16.7	16.7	33.3	0.0	33.3	100 (6)
DLAC		0.00	57.1	0.0	14.3	14.3	14.3	100 (7)
<b>Total</b>		<b>5.2 (N=34)</b>	<b>25.8 (168)</b>	<b>24.9 (162)</b>	<b>23.2 (151)</b>	<b>15.1 (98)</b>	<b>5.7 (37)</b>	<b>100 (650)</b>

**Table 13: Percent of Citizens Engaged in Governance Initiatives, by Institution and Sex**

Institution		Male (%)	Female (%)
BEC		2.5	1.4
Parliament		19.6	2.9
Local Government		7.1	1.8
Oversight Institutions	ACC	0.6	0.1
	OCAG	0.3	0
	IC	0.3	0.1
DLAC		0.3	0.1
<b>Total</b>		<b>24.9</b>	<b>5.5</b>

Male N=1,755 Female N=1,755 Total N=3,510

**Table 14: Percentage of Citizens Engaged in Governance Initiatives by Institution and Area**

Institution		Urban (%)	Rural (%)
BEC		29.4	70.6
Parliament		30.9	69.1
Local Government		28.4	71.6
Oversight Institutions	ACC	53.8	46.2
	OCAG	60.0	40.0
	IC	16.7	83.3
DLAC		42.9	57.1
<b>Total</b>		<b>30.9 (N=201)</b>	<b>69.1 (449)</b>

**Table 15: Levels of Citizen Engagement in Governance Initiatives by Type**

Institution	Type of Engagement	Formal/ Informal	Percentage
BEC	Meet BEC official on any issue related to election	F	11.5
	Attended a workshop/meeting/dialogue organized by BEC	F	10.2
	Served as a staff of BEC	F	23.4
	Worked as a local observer	F	15.7
	Worked as a polling staff	F	24.1
	Served as a polling agent	F	29.9

Institution	Type of Engagement	Formal/ Informal	Percentage
	Other	F	2.9
Parliament	Discussion Meeting with MP	F	10.3
	Town hall Meeting	F	12.5
Local Govt.	Social safety-net program (VGF/VGD)	F	36.1
	Distribution of certificates	F	66.7
	Maintain law & order (shalish)	F	6.2
	Agricultural input	F	4.6
	Community health care	F	5.6
	Family planning	F	6.8
	Infrastructure development	F	8.4
	Other	F	6.4
	ACC	Mainly providing information to ACC over call	F
OCAG	(activity not specified)	F	5.2
IC	Applied for information	F	1.7
District Court	Sought legal remedy from DC	F	13.0
DLAC	Received services	F	3.0
Political Party	Attended a party meeting	I	37.0

Source: Public Opinion Survey

## Indicator 2 Disaggregated Data Discussion:

The pattern of citizen-engagement levels across institutions is quantitatively clear and arguably of no surprise to those familiar with Bangladeshi political life. Engagement is at its highest (11 percent of citizens) for Parliament. Those respondents who said they were engaged with Parliament are likely including their attendance at various public events that may feature a speech by an MP. Local government institutions and the BEC are also part of the engagement landscape (at 4 and 2 percent, respectively), while the levels of engagement with oversight institutions and DLAC are only minimal.

The distribution of engagement is broad, including all age groups. The BEC involves a somewhat higher proportion of young people than do the other institutions. Engagement with the oversight institutions and DLAC are at levels too low to support statistically reliable comparisons across age groups.

Table 13 demonstrates a striking contrast in engagement levels across the sexes. Males display an overall engagement level of 24.9 percent, while the level for females is only 5.5 percent. In fact, male levels of engagement are higher than those of females across all the governance

institutions covered in the POP. Most striking is the sex difference for engagement with Parliament, where 20 percent of males report engagement but only 3 percent of females.

A notable contrast is also apparent in the urban/rural breakdown of engagement (Table 14), where rural levels of participation are consistently higher than those for urban respondents. For rural residents engagement is most extensive for local government (72 percent), closely followed by the BEC (71 percent). For urban residents engagement is highest for the BEC (29 percent), in turn followed closely by local government (28 percent).

Table 15 displays the percentages of citizens reporting engagement with each institution, broken down by particular type of activity. Note first that engagement with these institutions tends to be through events called by government – that is, through formal activities. Political party meetings are the only informal activities in which respondents reported participating. Local government activities are the most commonly reported; participation in distribution of certificates were noted by 67 percent of respondents. Thirty-six percent of respondents reported their engagement with social safety-net programs administered by local government, such as Vulnerable Group Feeding (VGF) and Vulnerable Group Development (VGD). Engagement with BEC activities is also rather widespread, with 30 percent of respondents reporting having served as a polling agent, for example.

## IR 1.1 STRENGTHENED POLITICAL PROCESSES

### INDICATOR 3: CAPACITY OF THE BEC TO CONDUCT ELECTIONS BASED ON INTERNATIONAL STANDARDS

#### Indicator 3 Definition from the USAID Performance Indicator Reference Sheet:

*The capacity of the BEC to conduct fair elections is measured through a key informant assessment. Key informant refers to BEC officials and other stakeholders (academics and experts). The indicator tracks key informant's perception about BEC's capacity to comply with standards of campaign finance, electoral security, transparency, and monitoring as a result of USAID election assistance. Perceptions on capacity will be scored (out of 5) for each of the following components:*

- *Oversight of and implementation of existing campaign finance regulations;*
- *Electoral security,*
- *Electoral transparency*
- *Election monitoring.*

*Respondents score the BEC's capacity against each component using a scale of 1-5. Each respondent's total score for all of the four components is divided by four to find the final score. Anyone who scores above 3 out of a possible 5 is regarded as saying the BEC has the capacity to conduct fair elections. The percentage value of the indicator are based on the frequency of people who scored the BEC a 3 or above.*

*As a way of assuring the quality of the data, perceptions of some key informants who are external to the BEC, including international assistance providers, Bangladeshi political scientists, and experts on legal framework, will be compared with responses from BEC officials. Any cases of significant variation are explained in narrative accompanying the indicator.*

#### Notes on Indicator 3:

- In the process of survey design refinement, USAID advised the evaluation team that a self-assessment tool would not be used as the data collection method for this indicator. Instead, ODG asked that a mini-survey of election officials, Bangladeshi academics, and other experts be used.
- The evaluation team developed this survey, which included a 5-point rating scale for key informants to measure BEC performance.
- Given the 5-point scale, the evaluation team recommended that the unit of measure for updating this indicator's PIRS be "percent," with the definition being the percent of key informants reporting "very high" or "high" levels of confidence in the BEC's electoral administration.

### Indicator 3 Summary Data:

**Table 16: Key Informants' Ratings of BEC Capacity to Hold Fair Elections\***

Variables	Percentage of Respondents who Rated BEC Capacity "High" or "Very High"		
	BEC officials (N=12)	Non BEC officials (N=19)	Total (N=31)
Oversight/implementation of campaign finance regulations	75.0 % (9)	26.3% (5)	45.2% (14)
Electoral Security	91.7% (11)	94.7% (18)	93.5% (29)
Electoral Transparency	100% (12)	84.2% (16)	90.3% (28)
Election monitoring	91.7% (11)	100% (19)	96.8% (30)
<b>Total</b>	<b>89.6%</b>	<b>76.3%</b>	<b>81.5%</b>

\*Survey question: Information taken from the BEC Survey. Question numbers used are 25, 26 for oversight; 40, 41, 42, 43, 44, 45, 48 for security; 46, 47, 65, 74 for transparency; 49, 50, 51, 52, 53, 54, 58, 59, 60, 61, 62, 63, 66, 67, 68, 69, 70, 71 for monitoring. Responses from these four components were averaged. Average of the averages was calculated to get percentage required for the indicator.

**Indicator 3 Overall Discussion:** It appears that expert confidence in the BEC is quite high, with 81 percent of key informant respondents giving the BEC a "very high" or "high" rating. Improvement upon this score in future years might appear difficult at first, but the more detailed analysis from the key informant survey shows that there are indeed areas in which the BEC might improve its work, particularly in oversight of regulations on campaign finance. It is important to note, however, that the sample of key informants included BEC officials who may report their levels of confidence with a positive bias, or "halo effect." Parallel data from the POP indicate that the citizenry at large does not differ notably from the key informants in their estimation of the BEC.

### Indicator 3 Disaggregation:

USAID specified no disaggregation for this indicator.



## INDICATOR 4: PERCENTAGE OF RESPONDENTS WHO SAY THAT POLITICAL PARTIES REFLECT THE VOICES OF THEIR CONSTITUENCIES

### Indicator 4 Definition from the USAID Performance Indicator Reference Sheet:

“Reflection of constituents’ voices” is determined based on whether constituents regard their political party leaders as having performed the following actions: a. Held meetings with their constituency; b. Received citizen input; and c. Implemented citizen input. Political party leadership refers to leaders of Bangladesh Awami League, Bangladesh Nationalist Party and Bangladesh Jatiya party at different levels such as district, regional and national.

For each of the three questions, respondents will receive one (1) for a YES response and zero (0) for a NO response, resulting in a score of between 0 and 3. The indicator will present the percentage of total respondents who scored 2 or higher (i.e. responded YES to at least two of the three questions).

### Indicator 4 Summary Data:

**Table 17: Frequency of Selected Actions by Political Leadership\***

Frequency	Score
1 or less action	59.2% (N=1236)
2 or more actions	40.8% (N=851)

**Total Valid Responses=2,087**

\*Data source is POS, Questions were PPR-1, PPR-3, and PPR-6.

### Indicator 4 Overall Discussion:

In total, 59 percent of respondents say that political parties conduct one or fewer of the selected activities that would give greater “voice” to citizens. Thus, it would be fair to say that a minority of survey respondents consider that political parties represent their constituents’ voices.

### Indicator 4 Disaggregation:

**Table 18: Frequency of Selected Actions by Political Leadership by Age**

Frequency	20 or Under %	21-30 %	31-40 %	41-50 %	51-60 %	Above 60 %
1 or less action	64.2 (N=106)	61.2 (398)	54.9 (284)	60.2 (257)	57.0 (124)	61.5 (67)
2 or more actions	35.8 (N=59)	38.8 (252)	45.1 (233)	39.8 (170)	43.0 (95)	38.5 (42)

**Total Valid Responses = 2,087**

**Table 19: Frequency of Selected Actions by Political Leadership by Sex**

Frequency	Female %	Male %
1 or less action	73.6 (N=615)	49.6 (621)
2 or more actions	26.4 (221)	50.4 (630)

**Total Valid Responses = 2,087**

**Table 20: Frequency of Selected Actions by Political Leadership by Rural/Urban**

Frequency	Rural %	Urban %
1 or less action	60.6 (N=869)	56.2 (367)
2 or above	39.4 (565)	43.8 (286)

**Total Valid Responses = 2,087**

#### **Indicator 4 Disaggregated Data Discussion:**

As shown in Table 18, younger people in the categories of under 20 and between 21 and 30 years of age were more likely to say that political parties do not conduct the selected “voice” activities. Moreover, as shown in Table 19, women were notably more critical than men in this regard, with 73.6 percent of female respondents saying that political parties carry out one or less of the selected voice activities. Interestingly, men were split almost equally on the issue, with about half of men rating political parties as being reflective of constituent voices and half reporting that they are not. Likewise, as Table 20 shows, rural dwellers were more critical than urban respondents.

## **INDICATOR 5: NUMBER OF EXECUTIVE OVERSIGHT FUNCTIONS EXERCISED BY PARLIAMENT**

USAID/Bangladesh is reconsidering the design of this indicator. Thus, the data collection and analysis for this indicator has been put on hold.

