# Measuring SDG 16.3.3, 16.6.2, 16.7.2
# Dispute Resolution, Satisfaction with Public Services, and inclusive and responsive decision making

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**16.3.3** Access to dispute resolution mechanisms
UNDP, UNODC, OECD

**16.6.2** Satisfaction with public services

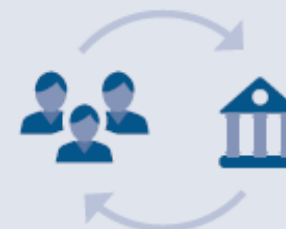**16.7.1b** Inclusive representation in the public service

**16.7.1c** Inclusive representation in the judiciary

**16.7.2** Inclusive and responsive decision-making

# 16.3.3 on Access to Dispute Resolution mechanisms: Why measure?

"The indicator can provide important information about the <u>overall accessibility of civil justice institutions</u> and <u>processes, barriers, and reasons for exclusion of some people</u>. The <u>disaggregation</u> by type of dispute resolution mechanism provides additional information about the <u>channels used by citizens</u> in need of enforcing or defending their rights."

✔ **People-centered**

✔ **It is experience-based (24 months)**

✔ **Broad assessment of public justice needs**

✔ **Unmet legal need and access to justice**

✔ **Barriers to accessing justice and resolving legal problems**

✔ **Monitoring of formal and informal mechanism and empowerment of the population**

> **Indicator 16.3.3 -** Proportion of the population who have experienced a dispute in the past two years and who accessed a formal or informal dispute resolution mechanism, by type of mechanism

# 16.3.3 on Access to Dispute Resolution mechanisms: How does it measure?

Experience of a dispute over past 2 years, by type of dispute

Select one dispute experienced, by type of dispute

Access to dispute resolution mechanism, by type of mechanism

Reason why no dispute resolution mechanism was accessed

**On one dispute**

# 16.3.3 on Access to Dispute Resolution mechanisms: What does it measure?

**TYPES OF DISPUTE**

- Land or buying and selling property

- Family and relationship break ups

- Injuries or illnesses caused by an intentional or unintentional act or omission of another person or entity

- Occupation/employment

- Commercial transactions (including defective or undelivered goods or services)

- Government and public services (including abuse by public officials)

- Government payments

- Housing (Tenancy and landlord)

- Debt, damage compensation, and other financial matters

- Environmental damage (land or water pollution, waste dumping, etc.)

# 16.3.3 on Access to Dispute Resolution mechanisms: What does it measure?

## TYPES OF MECHANISMS

Lawyer or third-party mediation

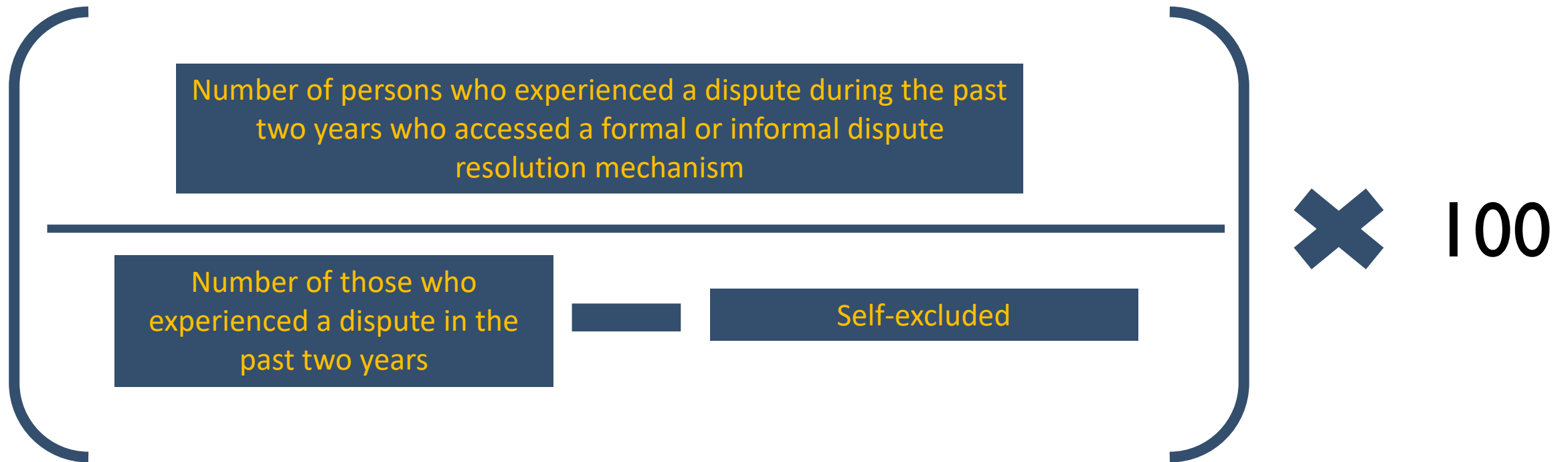Community or religious leaders or other customary law mechanisms

