



**SERVICE  
DELIVERY**  
INDICATORS

*Data for Results  
and Accountability*

**Inter- and Intra country  
inequalities in water and  
sanitation  
Information needed  
to fix things**

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**WORLD BANK GROUP**

**Meeting: “WASH in Health Facilities: Urgent Needs and Action”**  
**Geneva, 2015**

# 3 Key Points

1. While helpful for global comparisons, national averages are not very informative when you want to fix things ...
2. Data on quality needed that inform the path to improvement
3. Need sub-national disaggregation that coincides with administrative boundaries for decision-making and accountability

# Water availability

Kenya

Nigeria\*

Togo

Tanzania2

Mozambique\*

0.696

0.619

0.832

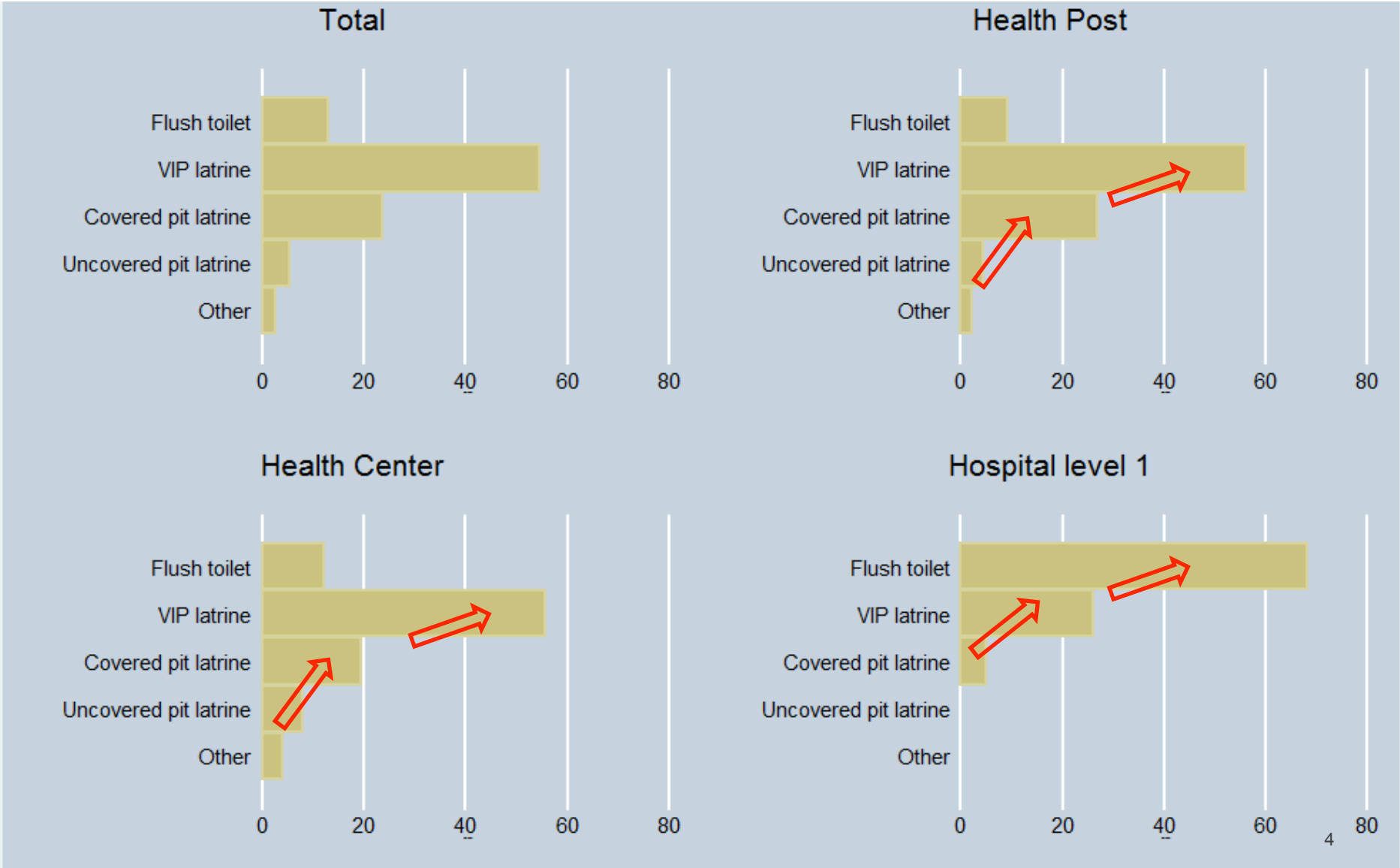
0.889

0.768

While helpful for global comparisons, national averages are not very informative when you want to fix things ...