## **IR 1.2 GREATER ACCOUNTABILITY AND TRANSPARENCY IN PUBLIC INSTITUTIONS<sup>4</sup>**

### **INDICATOR 6: DEGREE TO WHICH CIVIL SOCIETY GROUPS PARTICIPATE IN MONITORING TRANSPARENCY AND ACCOUNTABILITY ACTIVITIES AT TARGETED PUBLIC INSTITUTIONS:**

USAID/Bangladesh is reconsidering the design of this indicator. Thus, the data collection and analysis for this indicator has been put on hold.

---

<sup>4</sup> See Annex II: DO-I Performance Indicator Reference Sheets for detail.  
USAID/Bangladesh Democracy and Governance Baseline Survey 2013

**INDICATOR 7: LEVEL OF EFFICIENCY OF TARGETED PUBLIC INSTITUTIONS TO PROVIDE OVERSIGHT OF GOVERNMENT FUNCTIONS:**

USAID/Bangladesh is reconsidering the design of this indicator. Thus, the data collection and analysis for this indicator has been put on hold.

## IR 1.3 IMPROVED ACCESS TO JUSTICE

### INDICATOR 8: NUMBER OF INDIVIDUALS WHO RECEIVED LEGAL AID OR VICTIM'S ASSISTANCE WITH USG SUPPORT

#### Indicator 8 Definition from the USAID Performance Indicator Reference Sheet:

*Legal aid refers to the services provided by District Legal Aid Committees in Bangladesh, such as legal advice, legal representation, counseling, and legal education. Victim assistance refers to services provided under USAID's ACT, PHR, CBP, and Labor projects. These projects identify trafficking and domestic violence victims, provide survivors with life skills and training in income generation, help victims of domestic violence to get justice through Alternative Dispute Resolution (ADR), and provide physical and mental health education and vocational training.*

#### Indicator 8 Summary Data:

Baseline value for total number of individuals: 46,877 These data are self-reported by CSOs and are not validated by SI. However, USAID's IPs endeavor to ensure accuracy of grantees and contractors in reporting on beneficiaries and clients.

#### Indicator 8 Overall Discussion:

This indicator measures the direct beneficiaries of USG supported programs and as such gives an idea of the reach of these programs. However, interpreting these results and setting targets will require considerable discussion. A future reduction in individuals who received legal aid or victim's assistance might reflect reduced USAID program funding, reduced IP effectiveness, reduced GoB commitment in this policy area, or reduced incidence of trafficking or domestic violence. As such, it is difficult to assign value to either a reduction or an increase in the value of this indicator, as both could mean that USAID's activities have been effective or ineffective. Thus, USAID should seek more information about the causes for any shifts in the value of this indicator.

#### Indicator 8 Disaggregation:

**Indicator 8 Disaggregated Data Discussion:** While the PIRS requires disaggregation by area, gender, age, and education these data are not available from CSO documents. The baseline will be limited to the aggregate figure.

## **INDICATOR 9: DEGREE OF EFFECTIVENESS OF SERVICE DELIVERY BY DISTRICT LEGAL AID COMMITTEES (DLAC)**

### **Indicator 9 Definition from the USAID Performance Indicator Reference Sheet:**

*Effectiveness of service delivery of District Legal Aid Committees refers to their efficiency in dealing cases in a timely manner and their ability to reach out a large number of poor population. A scale will be developed around timeliness of case disposal, proportion of cases disposed and proportion of legal aid funds disbursed to measure the effectiveness of DLACs.<sup>5</sup> The DLACs are rated against each of the following elements:*

- *Acceptance of application to DLAC per quarter:*
  - *1 = <10 files*
  - *2 = 11- 15 files*
  - *3 = 16- 20 files*
  - *4 = 21-25 files*
  - *5 = >26 files*
  
- *Timeliness of appointing lawyer by DLAC per quarter:*
  - *5 = < 1 week*
  - *4 = 1-2 weeks*
  - *3 = 3-4 weeks*
  - *2 = 4-5 weeks*
  - *1 = >5 weeks*
  
- *Case filed for the victim*
  - *5 = < 5 days*
  - *4 = 6-12 days*
  - *3 = 13-18 days*
  - *2 = 19-24 days*
  - *1 = >25 days*
  
- *Cases disposed off per year*
  - *1 = <5 cases*
  - *2 = 5- 10 cases*
  - *3 = 11-15 cases*
  - *4 = 16-20 cases*
  - *5 = >20 cases*

---

<sup>5</sup> The reader is advised to note that while these scales capture aspects of DLAC service delivery they do not explicitly measure or validate service delivery to the poor population  
USAID/Bangladesh Democracy and Governance Baseline Survey 2013

- *Percentage of legal aid funds disbursed per year*
  - 1 = <20%
  - 2 = 21-40%
  - 3 = 41-60%
  - 4 = 61-80%
  - 5 = 81-100%
  
- *DLACs are scored against a score of 1-25.*
  - 1-5 = *Bad*
  - 6-10 = *Need to improve*
  - 11-15 = *Good*
  - 16-20 = *Satisfactory*
  - 21-25 = *Excellent*

### **Indicator 9 Summary Data:**

On average, the DLACs reported an average summary index score of DLAC service delivery effectiveness of **20.7** out of possible score of **25**, which is a “Satisfactory” score according to the scale listed above.

**Indicator 9 Discussion:** While the DLACs provide an important service to ordinary Bangladeshi citizens, this rating is likely an over-estimation (to an unknown extent) of the true level of service delivery effectiveness, since only about 25 percent of all the data collected for this indicator was derived from examining DLAC log books. The rest of the data were collected through a survey of DLAC officials. Enumerators report that DLAC officials were often hurried, distracted by other business, or simply resistant to the prospect of enumerators examining the log books. The result is that this indicator is dependent, thus far, on self-reported data and a likely “halo effect” that biases the objectivity of data.

### **Indicator 9 Disaggregations:**

While no disaggregations are required for this indicator, the team disaggregated by summary score and effectiveness, as follows:

**Table 21: Distribution of DLAC Effectiveness Ratings**

<b>Summary effectiveness rating</b>	<b>Percent</b>	<b>Number</b>
Excellent (score of 21-25)	63.8	23
Satisfactory (16-20)	25.0	9
Good (11-15)	11.2	4
Need to Improve (6-10)	0	0
Bad (5)	0	0
<b>Total</b>	<b>100 %</b>	<b>36</b>



**Indicator 9 Disaggregated Data Discussion:** As Table 21 shows above, the scores appear overwhelmingly positive (“Excellent”), which may be due to self-reporting. Since at any given DLAC, the indicator data may have been partially or completely collected via oral self-report, countering this bias in the current data is not feasible. Therefore, while identified differences in scores across divisions may truly describe differences in service delivery, it is also very possible that the differences are simply due to differences in the method of de facto data collection.

## IR 1.4 MORE RESPONSIVE ELECTED LOCAL GOVERNMENT

### INDICATOR 10: PERCENTAGE OF PEOPLE WHO SAY THAT LOCAL GOVERNMENT IS RESPONSIVE TO CONSTITUENTS' NEEDS IN THE TARGETED AREA.

#### Indicator 10 Definition from the USAID Performance Indicator Reference Sheet:

Local government's responsiveness refers to:

1. Accessibility of elected members of local government,
2. Elected members' willingness to listen to common people's needs, and
3. Action taken by elected members to address these needs.

Each respondent scores his/her LGU on the three above-mentioned areas using a Likert scale of 1 – 5 for each criteria. The Likert scale used is:

- 1 = Strongly disagree
- 2 = Disagree
- 3 = Neither agree nor disagree
- 4 = Agree
- 5 = Strongly agree

Each respondent's score will then be combined from each area for a total score (not to exceed 15).

Local Government's responsiveness levels will be defined as follows:

- ≤ 6 – Not responsive
- 7-9 – Neutral
- 10-15 – Responsive

The indicator (percentage) will be calculated by the number of people who fall into each category (Not responsive, neutral, and responsive) divided by the total number of respondents.

#### Indicator 10 Summary Data:

**Table 22: Responsiveness of Local Government**

Responsiveness Score	%
Not Responsive (≤ 6)	20.0 (N=683)
Neutral (7-9)	30.4 (1037)
Responsive (10-15)	49.6 (1693)

**Indicator 10 Overall Discussion:** According to the scale used for this indicator, almost half of citizen respondents in the target areas of the survey reported that local governments are responsive to constituents' needs; 20 percent reported that local governments are not responsive, and the final 30 percent were "neutral."

## Indicator 10 Disaggregation:

**Table 23: Responsiveness of Local Governments by Age**

Score	< 21 years	21-30	31-40	41-50	51-60	> 60
Not Responsive (≤ 6)	17.8% (N=47)	20.7% (227)	19.3% (165)	19.2% (127)	23.3% (81)	19.1% (36)
Neutral (7-9)	31.1% (82)	30.4% (333)	29.7% (254)	59.4% (199)	27.9% (97)	38.3% (72)
Responsive (10-15)	51.1% (135)	48.9% (536)	51.1% (437)	50.7% (335)	48.9% (170)	42.6% (80)
<b>Total Valid Responses</b>	<b>264</b>	<b>1096</b>	<b>856</b>	<b>661</b>	<b>348</b>	<b>188</b>

**Table 24: Responsiveness of Local Governments by Sex**

Responsiveness Score	Female	Male
Not Responsive (≤ 6)	25.1%	19.3%
Neutral (7-9)	30.9%	28.2%
Responsive (10-15)	44.0%	52.5%
<b>Total Valid Responses</b>	<b>1,755</b>	<b>1,755</b>

**Table 25: Responsiveness of Local Governments by Education**

Responsiveness Score	Illiterate %	Up to 5 years %	6 to 10 years %	Above SSC %
Not Responsive (≤ 6)	26.7 (N=262)	19.0 (169)	16.5 (144)	16.1(108)
Neutral (7-9)	35.5 (348)	29.6 (263)	29.0 (253)	25.7(173)
Responsive (10-15)	37.8 (370)	51.4 (457)	54.5 (475)	58.2 (391)

**Table 26: Responsiveness of Local Governments by Rural/Urban**

Responsiveness Score	Rural	Urban
Not Responsive (≤ 6)	20.0% (N=480)	20.1% (203)
Neutral (7-9)	31.4% (754)	28.0% (283)
Responsive (10-15)	48.6% (1167)	52.0% (526)
<b>Total Valid Responses</b>	<b>2,401</b>	<b>1,012</b>

**Indicator 10 Disaggregated Data Discussion:** As Tables 23 to 26 show, younger people, more educated people, and urban dwellers show higher propensity to rate local governments

as responsive. Older people, illiterate people, and rural dwellers are considerably more critical of local government responsiveness.

