PARTICIPATORY MONITORING FOR ACCOUNTABILITY

Post-2015 Consultations in Montenegro

ROUND 2
FIRST ROUND OF POST-2015 CONSULTATIONS

- DECEMBER 2012 - APRIL 2013
- 8,000+ PEOPLE OF MONTENEGRO INVOLVED (1.3% POPULATION)
- THREE PHASES
  - face-to-face interviews, focus groups,
  - workshops, discussions with respondents
  - on-line consultations through a specialized online platform

PEOPLE LIVING IN MONTENEGRO IDENTIFIED

8 DEVELOPMENT PRIORITIES

1. ECONOMIC GROWTH, EMPLOYMENT, INCOME GENERATION AND EQUAL REGIONAL DEVELOPMENT
2. FIGHTING CRIME, CORRUPTION AND NEPOTISM
3. HEALTH
4. EQUALITY
5. ENVIRONMENTAL SUSTAINABILITY
6. INFRASTRUCTURE DEVELOPMENT
7. EDUCATION
8. VALUES
THE PURPOSE

- **ENGAGING THE BROAD PUBLIC IN A FUNDAMENTAL DIALOGUE** about the ways of monitoring the government performance and fostering responsive governance around new set of goals in the context of Post 2015 framework

- **SPECIAL EMPHASIS IS ON “VOICELESS” GROUPS** of the population, traditionally excluded from processes of policy development and monitoring of implementation

MAIN OBJECTIVE

- **CREATE A SPACE FOR THE DIALOGUE** on verifying existing participatory monitoring mechanisms in the country which function well and potentially identifying new ones

- **IDENTIFICATION OF APPROPRIATE PARTICIPATORY MONITORING MECHANISMS**, by building on the established tools (e.g. crowd-sourcing web platforms, social media, and so on)
SECOND ROUND OF POST-2015 CONSULTATIONS IN MONTENEGRO
PARTICIPATORY MONITORING FOR ACCOUNTABILITY

3 STEP APPROACH

1. MAPPING
   - 5 June

2. FOCUS GROUPS
   - 25 July
   - Online Questionnaire
   - Web Portal
   - Facebook

3. TESTING
   - 10 October
   - Web Portal
   - Facebook
   - Questionnaire
SECOND ROUND OF POST-2015 CONSULTATIONS IN MONTENEGRO
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1 MAPPING
OF EXISTING FORMS AND MECHANISMS FOR PARTICIPATORY MONITORING FOR ACCOUNTABILITY, ALONG WITH PROS AND CONS OF EACH MECHANISM & RELEVANT RECOMMENDATIONS.

2 ACCOUNTABILITY CHECK
DRAW ATTENTION ON EACH AND EVERY PRIORITY IDENTIFIED IN THE FIRST ROUND OF THE POST-2015 CONSULTATIONS, THROUGH THE FOLLOWING LENSES:

- **FOCUS GROUPS**
- **ON LINE QUESTIONNAIRES**
  via national Post-2015 web-platform

- What are the concrete channels through which citizens and non-citizens are able to hold duty-bearers accountable?
- Do marginalized groups access these 'communication' channels differently?
- Do service delivery institutions and government officials have the capacity to adequately respond and be accountable?
- Exploring any new/innovative approaches which may be suggested as suitable.
SECOND ROUND OF POST-2015 CONSULTATIONS IN MONTENEGRO
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TESTING
THE FUNCTIONING OF A NATIONALLY APPROPRIATE PARTICIPATORY MONITORING MECHANISM ON ONE SPECIFIC THEMATIC AREA:

ONE OF PRIORITY ISSUES IDENTIFIED BY PEOPLE IN THE FIRST POST-2015 ROUND

&

ONE OF 3 MDG GOALS STILL TO BE ACHIEVED IN MONTENEGRO BY 2015
POVERTY – EMPLOYMENT;

REPORT BY 15 OCTOBER

3
SECOND ROUND OF POST-2015 CONSULTATIONS IN MONTENEGRO
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MAPPING RESULTS

13 GENERAL MECHANISMS
16 SPECIFIC MECHANISMS
FOR EACH OF THE 8 PRIORITIES
IDENTIFIED IN THE 1ST ROUND

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16 SPECIFIC MECHANISMS
FOR EACH OF THE 8 PRIORITIES
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NO SINGLE MECHANISM FOR CITIZEN MONITORING, DUE TO DIFFERENT GOALS AND TARGET AUDIENCES OF DIFFERENT POLICIES

THE BEST DESIGNED MODELS HAVE THE POOREST PERFORMANCE BECAUSE OF NOT BEING PROPERLY COMMUNICATED

THE GOVERNMENTS SHOULD MOBILISE CITIZENS TO USE MECHANISMS.
PARTNERSHIPS WITH CIVIC ASSOCIATIONS AND THE MEDIA VERY HELPFUL

MOST OF THE EXISTING MECHANISMS, PARTICULARLY THE LOCAL-LEVEL ONES, ARE NON-FUNCTIONAL

POOR USE OF EXISTING TOOLS REFLECTS A LOW LEVEL OF PROACTIVE ACTIONS TAKEN BY AUTHORITIES

TIMELY INVOLVEMENT IS VERY IMPORTANT FOR PLANNING IMPLEMENTATION MONITORING

RECEIVING FEEDBACK ON SUBMITTED PROPOSALS IS VERY IMPORTANT FOR CITIZENS
SECOND ROUND OF POST-2015 CONSULTATIONS IN MONTENEGRO
PARTICIPATORY MONITORING FOR ACCOUNTABILITY

WHO WE CONSULTED?