# Data to inform the path to improvement

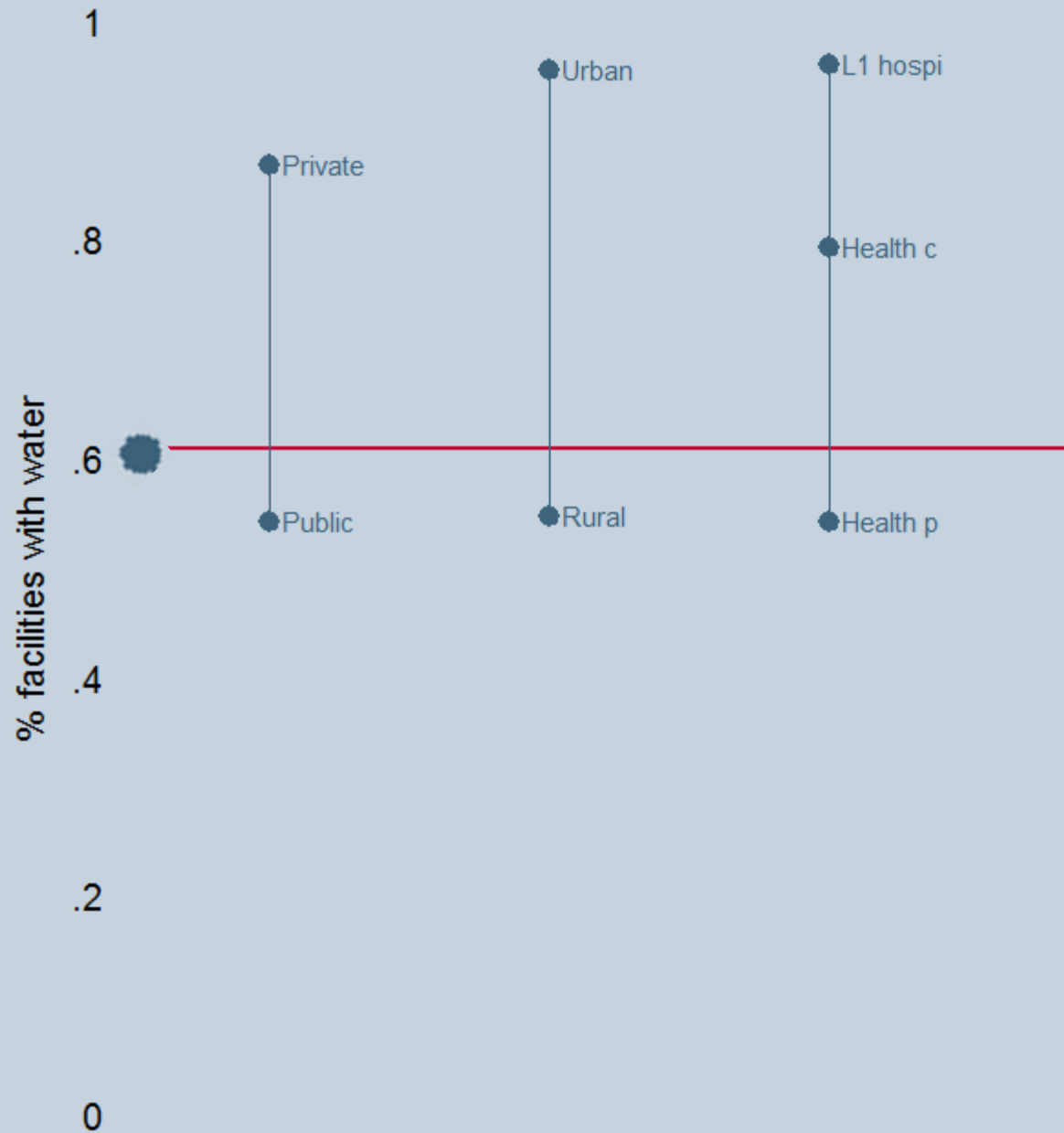
## Quality and relevant disaggregation



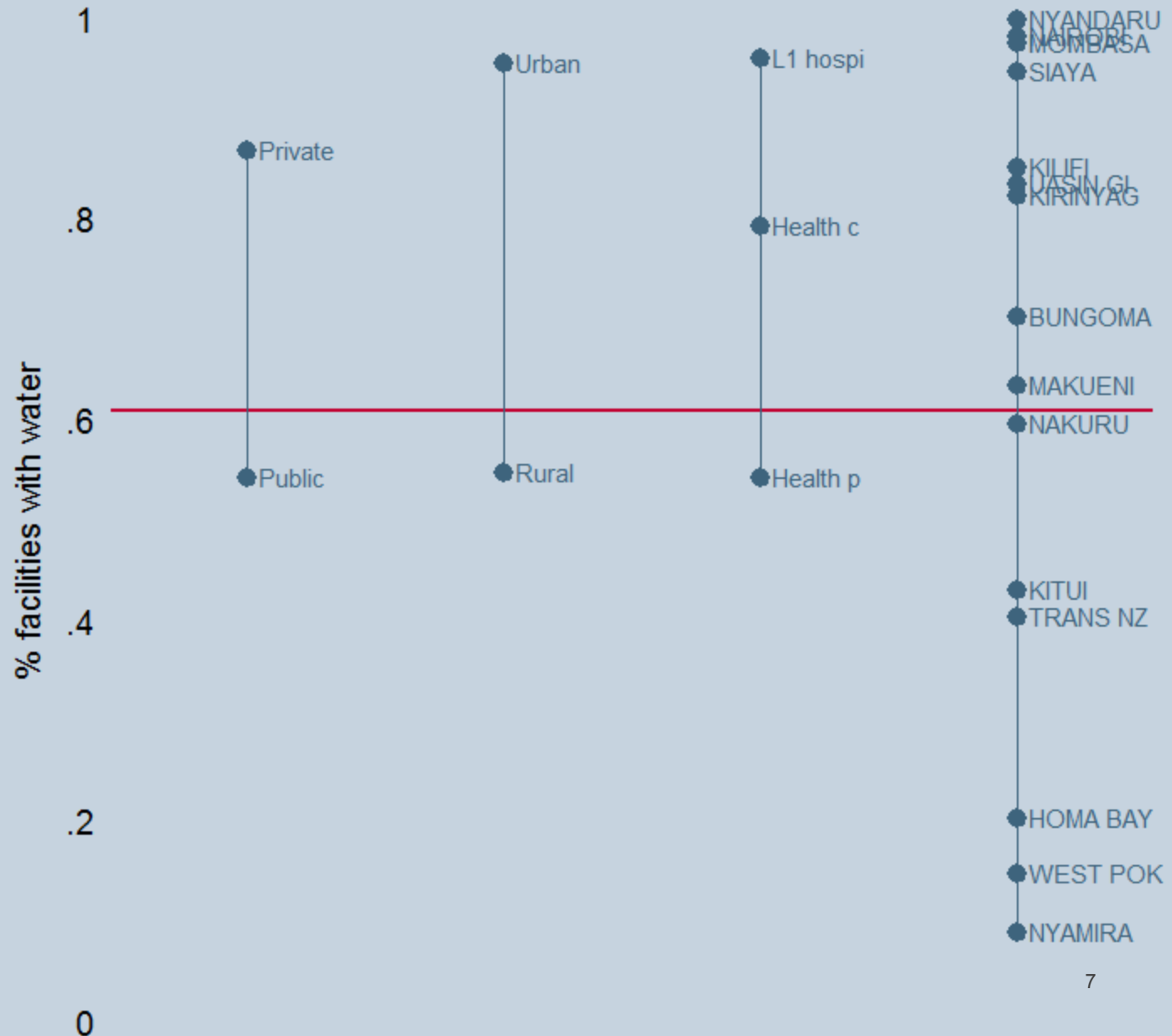
# Data for Subnational Disaggregation

- Data that coincides with administrative boundaries for decision-making
  - Allows a district/regional manager to set goals, plan, budget and track performance
  - Important for accountability and to acknowledge performance
- Costly: e.g. for Kenya: at least 2,000 facilities
  - Possible solution: Combining survey data and routine data using small area estimation techniques?
  - Use surveys for data uniquely suited for surveys such as quality of service delivery