## INDICATOR 11: PERCENTAGE OF PEOPLE WHO EXPRESS SATISFACTION WITH THE QUALITY OF LOCAL GOVERNMENT SERVICES

### Indicator 11 Definition from the USAID Performance Indicator Reference Sheet:

*Satisfactory refers to adequate and excellent quality of the services delivered by the Local Government following the prescribed guidelines. While USAID support is to enhance local government's capacity to effectively deliver all services, this indicator will track a limited number of services with which citizens are more familiar. These services are a. social safety net, b. distribution of certificates, c. maintenance of law and order, d. prevention of crime,, e. agricultural input, f. fisheries input, g. livestock input, h. Irrigation, i. community health care, j. family planning, k. flood protection, l. infrastructure development, and m. education.*

*Each of the areas will be scored by the respondent against a Likert scale of 1 – 4. The Likert scale to be used is:*

- 1 = poor*
- 2 = needs improvement*
- 3 = adequate*
- 4 = excellent*

*Each individual will be given an individual score in the following manner: (sum of scores of each area divided by number of services scored). This score will then fall into one of the four categories in the Likert scale shown above. The indicator will show the percentage of people who score 2.5 or above on the Likert scale.*

### Indicator 11 Summary Data:

**Table 27: Quality of Local Government Services**

<b>Quality Score</b>	<b>%</b>
Less than 2.5	16.6% (N=153)
2.5 or Above	83.4% (N=766)
<b>Total Valid Responses</b>	<b>919</b>

**Indicator 11 Overall Discussion:** Only one-third of respondents were able to score local government service quality. Of these, the large majority of respondents—83.4 percent overall—expressed satisfaction with the quality of services. This may be due to the construction of the index, which is a sum of the scores across all of the service areas. As discussed below, this method gives greater weight to those service areas which have served a larger number of people

## Indicator II Disaggregation:

**Table 28: Quality of Local Government Services by Age**

Quality Score	< 20 Years	21-30	31-40	41-50	51-60	>60
Less than 2.5	12.0 (N=9)	21.2 (63)	14.2 (32)	17.6 (31)	14.6 (14)	1.6 (4)
2.5 or above	88.0 (66)	78.8 (234)	85.8 (193)	82.4 (145)	85.4 (82)	98.4 (240)
<b>Total Valid Responses</b>	<b>75</b>	<b>297</b>	<b>225</b>	<b>176</b>	<b>96</b>	<b>244</b>

**Table 29: Quality of Local Government Services by Sex**

Quality	Female	Male
Less than 2.5	18.0% (N=74)	15.5% (79)
2.5 or Above	88.0% (N=337)	84.5% (429)
<b>Total Valid Responses</b>	<b>411</b>	<b>508</b>

**Table 30: Quality of Local Government Services by Education**

Quality Score	Illiterate	Up to 5 yrs.	6 to 10 yrs.	Above SSC
Less than 2.5	19.0(N=48)	17.2(N=37)	18.0(N=41)	18.1(N=126)
2.5 or Above	81.0(N=205)	82.8(N=177)	82.0(N=185)	81.9(N=567)
<b>Total Valid Responses</b>	<b>253</b>	<b>214</b>	<b>226</b>	<b>693</b>

**Table 31: Quality of Local Government Services by Rural/Urban**

Quality Score	Rural	Urban
Less than 2.5	16.0% (N=109)	18.4% (44)
2.5 or Above	84.0% (N=571)	81.6% (195)
<b>Total Valid Response</b>	<b>680</b>	<b>239</b>

**Indicator II Disaggregated Data Discussion:** One demographic factor that appears to affect results is gender: as Table 29 shows, females are notably more critical than males of the quality of services. However, the major disaggregating factor is the service type. Looking at Table 32, it is clear that the overall high rate of satisfaction with LG services is determined by the large number of responses to service area “Distribution of certificates.”, a large part of which is the registry of births. It should be noted that this service was reformed just two years ago, through the Union Service Information Centers, which now provide online birth registration. Thus, the high levels of satisfaction with the on-line service provision weigh heavily in overall levels of satisfaction with services. Other critical public service responsibilities, such

as health, education, family planning, etc., show much lower scores. USAID might consider revising this indicator to avoid this bias.

**TABLE 32: QUALITY OF LOCAL GOVERNMENT SERVICES BY SERVICE AREA**

	<b>Social Safety- Net Program (VGF/VGD)</b>	<b>Distribution of Certificates</b>	<b>Maintain Law &amp; Order (shalish)</b>	<b>Prevent Crime, Disorder, and Smuggling</b>	<b>Agricultural Input</b>	<b>Fisheries Input</b>	<b>Livestock Input</b>	<b>Irrigation</b>	<b>Community Health Care</b>	<b>Response for Family Planning</b>	<b>Flood Proection</b>	<b>Infrastructure Development</b>	<b>Education</b>
Less than 2.5	32.5(N=104)	15.2(95)	38.6(22)	12.5(2)	34.1(14)	62.5(5)	100(2)	37.5(3)	51.8(29)	43.0(28)	85.7(6)	54.9(45)	61.5(8)
2.5 or Above	67.5(216)	84.8(530)	61.4(35)	87.5(14)	65.9(27)	37.5(3)	0(0)	62.5(5)	48.2(27)	57.0(37)	14.3(1)	45.1(37)	38.5(5)
<b>Total Valid Responses</b>	<b>320</b>	<b>625</b>	<b>57</b>	<b>16</b>	<b>41</b>	<b>8</b>	<b>2</b>	<b>8</b>	<b>56</b>	<b>65</b>	<b>7</b>	<b>82</b>	<b>13</b>



# ANNEX I: BASELINE STATEMENT OF WORK

## Scope of Work for Baseline Study 2013 USAID's Development Objective-I: Citizen Confidence in Governance Institutions Increased

### A. BACKGROUND

Promoting more pluralistic and responsive governance is one the US government's (USG's) four overarching strategic goals for the FY 2012 Mission Strategic Report (MSRP) and the complementary USG Three-Year Strategic Plan for Bangladesh. The USAID/Bangladesh Country Development and Cooperation Strategy development objective (DO) I is directly aligned to this USG strategic goal. It addresses components of four inter-related obstacles to effective governance in Bangladesh: (1) nascent political institutions, including the parliament and political parties; (2) rampant corruption, low transparency of government, and ineffective mechanisms of accountability in all branches of government; (3) the inability of citizens to access the justice system; and (4) the concentration of authority and resources at the national level. DOI will also directly contribute to the other DOs, e.g., health and education, disaster response, and economic growth, by addressing governance in the areas of strengthening the political process, greater accountability and transparency, improved access to justice, and more responsive local government to the citizens of Bangladesh. DO-I interventions will also contribute to six of the priority areas in the Government of Bangladesh's (GOB's) Sixth Five-Year Plan. Specifically, the interventions will help the GOB in achieving the following goals under Vision 2021: (1) making parliamentary processes effective; (2) strengthening local governments; (3) controlling corruption; (4) promoting legal and judiciary reform; (5) improving sectoral governance; and (6) protecting human rights.

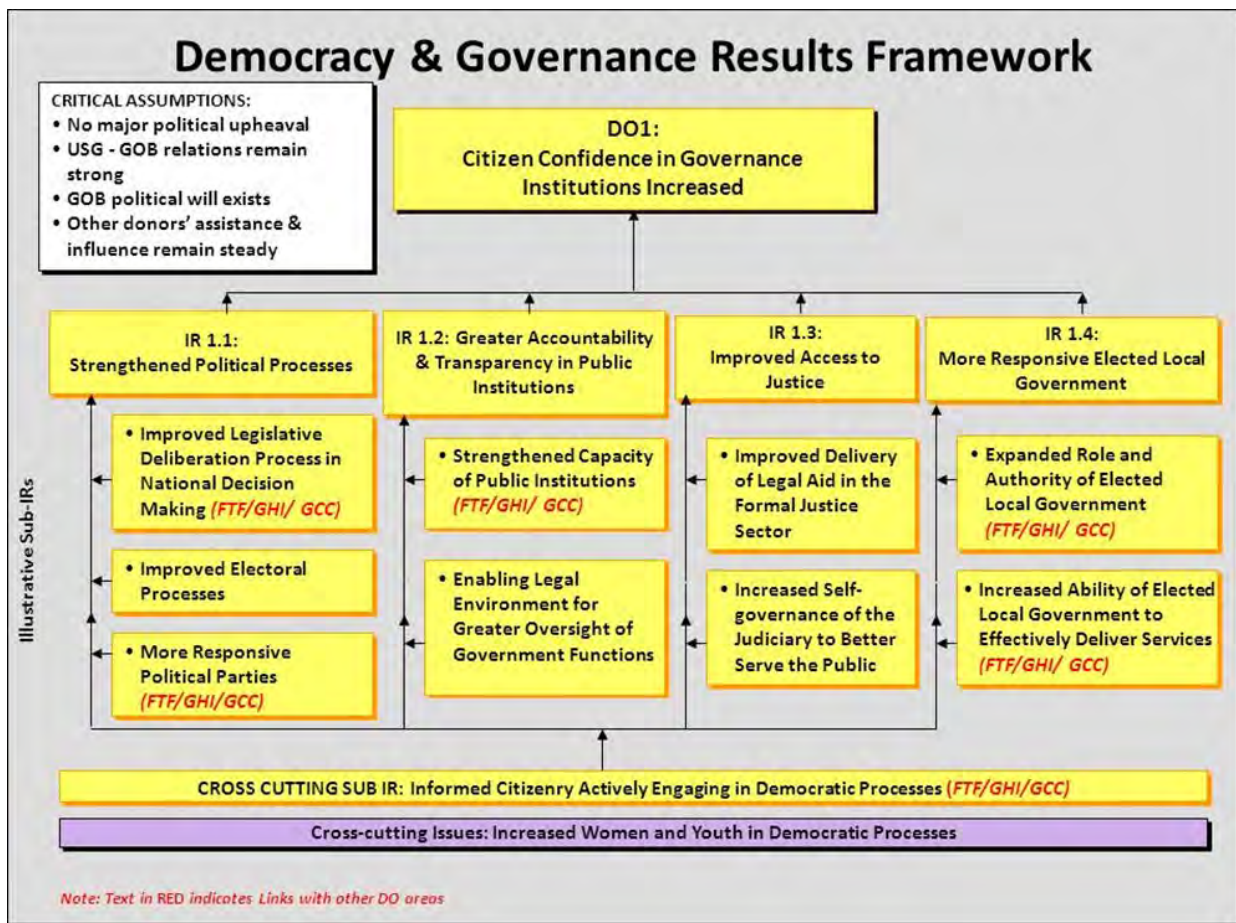
The Baseline Survey of Democracy and Governance Indicators provides a critical independent measure of progress and impacts to supplement the programmatic reporting of USAID implementing partners in those areas in which USAID is currently investing its resources. To a lesser degree, it also provides insight into movement in the wider governance space, including areas in which USAID is currently not investing resources. This will assist USAID in ensuring that it is targeting the most high-value interventions across the DG sector. Independent data collected through the survey allows USAID to assess its priorities and developmental hypotheses. Three separate surveys will be conducted during the life of DOI (2013 baseline, 2014 midterm, and 2015 final evaluation), and results will be reviewed to determine any adjustments that may need to be made regarding USAID DOI interventions. The goal of the surveys is to determine what progress USAID is making towards achieving its development objective.

### B. Overview of USAID/Bangladesh Development Objective I: Citizen Confidence in Governance Institutions Increased

Confidence in governance institutions is foundational to democracy and a prerequisite for political stability and economic growth. A winner-take-all approach to politics since Bangladesh’s return to democracy in 1990 has left opposition parties little political recourse other than parliamentary walk-outs, general strikes, and violence, degrading confidence in governance institutions. In 2006, the increasingly bitter rivalry between the parties culminated in a collapse of confidence and a return to military rule after 16 years of civilian government, including several democratic transfers of power. USAID believes that increased citizen engagement in government with increased demand for democratic practices and better services, which, combined with a better trained civil service and informed political leadership, will result in improved accountability and responsiveness to citizen needs. Accountability and responsiveness will lead to increased confidence in governance institutions, laying the groundwork for peace, stability and development.

### IR 1.1 Improved Democratic Political Processes

USAID will work to promote productive electoral processes, engage women and youth in the political process, promote human rights and freedom, and support internal reforms that facilitate constructive dialogue and solutions to problems.



***Sub-IR 1.1.1 Improved Legislative Deliberation Process in National Decision Making:***

Bangladesh's elected parliament should function as the center of national decision-making by fulfilling the core functions of legislatures to transform ideas into laws and to conduct effective oversight of government performance. However the bitter political rivalry between parties and “winner-take-all” politics prevents constructive discourse. The current top-down decision-making is further handicapped by a culture of political boycotts launched by the opposition. There are few opportunities for rank-and-file members of the ruling party to participate in the shaping of national policy. USAID's activities will continue to strengthen the capacity of existing parliamentary bodies, such as the newly established Budget Analysis and Monitoring Unit, the committee system, and single-issue all-party caucuses to provide greater transparency and additional fora for informed policy formulation.

***Sub-IR 1.1.2 Improved Electoral Processes:*** USAID supports democratic elections in Bangladesh, reaching many stakeholders who work directly with the Bangladesh Election Commission, political parties, the media, and civil society groups. Successful elections require both a technical exercise in elections administration, as well as delivery to voters with sufficient information through competitive campaigns. One of the key goals is to enable citizens to make informed choices between candidates representing different visions for the development of the country.

