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Analysis: Scaling up accountability to communities

IRIN [no-reply@IRINnews.org]

Analytic: Scaling up accountability to communities

DAGAHI, 10 April 2014 (IRIN) - SMS feedback in Haiti, radio outreach in the Philippines, community helpdesk in Darfur: a humanitarian call centre in Pakistan; many such initiatives boost communication with disaster-affected communities, and in some cases improve accountability to communities, but most remain at pilot project scale because they are difficult to scale up. Evidence of the benefits remains uncertain and in some cases projects may be too remote. Rather than mainstreaming, add participants at a meeting of the Active Learning Network for Accountability and Practice (ALNAP) in Addis Ababa last month.

Endorses the benefits of improved communication with communities (CoC) is emerging. For instance, AHI/In is working with US-based non-profit CDA Collaborative Learning Project, to笛笛被僧侣们 hearded in Haiti, Pakistan and Sudan on the impact of different approaches to beneficiary feedback and feedback, but many agencies still do not have guidelines for best practice, and knowledge is piecemeal. There are as many scattered ideas (about accountability and best practice) and nothing is concrete,” said Luis Garcia, humanitarian planning, monitoring, evaluation, accountability and learning (PEAL) officer at NSO International.

CoC projects need to remain small scale, partly because there is no one-size-fits-all approach: agencies have different perceptions of what CoC, and accountability - means. How participatory are agencies going to be? Different contexts - for example, dialogue with elite pastoralists versus social-media savvy urbanites - will demand very different approaches, said Omer.

With no common definition of CoC, too often it is assumed to encompass accountability when it is in fact just a small piece of the accountability puzzle, stressed several intervenors.

Further, large organisations that tend to be more top-down and less transparent will take a very different approach from, say, a peasant-oriented and NGO. As David Lapuma, interagency coordinator for accountability to affected populations with the UN Office for the Coordination of Humanitarian Affairs (OCHA) to the Central Africa Republic (CAR), put it, “big organisations have better defined policies an

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Name: Bogdan Ryzhyk

2. "It is important to understand the impact of different approaches to beneficiary learning and feedback, but many agencies still do not have guidelines for best practices, and knowledge is scattered. There are no "one-size-fits-all" approaches that work everywhere. "Understanding the impact of different approaches is crucial," said an expert in the field of accountability and learning (PRL)." "Agencies need to tailor their approach to local contexts." "The emphasis should be on learning from the ground up," added an expert in the field of accountability and learning (PRL)."

With no common definition of CoC, too often it is assumed to encompass accountability when it is in fact just a small piece of the accountability puzzle, stressed several interviewees.

Furthermore, large organizations that tend to be more top-down and less transparent will take a very different approach than smaller, grassroots organizations. For example, a recent study conducted by a group of NGOs in the Central African Republic (CAR) found that NGOs who adhere to better defined practices..."
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