# Water - Kenya

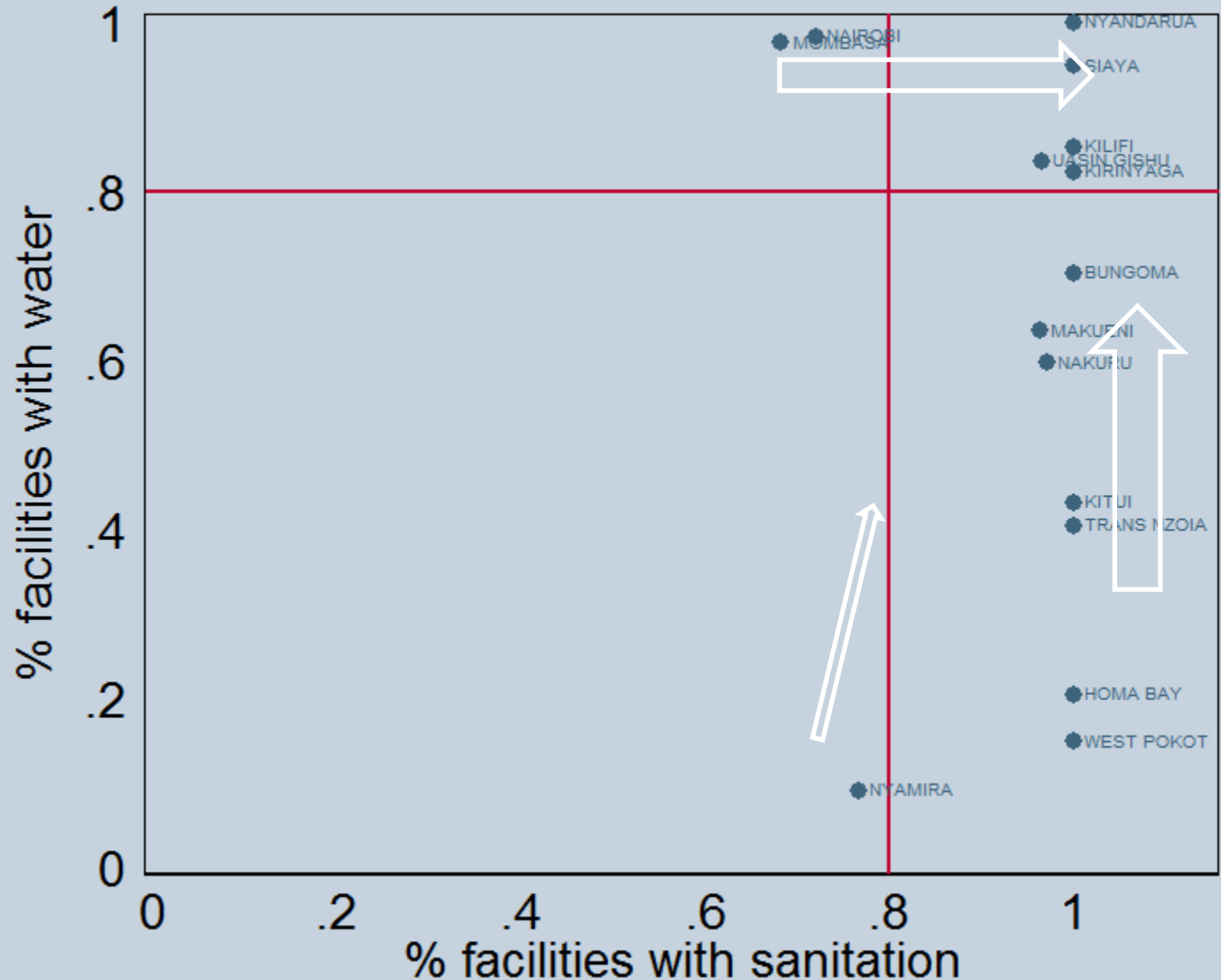


# Water - Kenya



In order to fix things planners and managers need to have data for subnational locations

