Networks in Service Delivery

Understanding Stakeholder Relationships Supporting Accountability Using Social Network Analysis

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Research Aim

How do these relationships help water services to improve?
Research Question

How might network analysis help to improve accountability and service delivery?
Potential Applications

1. Identify relationships that support institutional development

2. Identify missing network links

3. Improve coordination

4. Monitor network changes over time
Case Study Locations

Ghana

Malawi

Bolivia

Tajikistan

West Bengal, India
What about this network helps the management of services to improve?
Network Analysis of a Specific Institution
Tajikistan Findings and Recommendations
A diverse group of stakeholders are collaborating to support policy reform

Networks Supporting Policy Reform
Networks Supporting Sector Coordination

TajWSS is helping to share information across the sector
Local Networks Support Local Problem Solving

Network Around a District Government

Local networks are helping to identify and solve problems locally
1. National networks strengthen coordination and information sharing

2. Ties from national to local can provide technical support and gather feedback on water service quality

3. Local networks support local stakeholders to solve problems
Comparative Analysis

Social network analysis can identify where relationships are missing.
Implications and Recommendations

Use social network analysis to monitor how sector networks change.
Questions for Participants

1. What are my network relationships?

2. How does this network improve services and social accountability?

3. Where do I fit within the larger network?

4. What relationships might improve this network?