***Sub-IR 1.1.3 More Responsive Political Parties:*** Bangladeshi political parties took a large step forward in 2008 with the first legal requirements on candidate selection, women's participation, affiliate groups, and campaign finance reporting. USAID helps political actors meet technical requirements and improve internal governance practices. USAID further supports meaningful political party reform that helps parties broaden their leadership structures, incorporate new voices within the parties, and solicit feedback from voters, civil society, and experts external to the party. USAID also focuses on issues related to government responsiveness to food security, employment, health care service delivery, access to justice, and environmental degradation.

***Cross-Cutting Sub-IR Informed Citizenry Actively Engaging in Democratic Processes:*** A vibrant civil society sector exists in Bangladesh, but remains largely untapped for their real world expertise by elected and unelected leaders. Even civil society organizations with dedicated advocacy functions do not effectively organize their efforts or find open avenues for decision-makers. In each activity with the parliament, election administrators, and political parties, USAID advances the capacity of institutions to be open to citizen input. One way in which they do this is through civic education on voicing criticism and oversight, while partnering with existing CSOs to constructively engage with political institutions at all levels.

**IR 1.2 Greater Accountability and Transparency in Targeted Public Institutions**

USAID will support GOB efforts to reduce corruption at all levels by promoting policy and budget reforms, citizen participation in the government, citizen awareness of the right to information, demand for investigative journalism, and increased accountability and transparency.

***Sub-IR 1.2.1 Strengthened Capacity of Targeted Public Institutions:*** USAID strengthens independent government oversight bodies to to function more effectively and promote a more democratic culture of checks and balances. Through future programs, USAID will provide direct

assistance to the Bangladesh Election Commission (BEC) to increase effectiveness of their regulation of political parties and management of national and local elections. USAID-funded anti-corruption interventions will continue to provide targeted technical assistance to oversight/watchdog mechanisms. USAID also plans to work closely with the Non-Governmental Organization NGO Affairs Bureau, which approves and monitors the use of foreign assistance by the non-governmental sector. As a result of USAID's assistance, the capacity of GOB officials will be strengthened to practice greater accountability and transparency in public institutions.

***Sub-IR 1.2.2 Enabling Legal Environment for Greater Oversight of Government***

**Functions:** Bangladesh's legal structure responsible for ensuring transparency in government exists largely only on paper. Awareness of these laws, their intended purposes, and means of implementation are lacking among the government, oversight bodies, civil society, the media, and the public. USAID will continue to promote understanding of how Bangladesh's legal environment currently allows oversight and brings stakeholders and decision-makers together to remedy acknowledged shortcomings in this structure. With appropriate policies in place, coupled with enhanced human resource capacity, oversight institutions could function more efficiently to institutionalize the desired systems of checks and balances that foster sustainable growth across sectors. USAID-funded activities will strengthen government oversight bodies by enhancing their policy formulation and implementation capacity as well as supporting policy reforms.

***Cross-Cutting Sub-IR: Informed Citizenry Actively Engaging in Democratic Processes:***

USAID-supported interventions will focus on increasing the credibility of government oversight and watchdog bodies by making them more responsive to citizen's demands and needs. USAID will continue to support initiatives to orient civil society organizations (CSOs), particularly involving women and media on the role of the GOB's institutions of accountability, human rights, and political governance including events jointly attended by officials of independent government oversight institutions. The USAID-funded Trafficking-in-Persons (TIP) initiative, for example, will include advocacy and outreach activities to raise public awareness of TIP-related human rights abuses and the need for stronger oversight bodies for the prevention, protection, and prosecution of TIP perpetrators. USAID will continue to establish forums in which CSO representatives and media are able to exchange views and promote a joint advocacy for policy reforms. USAID will continue building investigative journalism skills in local journalists, as well as, continuing to promote the use and enforcement of the Right to Information Act. Likewise, USAID will continue to support its successful efforts to bring together government oversight bodies and non-government watch-dog groups to promote and support more active engagement of citizens in democratic processes.

**IR 1.3: Improved Access to Justice**

USAID will work to: improve judicial integrity and self-governance, support legal advocacy and legal aid, raise awareness of human rights' issues and increase access to community-level justice and policing.

***Sub-IR 1.3.1 improved delivery of legal aid in the formal justice sector:*** At present, the GoB has made \$100,000 available in each District and Session Court as well as created the

National Legal Aid Cell within the Ministry of Justice to help the poor gain access to the justice sector. In practice, the poor and disadvantaged find it cumbersome and difficult to take advantage of these initiatives. Thus, the legal aid fund is currently not well-utilized. USAID's anticipated programming will focus on reducing the barriers that discourage people from accessing these opportunities. To increase leverage between different actors such as lawyers, lawyers associations, and civil society actors with regards to the delivery of legal aid, advocacy initiatives will be considered.

**Sub-IR 1.3.2 increased self-governance of the judiciary to better serve the public:** USAID support for judicial self-governance will encourage self-examination by members of the judiciary of their performance, priority needs, and aspirations. Activities will be designed giving special attention to improving judicial ethics, discipline, budgeting and the operational effectiveness.

**Sub-IR 1.3.3 informed citizenry actively engaging in democratic processes:** The Rule of Law assessment indicated that the poor in Bangladesh have limited access to legal information. Most indigent and disadvantaged citizens view the formal justice system as inefficient, expensive, and distant. There is also evidence that a psychological barrier prevents the indigent from accessing the formal system. USAID efforts will develop partnerships with Bangladeshi CSOs to overcome these hurdles. Support will be provided for a legal literacy campaign that would provide information to local populations regarding the availability of legal aid funds/services and how to access them.

## **IR 1.4 More Responsive Elected Local Government**

USAID will promote decentralization of governance, allocations and financial resource generation, and citizen and elected-officials' participation in local decision-making and planning.

**Sub-IR 1.4.1 Expanded Role of Authority of Elected Local Government:** Policy or structural changes that transfer the balance of development resources and staff capacity to local governments from central government line ministries will have an enormous effect on the ability of people to locally determine and implement their own development priorities. USAID will support advocacy efforts to encourage the national government to adopt legal and policy reforms to expand the roles, authorities, and resource allocation for local government. Research on laws, ordinances and practices that govern local governments will be widely disseminated to create constituencies for reform.

**Sub-IR 1.4.2 Increased Ability of Elected Local Government to Effectively Deliver Services:** The functionalities of elected local governments are an obvious reflection of political will of a national government to deliver its services. The challenge lies in responding to the growing demands of citizens and taking on plans for future needs. USAID will support efforts to improve the capacity of local governments and citizenry while also working to strengthen the legal framework and engage citizens, CSOs, and respective stakeholders.

**Cross-Cutting Sub-IR Informed Citizenry Actively Engaging in Democratic Processes:** The local citizenry and forums are indispensable resources of indigenous knowledge and can be the driving forces for any positive changes. Additionally, they are the determinants of achievements and failures. USAID will focus on rights and responsibilities of citizenry while engaging them systematically in the local governance process as service demanders and service providers.

USAID will use an approach that seeks to engage citizens with other sector-specific initiatives at the local level, such as community-based natural resource management initiatives, local health management support groups, and community-driven school oversight committees.

### **C. JUSTIFICATION OF THE STUDY**

A baseline is the value of a performance indicator before implementation of projects or activities, while a target is the specific, planned level of result to be achieved within an explicit timeframe. Baselines help managers determine progress in achieving outputs and outcomes. They also help identify the extent to which change has happened at each level of result.

This study will collect, through a national opinion survey and other methods, democracy and governance (DG) data necessary to establish a reliable reference point and provide USAID an understanding of conditions, which exist at the time DO-I begins. The study is necessary to establish a baseline for the 11 indicators by which USAID's success over the next five years will be judged. These indicators were established in the mission's Performance Management Plan with the support of US and Bangladeshi evaluation experts. Although the indicators have been selected, targets cannot be established until a baseline of pre-implementation conditions is determined. This baseline will be used to determine the progress of all programs under USAID's Bangladesh's Office of Democracy and Governance.

### **D. OBJECTIVE OF THE STUDY**

The principal objective is to establish a baseline for DOI indicators which will be used, along with other studies, to measure progress of DG programs and to gather DG sector-wide information that can inform DOI interventions and allow an analysis of results within the appropriate context.

### **E. SCOPE OF THE STUDY:**

Through this baseline study, various data will be collected that will establish a point of reference for the performance indicators selected to measure the results of activities performed under DOI. The data will be collected through a national public opinion survey in addition to a number of other methods addressed further in the SOW. The baseline study will collect information for the following indicators:

1. Percentage of citizens reporting increased confidence in targeted institutions of governance
2. Percentage of citizens engaged in governance initiatives
3. Capacity of BEC to conduct elections based on international standards
4. Degree to which political parties reflect the voices of their constituents
5. Number of executive oversight functions exercised by the parliament
6. Degree to which civil society groups participate in monitoring transparency and accountability activities of targeted public institutions
7. Level of efficiency of targeted public institutions to provide oversight of government functions
8. Number of human rights' advocacy activities conducted by targeted stakeholders
9. Degree of effectiveness of service delivery by District Legal Aid Committees

10. Changes in citizen perception regarding local governments effectiveness in delivering selected services
11. Degree of responsiveness of government institutions to decentralization

The precise definitions of the indicators are described in the DOI PMP (attached as Annex-1)

## **F. PROPOSED METHODOLOGY**

Different methods will be using to collect baseline information for different indicators:

1. **Public opinion survey:** A national survey with a representative sample of Bangladeshi adults who will be randomly selected to statistically represent the adult population. The survey should be designed to achieve the highest practical rates of response, commensurate with the importance of survey uses, respondent burden, and data collection costs, to ensure that survey results are representative of the target population so that they can be used with confidence to inform decisions. Nonresponse bias analyses must be conducted when unit or item response rates or other factors suggest the potential for bias to occur. The survey design must define the target population, sampling plan, specify data collection methodology, and select samples using statistically acceptable methods. Survey results will be disaggregated by gender, age, socio-economic classification, political affiliation, and rural versus urban residency. The Public Opinion Survey will be conducted to collect data for the indicators: 1) Percentage of citizen reporting increased confidence in targeted institutions of governance, 2) Percentage of citizen engaged in governance initiatives, 3) Capacity of the BEC to conduct elections based on international standards, 4) Degree to which political parties reflect the voices of their constituents, 5) changes in citizen perception regarding local governments effectiveness in delivering selected services. The Public Opinion Survey will be designed to estimate the opinions of the general population. The tools/questionnaire will be designed to collect data disaggregated by gender, socio-economic classification, rural/urban and political affiliation. For sampling, the survey firm will focus mainly on the geographic areas where the DG programs are being implemented (attached Annex-2: DG programs implementing areas).
2. **Mini-Surveys:** The baseline study will include two mini-surveys:
  - a. **Political Party Leaders:** The mini-survey with political party leaders will be conducted to collect information that will be used as a starting point by which to measure project performance through the performance indicator - degree to which political parties reflect the voices of their constituents. The survey respondents will be political party leaders from four political parties: Awami League, Bangladesh Nationalist Party, Jatiya Party and Jamat. The respondents will be selected from different levels of party organization such as upazila, district and national level.
  - b. **Elected Local Government Members:** This survey will be administered in each of the municipalities and Union Parishads where the public opinion survey will be conducted. This survey will be designed to measure: degree of responsiveness of government institutions to centralization.

3. **Structured Interviews:** The baseline study will include structured interviews with:
  - a. **Parliament Members:** Structured interviews will be conducted to collect partial data for the performance indicator - number of executive oversight functions exercised by the Parliament. The baseline study team will conduct interviews with representative sample of parliament members to collect information.
  - b. **Members of District Legal Aid Committee (DLAC):** Structured interviews with members from DLACs will be conducted to collect partial data for the indicator: degree of effectiveness of service delivery by District Legal Aid Committees (DLAC).