DIRECT OUTREACH

CONSULTATIONS FORMS

ONLINE QUESTIONNAIRES
FOCUS GROUPS
FACEBOOK DISCUSSION

3957 PEOPLE

EMPLOYMENT STATUS

OTHER 8%
EMPLOYED 51%
UNEMPLOYED 41%

TARGETED MARGINALIZED GROUPS

DISPLACED PERSONS
ELDERLY POPULATION
CHILDREN
ROMA
WOMEN ENTREPRENEURS
YOUNG PEOPLE WITH DISABILITIES
RESIDENTS OF REMOTE AREAS

INDIRECT OUTREACH

SOME 220 000 PEOPLE
via national Post-2015 web platform and social media
WHO WE CONSULTED?

**EDUCATION**

- Elementary: 6.5%
- Secondary: 34.6%
- Tertiary: 55.3%
- Other: 3.5%

**AGE**

- 25-49: 60%
- 50-65: 15.7%
- 65+: 1.3%
- 15-25: 27%
SECOND ROUND OF POST-2015 CONSULTATIONS IN MONTENEGRO
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ACCOUNTABILITY CHECK RESULTS

The **most often used tools** are:
- E-petitions,
- Letters to institutions,
- Public discussions,
- Web-based and
- Mobile applications.

All of the above most frequently used tools are fully inaccessible to the poor.

Although not substantially, women are **less informed** about most of the tools than men, and use them **much less than men**.

Citizen participation and monitoring for accountability are increasing via **new technologies**, like web-based platforms, presentations, and mobile applications. An increasing number of young people and adults (25–49) see this form of participation as most suitable.

The key factors that would motivate participation for all audiences are **greater communication between citizens and authorities**, readiness to respond to queries and demands within a reasonable time, visibility of outcomes, particularly in citizen initiatives.

Special attention should be given to **Roma women** who, unlike their male counterparts, have not even heard of most of the tools that could help them present their views and raise issues.
SECOND ROUND OF POST-2015 CONSULTATIONS IN MONTENEGRO
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ACCOUNTABILITY CHECK RESULTS

A POSITIVE EXAMPLE OF THE LEVEL OF INFORMATION AND THE USE OF TOOLS AVAILABLE IS SEEN AMONG WOMEN ENTREPRENEURS.

THE RESPONDENTS FROM PARTICULARLY VULNERABLE GROUPS POINTED OUT THE LACK OF KNOWLEDGE ABOUT THE PROCEDURES TO USE THE EXISTING TOOLS.

LARGE NUMBER OF MARGINALISED GROUPS, LIKE PEOPLE WITH DISABILITIES, ROMA AND DISPLACED PERSONS, HAVE ORGANISED THEMSELVES AND INFLUENCE THE RESPONSIBLE AUTHORITIES THROUGH THEIR ASSOCIATIONS.

CHILDREN ARE MOSTLY INVOLVED THROUGH STUDENT PARLIAMENTS, BUT THEY POINT OUT THAT CURRENT TOOLS DO NOT ENSURE THEIR SAFE PARTICIPATION WITHOUT ADULT SUPPORT AND ASSISTANCE.
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KEY RECOMMENDATIONS

LEVEL OF INFORMATION

In order to ensure better participation, the level of information about the existing tools for presenting views and opinions should be increased.

ACCESS TO INFORMATION

The information needs to be made accessible to all and the method of interaction should be adapted to specific needs. Procedures for handling citizen requests should contain clear instructions, simple forms, deadlines for response and clear division of responsibilities.

VULNERABLE GROUPS

The participation of multiple vulnerable groups needs to be increased in the policy planning and decision-making processes, including their representatives bodies at the local and the national levels.
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KEY RECOMMENDATIONS

INDICATORS

THE INDICATORS OF THE **NEW POST-2015 GOALS** SHOULD BE READJUSTED TO MEASURE SUCCESS BY THEIR INFLUENCE OVER THE MOST VULNERABLE MEMBERS OF THE SOCIETY. AT THE SAME TIME, MODERN TECHNOLOGIES NEED TO BE USED, THUS INCREASING OPPORTUNITIES FOR LARGE PARTICIPATION OF THE GENERAL PUBLIC AND INTERACTION AT ALL LEVELS.

LESSONS LEARNED

THE LESSONS LEARNED SHOULD BE SET AS **STANDARD PROCEDURES**. THIS IS A PRECONDITION FOR FUTURE DEVELOPMENT GOALS TO BE EMBRACED LOCALLY, WHICH IS THE ONLY ROUTE TO THEIR ATTAINMENT.

THE TRUST

ONE OF THE MAIN CHALLENGES BEFORE MONTENEGRIN SOCIETY IN BUILDING CAPACITIES FOR CIVIC MONITORING WILL BE TO **RESTORE THE TRUST OF CITIZENS** IN LOCAL GOVERNMENTS AND THE COMPETENT AUTHORITIES THROUGH FURTHER IMPROVEMENT OF TOOLS AND COMMUNICATION CHANNELS.