# Kenya

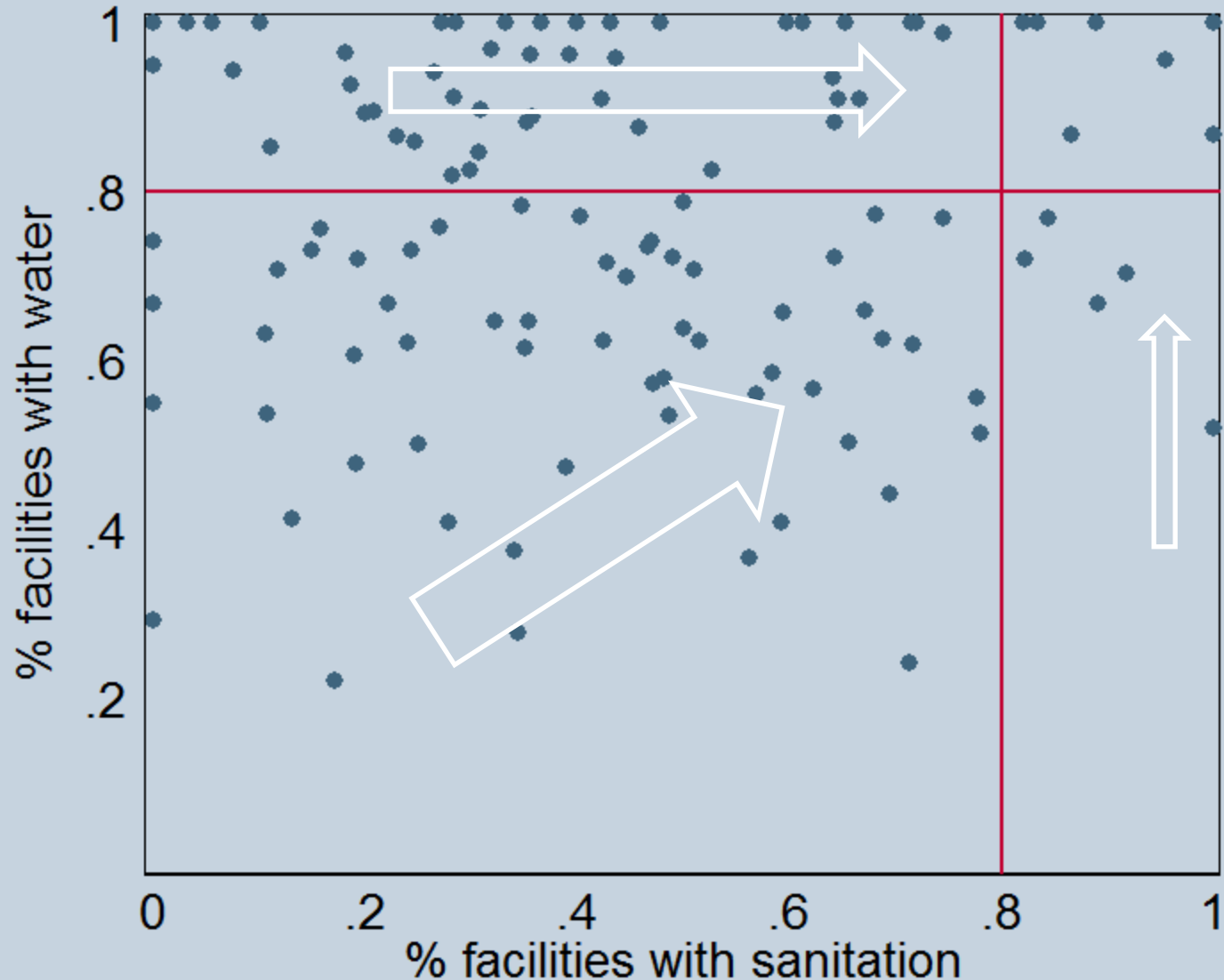


Datapoints denote Counties.