#### 4. Indices:

- a. **DLAC Scored Index:** By looking at DLAC records, this will measure the degree of effectiveness of their legal service delivery to the poor. Effectiveness of service delivery of District Legal Aid Committees refers to their efficiency in dealing cases in a timely manner and their ability to reach out a large number of poor population. A scale will be developed around timeliness of case disposal, proportion of cases disposed and proportion of legal aid funds disbursed to measure the effectiveness of DLACs.
  - b. **SCORED ELECTORAL INDEX:** Using the Election Index adapted from the work of Jørgen Elklit and Andrew Reynolds and the EISA ACE Capacity Needs Assessment Development Tool for EMBS, selected experts will rate the capacity of the BEC to conduct elections based on international standards. This tool will be designed to measure part of the indicator: Capacity of BEC to conduct elections based on international standards.
  - c. **PUBLIC INSTITUTIONS SCORED INDICES:** These measurements will rely on a review of public institutions records (internal and external GOB performance and financial audits), to track the following two indicators: Degree to which civil society groups participate in monitoring transparency and accountability activities of targeted public institutions, and the level of efficiency of targeted public institutions to provide oversight of government functions.
5. **Civil Society Organization (CSO) Survey:** The baseline study includes a CSO survey to collect data for the indicator – number of human rights advocacy activities conducted by targeted stakeholder. The survey will be conducted among the CSO's that are working under DOI's human rights projects such as; Protecting Human Rights, Action for Combating Trafficking in Persons, Community based Policing and labor project.
  6. **Document Review:** The baseline study will include a document review for instrument design, data collection and verification.

BDGPE may contract with a data collection firm to obtain data through the some methods mentioned above.



## G. DELIVERABLES

BDGPE will be responsible for providing the following deliverables to USAID/Bangladesh:

### Design Phase:

1. Work plan: Detailed draft work plan (including task assigned to selected survey firm, detailed methodology plan to be used to collect data, team responsibilities, training of interviewers and enumerators, data collection and analysis timeline for each methodology mentioned in the methodology section, reporting timeline for each section, such as survey report, index report, mini-surveys' reports etc.): Within 5 working days after commencement of the baseline survey;
2. Briefing meeting: After submission of the work plan the survey team leader along with selected team members will provide in-brief to USAID/Bangladesh staff members.
3. Data Collection Methodology: BDGPE will design and submit to USAID/Bangladesh all data collection instruments for the methods included in the methodology section. The methodology must include a data processing plan showing how the survey will conduct data coding, nonresponse analysis, entry, editing, quality, and protection.
4. Copy of the agreement with survey firm.
5. Pre-test of data collection instruments to minimize measurement error.
6. A code of standards and ethics for the survey

### Data Collection Phase:

1. **Regular Updates** - The survey Team Leader or her delegate will brief the BDGPE COR on progress with the data collection on at least a weekly basis, in person or by electronic communication. Any delays or complications must be quickly communicated to USAID/Bangladesh as early as possible to allow quick resolution and to minimize any disruptions to the survey.
2. **A brief data collection completion report of 3 or 4 pages** will be submitted to USAID/Bangladesh. This report must include the steps taken to ensure data quality during data collection at field level and organized indicator by indicator.

### Data Analysis and Reporting Phase:

1. **Regular Updates:** The study Team Leader or her delegate will brief the BDGPE COR on progress with data processing and analysis on at least a weekly basis, in person or by electronic communication. Any delays or complications must be quickly communicated to USAID/Bangladesh as early as possible to allow quick resolution and to minimize any disruptions to the study.
2. **Debriefing with USAID/Bangladesh:** BDGPE COP residing in Bangladesh will be responsible for presenting preliminary data analysis findings to USAID/Bangladesh.

Others who may have been part of the team from other locations, but not present at that time will not participate. In developing the findings, the survey must use accepted theory and methods when deriving direct survey-based estimates and inferences. The survey results should reflect an appropriate use of statistical tests.

3. **Detailed hard and soft copy of ALL data collected during the survey, including both qualitative and quantitative data:** All quantitative data, if gathered, should be provided in an electronic, easily readable file format consistent with USAID/B practices. Data should be organized and fully documented for use by those not fully familiar with the activity. When submitted, this meta-data should include the standardized attribute fields that are required by USAID when collecting project and activity data. A thumb drive or other suitable device, with all the data shall be provided to the COR
4. **Field notes and other relevant documents.**
5. **Draft Study Report:** The draft report will present preliminary findings from the study
6. **Final Report** - The BDGPE Team will submit a final report that incorporates the Mission's comments and suggestions no later than 15 working days after USAID/Bangladesh provides written comments on the team's draft report.

#### **H. TEAM COMPOSITION:**

Since the methodology for collecting the baseline data for the eleven indicators is diverse, a variety of skills are necessary from the baseline study team. The following positions will comprise the survey team.

**Survey Team Leader:** This person requires sound knowledge in different research methodologies and at least ten (10) years of experience in research. Experience in the democracy and governance sector in Bangladesh preferred. This person requires experience in training people on different research methodologies.

**Survey Team Member-1:** Sound knowledge in different research methodologies particularly in quantitative methods and at least 8 years working experience in research projects.

**Survey Team Member-2:** Sound knowledge in different research methodologies, particularly qualitative methods included in this SOW and at least 8 years of experience in working in research projects.

**Technical Experts:** The baseline team requires team members as follows:

- Expert in parliamentary affairs: 5 to 8 years of experience in parliamentary affairs preferably in Bangladesh required. Sound knowledge on research methodologies is also required. Ability to conduct interviews and discussions and write well in English is essential.
- Expert in political parties: 5 to 8 years of experience in political party activities preferably in Bangladesh required. Sound knowledge on research methodologies is also

required. Ability to conduct interviews and discussions and write well in English is essential.

- Expert in electoral process: 5 to 8 years of experience in electoral process preferably in Bangladesh required. Sound knowledge on research methodologies is also required. Ability to conduct interviews and discussions and write well in English is essential.
- Expert in public institutions: 5 to 8 years of experience in public institutions preferably in Bangladesh required. Sound knowledge on research methodologies is also required. Ability to conduct interviews and discussions and write well in English is essential.
- Expert in judiciary: 5 to 8 years of experience in judiciary preferably in Bangladesh required. Sound knowledge on research methodologies is also required. Ability to conduct interviews and discussions and write well in English is essential.
- Expert in human rights and civil society: 5 to 8 years of experience in human rights and civil society preferably in Bangladesh required. Sound knowledge on research methodologies is also required. Ability to conduct interviews and discussions and write well in english is essential.
- Expert in local governance: 5 to 8 years of experience in local governance preferably in Bangladesh required. Sound knowledge on research methodologies is also required. Ability to conduct interviews and discussions and write well in English is essential

## **SCHEDULING AND LOGISTICS TIMELINE**

<b>Task/ Deliverable</b>	<b>Dates</b>
SOW developed and approved for local data collection firm	Dec-02-2012
Local data collection firm selected	Dec-12-2012
SI subcontract completed with local data collection firm	Dec-19-2012
Finalize methodology and draft data collection instruments	Jan-6-2013
Debrief to USAID/Bangladesh staff	Jan-9-2013
Pre-test data collection instruments	Jan-14-2013
USAID/Bangladesh provides comments on data collection instruments	Jan-16-2013
Finalize data collection instrument	Jan-16-2013
Data collection starts	Jan-17-2013
Data collection ends	Feb-20-2013
Data collection completion report including electronic copy of final data set, including code book of variable names and value labels	March-21-2013
Debriefing with USAID/Bangladesh	March-14-2013
Detailed hard and soft copy of quantitative and qualitative data	March-17-2013
Draft report with Field notes and other relevant documents	March-17-2013
SI delivers final report	March-31-2013

# ANNEX II: DO-I PERFORMANCE INDICATOR REFERENCE SHEETS

## A. DO-Level Indicators

Performance indicator Reference Sheet : Indicator I	
<b>Name of Development Objective I:</b> Citizen Confidence in Governance Institutions Increased	
<b>Name of Development Objective I:</b> Citizen Confidence in Governance Institutions Increased	
<b>Name of Intermediate Result:</b> N/A – this is a DO-level indicator	
<b>Name of Indicator:</b> Percentage of citizens reporting confidence in targeted institutions of governance	
<b>Classification:</b> Custom Indicator	
<b>Is this an Annual Report indicator?</b> No ___ Yes <input checked="" type="checkbox"/> , for Reporting Year(s) _2013 to 2016_____	
DESCRIPTION	
<p><b>Precise Definition(s):</b> This multi-faceted indicator will track citizen confidence on governance institutions that they have capacity to influence the direction of Government's initiatives for better socio-economic condition of the country. Targeted institutions will be Bangladesh Election Commission (BEC), Parliament, political parties, local government institutions (Union Parishad, Upazilla Parishad, and Municipal Corporations), oversight institutions (Office of Comptroller, Auditor General and Anti-Corruption Commission), Information Commission and judiciary (District Courts and NLASO).</p> <p>The issues on which citizens' <u>perceptions</u> will be measured are as follows:</p> <p>BEC – BEC's ability to conduct of elections according to international standards            Parliament – Parliament's performance a) provision of oversight to the Executive, and b) responsiveness to citizen needs            Political Parties – Responsiveness of political parties to citizens' concerns            Local government institutions – Responsiveness to constituents' needs and effectiveness            Targeted Oversight Institutions – Public perceptions of the effectiveness of government in combatting corruption and increasing governmental transparency            Information Commission – effectiveness in monitoring compliance with the Right to Information Act            District Courts – Effectiveness of district courts to administer cases in a fair and timely fashion            Legal Aid Services Organization – Effectiveness of NLASO and DLAC to provide legal aid services</p> <p>Each of the targeted institutions will be scored against a Likert scale of 1 – 5. The Likert scale to be used is:</p> <p>1 = Strongly disagree            2 = Disagree            3 = Neither agree nor disagree            4 = Agree            5 = Strongly agree</p> <p>Each respondent will score all targeted institutions against a maximum of 40 (number of institutions (8) under review multiplied by the maximum points possible {5}).</p> <p>Respondents confidence levels will defined as follows:</p> <p>≤ 8 – very low confidence            9-16- low confidence            17-24 - medium confidence            25-32 – high confidence            33≥ very high confidence</p> <p>The indicator value for each reporting year will be calculated from the frequencies of these respondents' confidence levels in governance institutions.</p>	
<b>Unit of Measure</b> Percentage of citizen	

<b>Disaggregated by:</b> Age, Gender, Rural/Urban, socio-economic classifications, political affiliation and by governance institution (as listed in definition above)			
<b>Criteria for Milestone or Index:</b>			
<b>Justification &amp; Management Utility:</b> Program components under DOI have been designed to make governance institutions and practices more effective by creating positive influences on the government whose actions are important for improved governance. Positive changes by governance institutions involve the institutions taking full cognizance of, responding to, and being monitored by public opinion. An increase in the percentage of citizens reporting higher confidence in governance institutions will indicate the success of USAID programs in making the institutions more effective.			
<b>PLAN FOR DATA ACQUISITION BY USAID</b>			
<b>Data collection method:</b> A representative performance survey will be conducted on an annual basis to measure confidence of citizen toward targeted institutions of governance			
<b>Data Source(s):</b> Respondent			
<b>Frequency/Timing of Data Acquisition:</b> Annually			
<b>Estimated Cost of Data Acquisition:</b> Cost included in the Democracy and Governance Programs' Evaluation Project (DGPE)			
<b>Responsible Individual(s) at USAID:</b> COR of DGPE			
<b>DATA QUALITY ISSUES</b>			
<b>Date of Initial and Future Data Quality Assessment:</b> December, 2013			
<b>Known Data Limitations and Significance (if any):</b> Survey results can suffer from inaccuracies stemming from systematic bias or measurement error, e.g., the sample might not represent the entire population of Bangladesh or respondents may misinterpret some questions.			
<b>Actions Taken or Planned to Address Data Limitations:</b> A strong sampling frame assiduously carried out, careful questionnaire construction, and recognition of the limits of surveys when interpreting the data is essential and will limit characteristic threats to validity.			
<b>PLAN FOR DATA ANALYSIS, REVIEW, &amp; REPORTING</b>			
<b>Review and Reporting of Data:</b> Data will be reviewed annually with partners and USAID technical experts to refine methodology, as needed, based on findings.			
<b>OTHER NOTES</b>			
<b>Notes on Baselines/Targets:</b> Target will be set after Baseline Survey completed in March 2014			
<b>Location of Data Storage:</b> USAID			
<b>Other:</b>			
<b>PERFORMANCE INDICATOR VALUES</b>			
Year	Target	Actual	Notes
2012	TBD	TBD	Target will be set after Baseline Survey completed in March 2014
2013	_____	15.6	
2014	_____		
2015	_____		
2016	_____		
<b>THIS SHEET LAST UPDATED ON: 02/02/2014</b>			