The police

A court or tribunal

A government office or other formal designated authority or agency

Other formal complaints or appeal procedure

# 16.3.3 on Access to Dispute Resolution mechanisms: How do we compute?

$$\left[\dfrac{\text{Number of persons who experienced a dispute during the past two years who accessed a formal or informal dispute resolution mechanism}}{\text{Number of those who experienced a dispute in the past two years} - \text{Self-excluded}}\right] \times 100$$

# 16.6.2 Satisfaction with public services? Why measure?

"This indicator measures <u>levels of public satisfaction</u> with people's <u>last experience</u> with public services, in the three service areas of <u>healthcare, education and government services</u> (i.e. services to obtain government-issued identification documents and services for the civil registration of life events such as births, marriages and deaths)"

**People-centered**

**It is experience-based (12 months)**

**Is the only indicator directed to monitor government services**

**Targets three services of consequence - "essential services"**

**It closely interlinked with other SDG indicators**

**Allows governments to assess their "customer" service**

Indicator 16.6.2 - Proportion of the population satisfied with their last experience of public services

# 16.6.2 Satisfaction with public services? What does it measure?

## Healthcare

1) Accessibility (proximity and waiting time);
2) Affordability;
3) Quality of facilities;
4) Equal treatment for everyone; and
5) Courtesy and treatment (attitude of healthcare staff).

6) Overall

## Education

1) Accessibility (proximity);
2) Affordability;
3) Quality of facilities;
4) Equal treatment for everyone; and
5) Effective delivery of service (quality of teaching).

6) Overall

## Government Services

1) Accessibility (proximity);
2) Affordability;
3) Effective delivery of service (delivery process is simple and easy to understand).
4) Equal treatment for everyone;
5) Timeliness

6) Overall

| Scale for attributes | 3: Strongly Agree | 2: Agree | 1: Disagree | 0: Strongly Disagree |
|---|---|---|---|---|
| Scale for overall | 3: Very satisfied | 2: Satisfied | 1. Dissatisfied | 0: Very Dissatisfied |

# 16.6.2 Satisfaction with public services? How do we compute?

| Attributes of healthcare services | Positive responses | Attributes of primary education services | Positive responses | Attributes of secondary education services | Positive responses | Attributes of government services | Positive responses |
|---|---|---|---|---|---|---|---|
| Accessibility | 50% ('strongly agree' + 'agree') | Accessibility | | Accessibility | | Accessibility | |
| Affordability | 60% ('strongly agree' + 'agree') | Affordability | | Affordability | | Affordability | |
| Quality of facilities | 73% ('strongly agree' + 'agree') | Quality of facilities | | Quality of facilities | | Effective service delivery process | |
| Equal treatment for everyone | 55% ('strongly agree' + 'agree') | Equal treatment for everyone | | Equal treatment for everyone | | Equal treatment for everyone | |
| Courtesy and treatment | 42% ('strongly agree' + 'agree') | Effective delivery of service | | Effective delivery of service | | Timeliness | |
| **Average** share of positive responses on attributes of healthcare services | (50+60+73+55+42)/5 = 56% | **Average** share of positive responses on attributes of primary education services | | **Average** share of positive responses on attributes of secondary education services | | **Average** share of positive responses on attributes of government services | |

| **Share** of respondents satisfied with healthcare services **overall** | (23% 'very satisfied' + 37% 'satisfied') = 60% | **Share** of respondents satisfied with primary education services **overall** | | **Share** of respondents satisfied with secondary education services **overall** | | **Share** of respondents satisfied with government services **overall** | |
|---|---|---|---|---|---|---|---|