County-specific data allows for interventions to be tailored to each county



# Nigeria

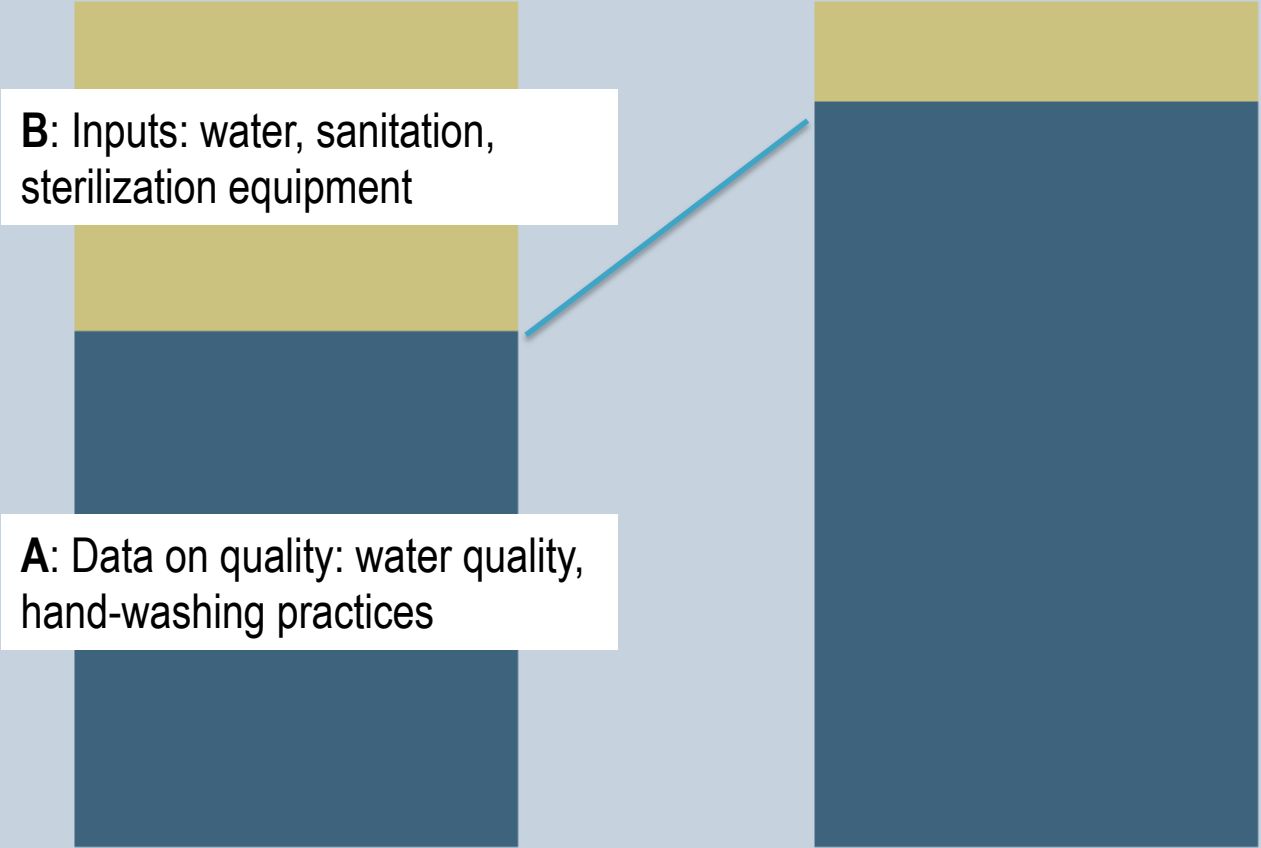


Datapoints denote Local Govt Authorities (LGAs).

The required actions differ not only from country to country but also from district to district

# Data collected through Facility Surveys

■ A: best from surveys    ■ B: data best from HIS



B: Inputs: water, sanitation, sterilization equipment

A: Data on quality: water quality, hand-washing practices

Advancing the data frontier:

Over time, Type B data should decline and

**SURVEYS BE USED FOR QUALITY METRICS**



PRESENT/ sub-optimal

FUTURE/ desirable

# www.worldbank.org/SDI

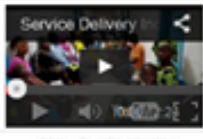


## Service Delivery Indicators (SDI)



What do SDI surveys of 5,500 teachers and health workers reveal about service delivery in Uganda?

The Uganda SDI survey explores gaps in provider knowledge and level of effort, points to underlying management issues, and highlights regional disparities in the quality of service delivery. [View More](#)



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### NEWS

- Press Release: New service delivery data shows that raising the quality of education and health services is critical for Uganda to reach its ambitious Vision 2040.



- SDI Links
- SDI Indicators
- SDI Indicators

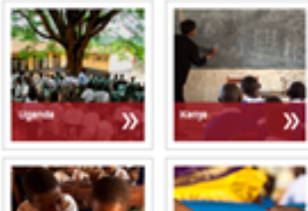
RESULTS: Methodology

Country: Uganda | Year: 2015

	Overall	Public	Private	Public-Private	Public-Private
<b>ABILITY</b>					