Performance Indicator Reference Sheet: Indicator 2			
<b>Name of Development Objective I: Citizen Confidence in Governance Institutions Increased</b>			
Name of Intermediate Result: N/A — this is a DO-level indicator			
Name of <b>Indicator</b> : Percentage of citizens engaged in governance initiatives			
Classification: Custom Indicator			
Is this an Annual Report indicator? No Yes \-/ for Reporting Year(s) 2013 to 2016			
DESCRIPTION			
<b>Precise Definition(s)</b> : Engagement will be measured through citizen participation in defining the issues, identifying solutions, and developing priorities for action and resources related to initiatives of targeted governance institutions. Respondents are regarded as having participated if they have engaged in any of the above activities at least once in the previous twelve months through formal (meetings called by government) or informal structures (participation in town hall meetings). Targeted institutions of governance would be Bangladesh Election Commission (BEC), Parliament, local government institutions (Union Parishad, Upazilla Parishad, and Municipal Corporations), oversight institutions (Office of Comptroller and Auditor General Anti-Corruption Commission, and Information Commission) and judiciary (District Courts). Specific questions will be developed for each institution. Governance initiatives refer to reforms/changes to make selected government institutions more transparent, corruption free and efficient.			
<b>Unit of Measure</b> : Percentage of citizen			
<b>Disaggregated by</b> : Age, Gender, Rural/Urban, socio-economic classifications, political affiliation			
<b>Criteria for Milestone or Index</b> : N/A			
<b>Justification &amp; Management Utility</b> : <b>Support</b> for increased citizen engagement will generate increased demand for democratic practices and better services, which <b>in turn, will culminate in improved accountability and responsiveness to citizen needs, thereby increasing citizen confidence in governance institutions. It is important to measure citizen participation in different stages of decision making of selected governance institutions.</b>			
PLAN FOR DATA ACQUISITION BY USAID			
<b>Data collection method</b> : A national performance survey will periodically measure the engagement of citizens in targeted institutions of governance.			
<b>Data Source(s)</b> : Respondent			
<b>Frequency and timing of data acquisition by USAID</b> : Annual			
<b>Estimated Cost of Data Acquisition</b> : Cost included in the DGPEA project			
<b>Responsible Individual(s) at USAID</b> : COR of DOPE			
DATA QUALITY ISSUES			
<b>Date of Initial and Future Data Quality Assessment</b> : February 2013			
<b>Known Data Limitations and Significance (if any)</b> : Data will be collected from multiple sources and different governance institutions have different mechanisms to include citizens in their activities. It will be difficult to present results precisely.			
<b>Actions Taken or Planned to Address Data Limitations</b> : To minimize the problem, standard definitions will be used			
PLAN FOR DATA ANALYSIS, REVIEW, & REPORTING			
<b>Review and Reporting of Data</b> : Data will be reviewed annually with partners and USAID technical experts to refine methodology, as needed, based on findings.			
OTHER NOTES			
<b>Notes on Baselines/Targets</b> : Target will be set after Baseline Survey in October, 2012			
<b>Location of Data Storage</b> : USAID			
<b>Other</b> :			
PERFORMANCE INDICATOR VALUES			
Year	Target	Actual (% engaged in the last year)	Notes
2013		15.3	Targets will be set after the completion Baseline Survey in 2013
2014			
2015			
2016			
<b>THIS SHEET LAST UPDATED ON: 09/26/2013</b>			

## B. Intermediate Result Level Indicators

Performance Indicator Reference Sheet: Indicator 3 Name of Development Objective: Citizen Confidence in Governance Institutions Increased	
<b>Name of Development Objective:</b>	Citizen Confidence in Governance Institutions Increased
<b>Name of Intermediate Result 1.1:</b>	Strengthened Political Processes
<b>Name of Indicator:</b>	Percentage of respondents who say that BEC has the capacity to conduct fair elections
<b>Classification:</b>	Custom Indicator
<b>Is this an Annual Report indicator?</b>	No <input type="checkbox"/> Yes <input checked="" type="checkbox"/> , for Reporting Year(s) <input type="checkbox"/> 2013 to 2016 <input type="checkbox"/>
DESCRIPTION	
<b>Precise Definition(s):</b>	<p>The capacity of BEC to conduct fair elections will be measured through a key informant assessment. Key informant refers to BEC officials. The indicator will track key informant perception about BEC's capacity to comply with standards of campaign finance, electoral security, transparency and monitoring as a result of USAID elections assistance. Perceptions on capacity will be scored (out of 5) for each of the following components:</p> <ul style="list-style-type: none"> <li>• Oversight of and implementation of existing campaign finance regulations;</li> <li>• Electoral security,</li> <li>• Electoral transparency</li> <li>• Election monitoring.</li> </ul> <p>Respondents will score BEC's capacity against each component using a scale of 1-5. Each respondent's total score against all of the four components will be divided by four to find the final score. Anyone who scores above 3 out of a possible 5 will be regarded as saying BEC has the capacity to conduct fair elections. The percentage value of the indicator will be based on the frequency of people who scored BEC 3 and above.</p> <p>As a way of assuring the quality of the data, perceptions of some key informants who are external to the BEC, including international assistance providers, Bangladeshi political scientists, and experts on legal framework, will be compared with responses from BEC officials. In cases where there is a significant variation, it will be explained in narrative accompanying the indicator.</p>
<b>Unit of Measure:</b>	percentage
<b>Disaggregated by:</b>	NA
<b>Criteria for Milestone or Index:</b>	N/A
<b>Justification &amp; Management Utility:</b>	An improvement in the percentage will show the progress of Bangladesh's electoral system towards meeting international standards specifically campaign finance compliance, election monitoring and reporting, which will facilitate efficient and credible elections.
PLAN FOR DATA ACQUISITION BY USAID	
<b>Data collection method:</b>	Key informant interviews
<b>Data Source(s):</b>	Primary- Respondent
<b>Frequency/Timing of Data Acquisition:</b>	Annually
<b>Estimated Cost of Data Acquisition:</b>	Cost included in DGPEA project
<b>Responsible Individual(s) at USAID:</b>	COR of DGPE
DATA QUALITY ISSUES	
<b>Date of Initial Data Quality Assessment:</b>	May 2014
<b>Known Data Limitations and Significance (if any):</b>	Scores depend on subjective understanding of participants. As key informants include BEC officials, data could be biased.
<b>Actions Taken or Planned to Address Data Limitations:</b>	USAID will compare data collected from BEC officials and from other key informant interviewees.

<b>PLAN FOR DATA ANALYSIS, REVIEW, &amp; REPORTING</b>			
<b>Review and Reporting of Data:</b> Data will be reviewed annually with partners and USAID technical experts to refine methodology, as needed, based on findings			
<b>OTHER NOTES</b>			
<b>Notes on Baselines/Targets:</b> Targets will be set after Baseline Survey completed in March 2014			
<b>Location of Data Storage:</b> USAID/Bangladesh & DGPEA program office			
<b>Other:</b>			
<b>PERFORMANCE INDICATOR VALUES</b>			
<b>Year</b>	<b>Target</b>	<b>Actual</b>	<b>Notes</b>
2013		81.5	Targets will be set after Baseline Survey in March 2014
2014			
2015			
2016			
<b>THIS SHEET LAST UPDATED ON: 02/02/2014</b>			



Performance Indicator Reference Sheet: Indicator 4			
<b>Name of Development Objective: Citizen Confidence in Governance Institutions Increased</b>			
Name of Development Objective: Citizen Confidence in Governance Institutions Increased			
Name of Intermediate Result 1.1: Strengthened Political Processes			
Name of Indicator: Percentage of respondent who say that political parties reflect the voices of their constituents			
Classification: Custom			
Is this an Annual Report indicator? No ___ Yes <input checked="" type="checkbox"/> , for Reporting Year(s) 2013 to 2016			
DESCRIPTION			
<p><b>Precise Definition(s):</b> "Reflection of constituents' voices" will be determined based on whether constituents regard their political party leaders as having performed the following actions: a. Held meetings with their constituency; b. Received citizen input; and c. Implemented citizen input. Political party leadership refers to leaders of Bangladesh Awami League, Bangladesh Nationalist Party and Bangladesh Jatiya party at different levels such as district, regional and national.</p> <p>For each of the three questions, respondents will receive one (1) for a YES response and zero (0) for a NO response, resulting in a score of between 0 and 3. The indicator will present the percentage of total respondents who scored 2 or higher (i.e. responded YES to at least two of the three questions).</p>			
Unit of Measure: percentage			
Disaggregated by: sex, age, urban/rural,			
Criteria for Milestone or Index: NA			
Justification & Management Utility: This indicator will help USAID to understand improvements in democratic practices within the political party.			
PLAN FOR DATA ACQUISITION BY USAID			
Data collection method: Public Opinion Survey			
Data Source(s): Primary: respondent ; Secondary: Project document, party manifesto, political party documents etc.			
Frequency/Timing of Data Acquisition: Annually			
Estimated Cost of Data Acquisition: Data will be collected through USAID's DGPE project			
Responsible Individual(s) at USAID: COR of DGPE			
DATA QUALITY ISSUES			
Date of Initial Data Quality Assessment: May 2014			
Known Data Limitations and Significance (if any): Survey results can suffer from inaccuracies stemming from systematic bias or measurement error, e.g., the sample might not represent the entire population of Bangladesh or respondents may misinterpret some questions.			
Actions Taken or Planned to Address Data Limitations: A strong sampling frame assiduously carried out, careful questionnaire construction, and recognition of the limits of surveys when interpreting the data is essential and will limit characteristic threats to validity.			
PLAN FOR DATA ANALYSIS, REVIEW, & REPORTING			
Review and Reporting of Data: Data will be reviewed annually with partners and USAID technical experts to refine methodology, as needed, based on findings.			
OTHER NOTES			
Notes on Baselines/Targets: Targets will be set after Baseline Survey report completed in March 2014			
Location of Data Storage: USAID			
Other:			
PERFORMANCE INDICATOR VALUES			
Year	Target	Actual	Notes
2013		41	Targets will be set after Baseline Survey report completed in March 2014
2014			
2015			
2016			
THIS SHEET LAST UPDATED ON: 02/02/2014			