# 16.7.2 on inclusive and responsive decision making? Why measure?

"This survey-based indicator measures self-reported levels of 'external political efficacy', that is, the extent to which people think that politicians and/or political institutions will listen to, and act on, the opinions of ordinary citizens."

✓ **Measures political efficacy**

✓ **Is a proxy to the ability to participate in society**

✓ **Key measure of the overall health of a governance system**

✓ **Complements indicators 16.7.1 on inclusive representation**

Indicator 16.7.2 - Proportion of population who believe decision-making is inclusive and responsive, by sex, age, disability and population group

# 16.7.2 on inclusive and responsive decision making? What does it measure?

| Inclusive decision-making | Responsive decision making |
|---|---|
| Decision-making which provides people with an opportunity to 'have a say', that is, to voice their demands, opinions and/or preferences to decision-makers. | Decision-making in which decision-makers and/or political institutions listen to and act on the stated demands, opinions and/or preferences of people. |
| Having a channel to express one's demands, opinions or preferences about what the government does, and feeling listened to. | Feeling that decision-makers listen to and act on one's demands, opinions or preferences. |
| 1. How much would you say the political system in [country X] allows people like you to have a say in what the government does? | 2. And how much would you say that the political system in [country] allows people like you to have an influence on politics? |

| Scale | 1. Not at all | 2. Very little | 3. Some | 4. A lot | 5. A great deal |
|---|---|---|---|---|---|

# 16.7.2 on inclusive and responsive decision making? How do we compute?

1)

| | 1. How much would you say the political system in [country X] allows people like you to have a say in what the government does? | 2. And how much would you say that the political system in [country] allows people like you to have an influence on politics? |
|---|---|---|
| 1. Not at all | 8 | 16 |
| 2. Very little | 22 | 30 |
| 3. Some | 26 | 26 |
| 4. A lot | 34 | 14 |
| 5. A great deal | 10 | 14 |
| Sum of percentage of those who responded positively | (26+34+10) = 70 | (26+14+14)=54 |

2)

(70 + 54) / 2 = 62

# Disaggregation by indicator

| | Access to Justice | Satisfaction | Decision Making |
|---|---|---|---|
| Sex | ⬤ | ⬤ | ⬤ |
| Age | | ⬤ | ⬤ |
| Disability Status | ⬤ | ⬤ | ⬤ |
| Ethnicity | ⬤ | | |
| Migration Background | ⬤ | | |
| Education | ⬤ | | |
| Type of resolution mechanism | ⬤ | | |
| Place of Residence | | ⬤ | ⬤ |
| Income | | ⬤ | ⬤ |
| Nationally relevant population groups | | ⬤ | ⬤ |

- **Sex** *(male, female)*
- **Age** *( below 25 years old; 25-34, 35-44, 45-54; 55-64; 65+)*
- **Disability status** *(disability; no disability)*
- **Ethnicity** *(country-specific)*
- **Migration background**
- **Education** *(Primary, Secundary, Terciary)*
- **Type of resolution mechanism***
- **Place of residence** *(admistrative region)*
- **Income** *(Quintiles)*
- **Population subgroup** *(country-specific)*

* Lawyer or third-party mediation/ Community or religious leaders or other customary law mechanisms/ A court or tribunal / The police / A government office or other formal designated authority or agency / Other formal complaints or appeal procedure

# Thank you!

"As we embark on this collective journey, we pledge that no one will be left behind.
" - *Transforming our world: the 2030 Agenda for Sustainable Development (A/RES/70/1)*

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