Diagnose correctly (%)	89.7	89.0	90.8	89.8	75.1
Reference to a health provider (%)	92.7	93.0	91.0	91.0	91.0
Efficient management of medicines and health commodities (%)	79.3	79.9	80.0	79.3	77.6
<b>EFFORT</b>					
Effort score	81.7	83.8	81.1	81.1	74.8
Effort from health facility (%)	88.0	87.7	88.0	87.7	81.8
<b>INPUTS</b>					
Drug availability index (%)	47.8	49.0	50.8	48.7	48.1
Minimum wage (US\$)	81.8	79.0	80.7	81.1	80.0
Health facilities with internet (percentage of total)	88.7	87.9	79.8	88.7	79.8

Note: SDI data collection was done for Kenya in 2012 and for Uganda in 2015.

### Reports



### SDI IMPLEMENTATION

- View a SDI
- SDI Methodology
- Sample Instruments

### CONTACT US

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# www.SDIIndicators.org

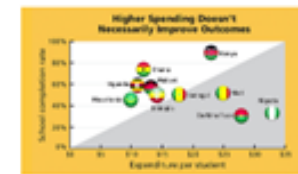


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### Service Delivery Indicators: Data for Results and Accountability

The results of the SDI surveys help citizens to hold their government accountable, support change or demand action. Governments can use the information to assess their progress.



### Higher Public Spending Doesn't Necessarily Improve Outcomes

Many African countries have increased spending on education and health; however these increases have not always resulted in improved education or health outcomes. SDI indicators measure the quality and efficiency of these services giving governments and policy makers a tool for improving them.

### Partners