Performance Indicator Reference Sheet: Indicator 5			
<b>Development Objective:</b>		<b>Citizen Confidence in Governance Name of Institutions Increased</b>	
<b>Intermediate Result 1.1:</b> Strengthened Political Processes			
<b>Name of Indicator:</b> Number of executive oversight functions exercised by the Parliament			
Classification: Custom			
<b>Is this an Annual Report indicator?</b> No Yes <input checked="" type="checkbox"/> for Reporting Year(s) 2013 to 2016			
DESCRIPTION			
<b>Precise Definition(s):</b> Oversight functions refer to formal, watchful, strategic and structured scrutiny exercised by parliament in respect to the implementation of laws, the application of the budget, the strict observance of statutes and the Constitution, The mechanism for Parliament to conduct oversight of the organs of state would be through parliamentary committees — labor and employment committee, fisheries and livestock committee, power energy and mineral resources committee, local government road development and cooperative committee and women & children welfare committee. Exercise of oversight functions will be tracked through the committee activities related to: The number of parliamentary committee requests for explanation/information to relevant ministries; The Number of Parliamentary committee site visits; and The number of times parliamentary committees request and utilize research for conducting oversight			
<b>Unit of Measure:</b> Number of oversight actions			
<b>Disaggregated by:</b> NA			
<b>Criteria for Milestone or Index:</b> NA			
<b>Justification &amp; Management Utility:</b> This indicator will allow the team to understand the change in the legislative environment in terms of oversight of selected government organs. The assumption is that a committee system that exercises its oversight functions will lead to greater legislative transparency and more accountability to citizens			
PLAN FOR DATA ACQUISITION BY USAID			
<b>Data collection method:</b> An elite survey will be conducted with legislature staff, international assistance providers, Bangladeshi political scientists and other key informants on the legal framework			
<b>Data Source(s):</b> Primary: respondent ; Secondary: project document, document related to parliamentary affairs etc.			
<b>Frequency/Timing of data acquisition by USAID:</b> Annually			
<b>Estimated Cost of Data Acquisition:</b> Cost included in DGPEA project			
<b>Responsible Individual(s) at USAID:</b> COR of DGPEA			
DATA QUALITY ISSUES			
<b>Date of Initial and Future Data Quality Assessment:</b> February 2013			
<b>Known Data Limitations and Significance (if any):</b> Multi methods for data collection may cause problem with data reliability			
<b>Actions Taken or Planned to Address Data Limitations:</b> data collected from different sources will be cross-checked and consistent data collection method will be developed			
PLAN FOR DATA ANALYSIS, REVIEW, & REPORTING			
<b>Review and Reporting of Data:</b> Data will be reviewed annually with partners and technical experts to refine methodology, as needed, based on findings.			
OTHER NOTES			
<b>Notes on Baselines/Targets:</b> Target will be set after Baseline Survey in October, 2012			
<b>Location of Data Storage:</b> USAID			
<b>Other:</b>			
PERFORMANCE INDICATOR VALUES			
Year	Target	Actual	Notes
2013		TBD	- Data collection and analysis for this indicator are in abeyance by the DG Office.
2014			
2015			
2016			
<b>THIS SHEET LAST UPDATED ON: 09/26/2013</b>			

Performance Indicator Reference Sheet : Indicator 6	
<b>Name of Development Objective: Citizen Confidence in Governance Institutions Increased</b>	
Name of Intermediate Results 1.2: Greater Accountability & Transparency in Public Institutions	
Name of Indicator: Degree to which civil society groups participate in monitoring transparency and accountability activities by targeted public institutions	
Classification: Custom	
Is this an Annual Report indicator?	No Yes 4 for Reporting Year(s) 2013 to 2016
DESCRIPTION	
<p>Precise Definition(s):            In this indicator civil society groups include non-government organizations (NGOs), media, academia and trade associations. The degree of CS participation will be measured through the number of times CS is included in monitoring activities of targeted oversight institutions to monitor transparency and accountability of public institutions. Monitoring activities will include internal and external GOB performance and financial audits.</p> <p>Frequency of CS participation:            &lt; 5 times in a quarter = 1            5-10 times in a quarter= 2            11-15 times in a quarter = 3            16- 20 times in a quarter = 4            20 times&gt; in a quarter= 5</p> <p>Number of CS participated in monitoring activities in a quarter for particular public institution:            &lt;3 CSOs = 1            3- 6 CSOs = 2            7- 10- CSOs = 3            11-12- CSOs = 4            12 &gt; CSOs = 5</p> <p>CSO participation will be measured through a scale of 0-10.            The targeted institutions under this indicator will be identified once the USAID program has been designed.</p>	
<b>Unit of Measure:</b> Number	
<b>Disaggregated by:</b> NA	
<b>Criteria for Milestone or Index:</b>	
<b>Justification &amp; Management Utility:</b> Civil society participation in the oversight and monitoring of governmental institutions is a proven mechanism to make public institutions more transparent and accountable to the public. Thus, this indicator explains the depth of accountability and transparency of public institutions to the Agency.	
PLAN FOR DATA ACQUISITION BY USAID	
<b>Data collection method:</b>	Survey
<b>Data Source(s):</b>	Primary: respondent; Secondary: In, partner data
<b>Frequency/Timing of data acquisition by USAID:</b>	Annually
<b>Estimated Cost of Data Acquisition:</b>	Cost included in DGPEA project
<b>Responsible Individual at USAID:</b>	COR of DGPEA
DATA QUALITY ISSUES	
<b>Date of Initial and Future Data Quality Assessment:</b> February 2013	
<b>Known Data Limitations and Significance (if any):</b> Transparency and world bank corruption data are <b>highly</b> subjective and have well known biases. Survey data suffer measurement error and can be biased is samples are not well constructed	
<b>Actions Taken or Planned to Address Data Limitations:</b> Triangulating between the aggregate indicators and survey-based measures will compensate for their different limitations. Dependent on outcome of data quality analysis	
PLAN FOR DATA ANALYSIS, REVIEW, & REPORTING	
<b>Review and Reporting of Data:</b> Data will be reviewed annually with partners and technical experts to refine methodology, as needed, based on findings.	
OTHER NOTES	
<b>Notes on Baselines/Targets:</b> Target will be set after Baseline Survey in October, 2012	
<b>Location of Data Storage:</b> USAID	
<b>Other:</b>	

<b>PERFORMANCE INDICATOR VALUES</b>			
<b>Year</b>	<b>Target</b>	<b>Actual</b>	<b>Notes</b>
2013			Target will be set after the completion of the Baseline Survey in 2013. The DG Office will separately collect data on number of CSOs.
2014			
2015			
2016			
<b>THIS SHEET LAST UPDATED ON: 09/26/2013</b>			

Performance Indicator Reference Sheet: Indicator 7			
<b>Name of Development Objective: Citizen Confidence in Governance Institutions Increased</b>			
Name of Intermediate Results 1.2: Greater Accountability & Transparency in Public Institutions			
Name of Indicator: Level of efficiency of targeted public institutions to provide oversight of Government functions			
Classification: Custom			
Is this an Annual Report indicator? No <input type="checkbox"/> Yes <input type="checkbox"/> NI <input type="checkbox"/> for Reporting Year(s) 2013 to 2016			
DESCRIPTION			
Precise Definition(s): Level of efficiency refers to measurable activities that exhibit public institutions specifically Information Commission and Office of Comptroller and Auditor General (OCAG) are effective in oversight function, such as timely submission of audit reports, timely supply of information against RTI requests, proactive disclosure of information, etc. The list of targeted institutions will be finalized once the relevant USAID program has been designed. The level of efficiency will be measure around the following issues: OCAG:			
<ul style="list-style-type: none"> <li>• Conduct timely audit of public expenditure</li> <li>• Timely submission of audit report Information Commission:</li> <li>• Monitor timely supply of information against RTI requests</li> <li>• Monitor proactive disclosure of information</li> </ul>			
<b>Unit of Measure:</b> Score			
<b>Disaggregated by:</b> Institution; type of action			
<b>Criteria for Milestone or Index:</b> NA			
<b>Justification &amp; Management Utility:</b>			
PLAN FOR DATA ACQUISITION BY USAID			
<b>Data collection method,</b> Document Review,			
<b>Data Source:</b> Secondary: project and public institutions documents			
<b>Frequency and timing of data acquisition by USAID:</b> Annually			
<b>Estimated Cost of Data Acquisition:</b> Cost is included in DGPEA project			
<b>Responsible Individual(s) at USAID:</b> COR of DGPEA			
DATA QUALITY ISSUES			
<b>Date of Initial/Future Data Quality Assessment:</b> February 2013			
<b>Known Data Limitations and Significance (if any):</b> None			
Actions Taken or Planned to Address Data Limitations: None			
PLAN FOR DATA ANALYSIS, REVIEW, & REPORTING			
Review and Reporting of Data: Data will be reviewed annually with partners and technical experts to refine methodology, as needed, based on findings.			
OTHER NOTES			
<b>Notes on Baselines/Targets:</b> Target will be set after Baseline Survey in October, 2012			
<b>Location of Data Storage:</b> USAID			
<b>Other:</b>			
PERFORMANCE INDICATOR VALUES			
Year	Target	Actual	Notes
2013		TBD	The DG Office has held data collection and analysis for this indicator in abeyance.
2014			
2015			
2016			
<b>THIS SHEET LAST UPDATED ON: 09/26/2013</b>			

Performance Indicator Reference Sheet: Indicator 8			
<b>Name of Development Objective: Citizen Confidence in Governance Institutions Increased</b>			
Name of Development Objective: Citizen Confidence in Governance Institutions Increased			
Name of Intermediate Results I.4:			
Name of Indicator: Number of individuals who received legal aid or victim's assistance with USG support			
Classification: Custom			
Is this an Annual Report indicator? No <input type="checkbox"/> Yes <input checked="" type="checkbox"/> for Reporting Year(s) <input type="checkbox"/> 2013 to 2016 <input type="checkbox"/>			
DESCRIPTION			
<b>Precise Definition(s):</b> Here, legal aid refers to the services provided by District Legal Aid Committees in Bangladesh, such as legal advice, legal representation, counseling, legal education and provide lawyer. Victim assistance refers to services provided under USAID's ACT, PHR, CBP and Labor projects. These projects identify trafficking and domestic violence victims, provide survivors with life skills and training in income generation, help victims of domestic violence to get justice through Alternative Dispute Resolution (ADR), and provide physical and mental health education and vocational training. The indicator will track number of victims supported by USAID assistance.			
<b>Unit of Measure:</b> Number			
<b>Disaggregated by:</b> Urban/rural, Gender, Age, Socio-Economic Classification; type of local service delivered			
<b>Criteria for Milestone or Index:</b> NA			
<b>Justification &amp; Management Utility:</b> Availability of legal aid or victim's assistance for individual indicates some degree of effectiveness in providing access to justice, a key component of rule of law and human rights. This data indicates level of effort and when compared to number of individuals that do not receive legal and victim assistance will be useful in program planning and allocation of resources. An increase in the number of individuals receiving legal and victim assistance suggests USAID support is improving access to justice.			
PLAN FOR DATA ACQUISITION BY USAID			
<b>Data collection method:</b> Document Review			
<b>Data Source:</b> CSO documents			
<b>Frequency/Timing of data acquisition by USAID:</b> Annually			
<b>Estimated Cost of Data Acquisition:</b> Cost included in the DGPEA project			
<b>Responsible Individual(s) at USAID:</b> DGPEA manager			
DATA QUALITY ISSUES			
<b>Date of Initial and Future Data Quality Assessment:</b> May 2014			
<b>Known Data Limitations and Significance (if any):</b> The project listed in the definition has geographic and programmatic overlap. In some cases, one organization implements multiple projects listed here. Thus, there are possibilities of double counting.			
<b>Actions Taken or Planned to Address Data Limitations:</b> Specific question will be asked and documents reviewed for specific service to avoid double counting.			
PLAN FOR DATA ANALYSIS, REVIEW, & REPORTING			
<b>Review and Reporting of Data:</b> Data will be reviewed annually with partners and technical experts to refine methodology, as needed, based on findings.			
OTHER NOTES			
<b>Notes on Baselines/Targets:</b> Targets will be set after Baseline Survey report completed in March 2014			
<b>Location of Data Storage:</b> USAID			
<b>Other:</b>			
PERFORMANCE INDICATOR VALUES			
Year	Target	Actual	Notes
2013		46,877	Targets will be set after Baseline Survey report completed in March 2014
2014			
2015			
2016			
<b>THIS SHEET LAST UPDATED ON:</b> 02/02/2014			

Performance Indicator Reference Sheet: Indicator 9	
Name of Intermediate Results I.3: Improved Access to Justice	
<b>Name of Indicator:</b> Degree of effectiveness of service delivery by District Legal Aid Committees (DLAC)	
<b>Classification:</b> Custom	
Is this an Annual Report indicator? No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> for Reporting Year(s) 2012 to 2016	
DESCRIPTION	
<p>Precise Definition(s): Effectiveness of service delivery of District Legal Aid Committees refers to their efficiency in dealing cases in a timely manner and their ability to reach out a large number of poor populations. A scale will be developed around timeliness of case disposal, proportion of cases disposed and proportion of legal aid funds disbursed to measure the effectiveness of DLACs.</p> <p>The DLACs will be rated against each of the element mentioned:</p> <p>Acceptance of application to DLAC per quarter:</p> <p>1 = &lt;10 files  2 = 11- 15 files  3 = 16- 20 files  4 = 21-25 files  5 = 26&gt; files</p> <p>Timeliness of appointing Lawyer by DLAC per quarter:</p> <p>5 = &lt; 1 week  4 = 1-2 weeks  3 = 3-4 weeks  2 = 4-5 weeks  1 = 5 weeks&gt;</p> <p>Case filed for the victim</p> <p>5 = &lt; 5 days  4 = 6-12 days  3 = 13-18 days  2 = 19-24 days  1 = 25 days&gt;</p> <p>Cases disposed of per year</p> <p>1 = &lt;5 cases  2 = 5- 10 cases  3 = 11-15 cases  4 = 16-20 cases  5 = 20 cases&gt;</p> <p>Percentage of legal aid funds disbursed per year</p> <p>1 = &lt;20%  2 = 21-40%  3 = 41-60%  4 = 61-80%  5 = 81-100%</p> <p>DLACs will be scored against the score of 1-25.</p> <p>1-5 = Bad  6-10 = Need to improve  11-15 = Good  16-20 = Satisfactory  21-25 = Excellent</p>	

<b>Unit of Measure:</b> Index Score			
<b>Disaggregated by:</b> NA			
<b>Criteria for Milestone or Index:</b> TBD			
<b>Justification &amp; Management Utility:</b> If services are available to poor/if poor people access the services when needed, if justice institutions are fully functional (in terms of timely case management and case disposal) and if actors are available/willing to serve the poor — this will tell management that the justice sector is effective and an effective justice sector ensure/improve access to justice for citizens.			
<b>PLAN FOR DATA ACQUISITION BY USAID</b>			
<b>Data collection method:</b> Interview and document review			
<b>Data Source(s):</b> DLAC members			
<b>Frequency/Timing of Data Acquisition:</b> Annually			
<b>Estimated Cost of Data Acquisition:</b> Cost is included in DOPE project			
<b>Responsible Individual(s) at USAID:</b> COR of DOPE project			
<b>DATA QUALITY ISSUES</b>			
<b>Date of Initial Data Quality Assessment:</b> February 2012			
<b>Known Data Limitations and Significance (if any):</b>			
<b>Actions Taken or Planned to Address Data Limitations:</b> based on Data Quality Analysis			
<b>PLAN FOR DATA ANALYSIS, REVIEW, &amp; REPORTING</b>			
<b>Review and Reporting of Data:</b> Data will be reviewed annually with partners and technical experts to refine methodology, as needed, based on findings.			
<b>OTHER NOTES</b>			
<b>Notes on Baselines/Targets:</b> Target will be set after Baseline Survey in October, 2012			
<b>Location of Data Storage:</b> USAID			
<b>Other:</b>			
<b>PERFORMANCE INDICATOR VALUES</b>			
Year	Target	Actual	Notes
2013		Mean effectiveness score of 20.7 of 25 ("Satisfactory")	Targets will be set after the completion of the Baseline Survey in 2013.
2014			
2015			
2016			
<b>THIS SHEET LAST UPDATED ON: 09/26/2013</b>			



Performance indicator Reference Sheet : Indicator 10	
<b>Name of Development Objective: Citizen Confidence in Governance Institutions Increased</b>	
<b>Name of Development Objective:</b> Citizen Confidence in Governance Institutions Increased	
<b>Name of Intermediate Results 1.4: More Responsive Elected Local Government</b>	
<b>Name of Indicator:</b> Percentage of people who say that local government is responsive to constituent's needs in the targeted area.	
<b>Classification:</b> Custom	
<b>Is this an Annual Report indicator?</b> No ___ Yes <input checked="" type="checkbox"/> for Reporting Year(s) ___2013 to 2016___	
DESCRIPTION	
<p><b>Precise Definition(s):</b>  Local government's responsiveness refers to:</p> <ol style="list-style-type: none"> <li>1. Accessibility of elected members of local government,</li> <li>2. Elected members' willingness to listen to common people's needs, and</li> <li>3. Action taken by elected members to address these needs. Each respondent will score their LGU on the three above-mentioned areas.</li> </ol> <p>Each of the areas will be scored by the respondent against a Likert scale of 1 – 5. The Likert scale to be used is:</p> <p>1 = Strongly disagree  2 = Disagree  3 = Neither agree nor disagree  4 = Agree  5 = Strongly agree</p> <p>Each respondent's score will then be combined from each area for a total score (not to exceed 15).</p> <p>Local Government's responsiveness levels will defined as follows:</p> <p>≤ 6 – Not responsive  7-9 – Neutral  10-15 – Responsive</p> <p>The indicator (percentage) will be calculated by the number of people who fall into each category (Not responsive, neutral, and responsive) divided by the total number of respondents.</p>	
<b>Unit of Measure:</b> Percentage	
<b>Disaggregated by:</b> Urban/rural, Gender, Age, Socio-Economic Classification; type of local service delivered	
<b>Criteria for Milestone or Index:</b> NA	
<b>Justification &amp; Management Utility:</b>	
PLAN FOR DATA ACQUISITION BY USAID	
<b>Data collection method:</b> Survey	
<b>Data Source:</b> Respondent	
<b>Frequency/Timing of data acquisition by USAID:</b> Annually	
<b>Estimated Cost of Data Acquisition:</b> Cost included in the DGPEA project	
<b>Responsible Individual(s) at USAID:</b> DGPEA manager	
DATA QUALITY ISSUES	
<b>Date of Initial and Future Data Quality Assessment:</b> May 2014	
<b>Known Data Limitations and Significance (if any):</b> Survey results can suffer from inaccuracies stemming from systematic bias or measurement error, e.g., the sample might not represent the entire population of Bangladesh or respondents may misinterpret some questions.	
<b>Actions Taken or Planned to Address Data Limitations:</b> A strong sampling frame assiduously carried out, careful questionnaire construction, and recognition of the limits of surveys when interpreting the data is essential and will limit characteristic threats to validity.	

<b>PLAN FOR DATA ANALYSIS, REVIEW, &amp; REPORTING</b>			
<b>Review and Reporting of Data:</b> Data will be reviewed annually with partners and technical experts to refine methodology, as needed, based on findings.			
<b>OTHER NOTES</b>			
<b>Notes on Baselines/Targets:</b> Targets will be set after Baseline Survey report completed in March 2014			
<b>Location of Data Storage:</b> USAID			
<b>Other:</b>			
<b>PERFORMANCE INDICATOR VALUES</b>			
<b>Year</b>	<b>Target</b>	<b>Actual</b>	<b>Notes</b>
2013		49.6	Targets will be set after Baseline Survey report completed in March 2014
2014			
2015			
2016			
<b>THIS SHEET LAST UPDATED ON: 02/02/2014</b>			

Performance indicator Reference Sheet : Indicator 11	
<b>Name of Development Objective: Citizen Confidence in Governance Institutions Increased</b>	
<b>Name of Development Objective:</b> Citizen Confidence in Governance Institutions Increased	
<b>Name of Intermediate Results 1.4: More Responsive Elected Local Government</b>	
<b>Name of Indicator:</b> Percentage of people who express satisfaction with the quality of Local Government Services in their locality	
<b>Classification:</b> Custom	
<b>Is this an Annual Report indicator?</b> No <input type="checkbox"/> Yes <input checked="" type="checkbox"/> for Reporting Year(s) <input type="checkbox"/> 2013 to 2016 <input type="checkbox"/>	
DESCRIPTION	
<b>Precise Definition(s):</b> Satisfactory refers to adequate and excellent quality of the services delivered by the Local Government following the prescribed guidelines. While USAID support is to enhance local government's capacity to effectively deliver all services, this indicator will track a limited number of services with which citizens are more familiar. These services are a. social safety net, b. distribution of certificates, c. maintenance of law and order, d. prevention of crime, e. agricultural input, f. fisheries input, g. livestock input, h. irrigation, i. community health care, j. family planning, k. flood protection, l. infrastructure development, and m. education.  Each of the areas will be scored by the respondent against a Likert scale of 1 – 4. The Likert scale to be used is: 1 = poor 2 = needs improvement 3 = adequate 4 = excellent  Each individual will be given an individual score in the following manner: (sum of scores of each area divided by number of services scored). This score will then fall into one of the four categories in the Likert scale shown above. The indicator will show the percentage of people who score 2.5 or above on the Likert scale.	
<b>Unit of Measure:</b> percentage	
<b>Disaggregated by:</b> Urban/rural, Gender, Age, Socio-Economic Classification; type of local service delivered	
<b>Criteria for Milestone or Index:</b> NA	
<b>Justification &amp; Management Utility:</b> Quick and efficient service delivery is one way to demonstrate local government responsiveness to citizens.	
PLAN FOR DATA ACQUISITION BY USAID	
<b>Data collection method:</b> Survey	
<b>Data Source:</b> Respondent	
<b>Frequency/Timing of data acquisition by USAID:</b> Annually	
<b>Estimated Cost of Data Acquisition:</b> Cost included in the DGPEA project	
<b>Responsible Individual(s) at USAID:</b> DGPEA manager	
DATA QUALITY ISSUES	
<b>Date of Initial and Future Data Quality Assessment:</b> February 2013	
<b>Known Data Limitations and Significance (if any):</b> Survey results can suffer from inaccuracies stemming from systematic bias or measurement error, e.g., the sample might not represent the entire population of Bangladesh or respondents may misinterpret some questions.	
<b>Actions Taken or Planned to Address Data Limitations:</b> A strong sampling frame assiduously carried out, careful questionnaire construction, and recognition of the limits of surveys when interpreting the data is essential and will limit characteristic threats to validity.	
PLAN FOR DATA ANALYSIS, REVIEW, & REPORTING	
<b>Review and Reporting of Data:</b> Data will be reviewed annually with partners and technical experts to refine methodology, as needed, based on findings.	
OTHER NOTES	
<b>Notes on Baselines/Targets:</b> Targets will be set after Baseline Survey report completed in March 2014	
<b>Location of Data Storage:</b> USAID	
<b>Other:</b>	
PERFORMANCE INDICATOR VALUES	

<b>Year</b>	<b>Target</b>	<b>Actual</b>	<b>Notes</b>
2013		83.4	Targets will be set after Baseline Survey report completed in March 2014
2014			
2015			
2016			
<b>THIS SHEET LAST UPDATED ON: 02/02/2014</b>			

# **ANNEX III: DISCLOSURE OF CONFLICT OF INTEREST FOR USAID EVALUATION TEAM MEMBERS**

(See attached PDF).

# **ANNEX IV: SURVEY DATA COLLECTION INSTRUMENTS**

(See attached PDF).

Public Opinion Survey

Bangladesh Election Commission Survey

Political Party Leadership Survey

Parliament Member Survey

Oversight Institution Survey

Human Rights Civil Society Organization Survey

DLAC Survey

Elected Local Leader Survey

U.S. Agency for International Development  
1300 Pennsylvania Avenue, NW  
Washington, DC 20523