

# Nuts & Bolts

## A Brief Guide for Task Teams

### What are Service Delivery Indicators?

The Service Delivery Indicators (SDI) provide a set of metrics for benchmarking service delivery performance in education and health. The overall objective of the indicators is to gauge the quality of service delivery in primary education and basic health services.

The SDI surveys collect data from schools and health facilities. The perspective is that of an average citizen accessing a service. A variety of indicators reflect different aspects of service quality, including provider knowledge and availability of basic tools. The information generated by the survey shows the current state of schools and health facilities. SDI surveys are nationally or sub-nationally representative, with the option to compare rural versus urban areas as well as public versus private providers.

### What are the advantages of Service Delivery Indicators?

The Service Delivery Indicators aim to identify gaps in service delivery and to track progress within and across countries over time. The broad availability of the data and publicity around key indicators helps mobilizes policymakers, citizens, donors and other stakeholders into action.

For a country government, the SDI offers the chance to measure multiple aspects of human capital and to compare across the health and education sectors. The survey provides detail that cannot be seen from routine reporting and which can guide future policy decisions.

The SDIs also offer a few key advantages:

- The survey instruments are nimble, allowing for relatively rapid fieldwork and data analysis.
- SDIs use robust, cutting-edge data collection methods.
- Indicators are standardized, allowing for comparisons between countries and over time.
- SDIs builds capacity of local organizations in research and policy analysis.
- SDIs help countries identify some of the key drivers of low human capital outcomes.
- SDIs provide the only internationally-comparable data on provider absenteeism and knowledge in education and health sectors in developing countries.

### When should you consider doing an SDI Survey?

You should consider doing an SDI survey if you would like to answer one or more of the following questions:

1. What do health and education providers know and do?
2. What do health and education providers have to work with?
3. What do students learn in primary school?
4. How do 1 - 3 compare within and across countries?

Overall, SDIs are useful when measuring reforms that have an impact at the system-level. The SDI can be coupled with household surveys to provide a complete perspective.

## What are the core Service Delivery Indicators?

The core indicators by sector are as follows:

### Health

1. Absence from facility
2. Adherence to clinical guidelines
3. Diagnostic/treatment accuracy
4. Management of maternal and neonatal complications
5. Caseload per provider
6. Drug availability
7. Equipment availability
8. Infrastructure availability

### Education

1. Absence from school/classroom
2. Time spent teaching
3. Minimum knowledge to master the curriculum
4. Quality of instruction
5. Student-teacher ratio
6. Students per textbook
7. Teaching equipment availability
8. Infrastructure availability

While additional indicators can be added depending on the specific needs, collecting the whole set of core indicators, either in health or education, is a requirement for international benchmarking.

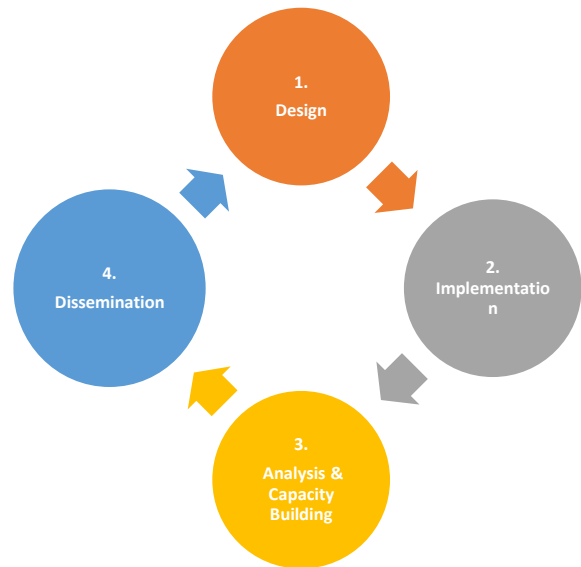
## What are the stages involved in an SDI survey?

SDI involves rigorous design and implementation as shown in the project cycle figure. There are four stages

1. Design
2. Implementation
3. Analysis and capacity building
4. Dissemination

The overall duration of the surveys depends on the sample size and the country context. As a rough estimate, an SDI survey can take 12-18 months, depending on procurement, planning and seasonality.

### SDI Project Cycle



#### 1. Design:

The objective of this stage is to sensitize the stakeholders (Task Teams and countries) about the SDI and its goals, to identify the country's priorities and capacity needs, as well as aligning SDI with the country's sector strategy.

This stage involves the following steps:

- The Task Team engages the client to explain the processes involved in the SDI.
- A core technical group is identified to adapt the instruments and design the sample
- A survey firm is selected for implementation.
- A field coordinator is hired, and procurement of supplies begins
- There is an inception mission involving ministry, development partners, NGOs and researchers
- Technical adaptations of the instruments are done – for instance, aligning the list of essential medicines and medical equipment according to the national guidelines.
- The client delegates responsibility to a group of senior officials (the technical working group) to guide implementation.

## Design stage



## II. Implementation:

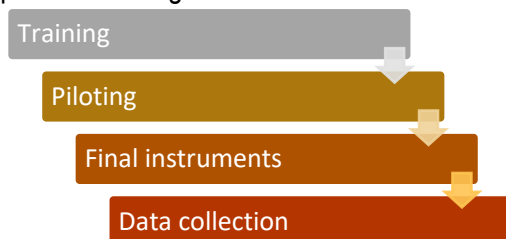
The objectives of this stage are to train supervisors and enumerators, pilot the instruments, and implement the survey with strict quality control.

This stage involves the following steps:

- The supervisors and enumerators are trained for three weeks with a combination of class room and field-based sessions.
- Instruments are piloted and finalized.
- Data collection (with tablets) is completed over a period of roughly 8 weeks depending upon the

### Implementation stage

sample size and logistical considerations.



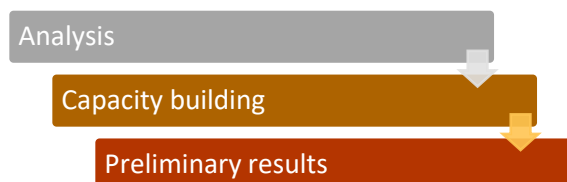
## III. Analysis and capacity building:

The objectives of this stage are to analyze data along with the technical working group and to build their capacity in data for decision making.

The steps in the analysis stage involve:

- Through a two-week workshop, preliminary analyses of the core indicators are undertaken.
- Capacity of the technical working group is built around data analysis and interpretation.
- At the end of this stage, key results tables and summary results slides are drafted for preliminary review by the task team and the client.

## Analysis stage



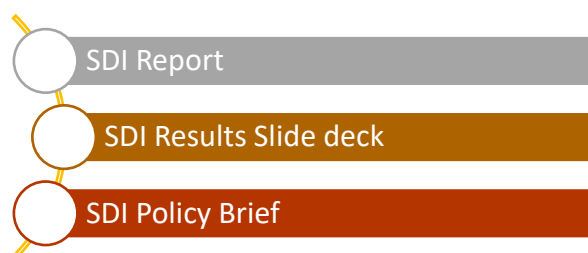
## IV. Dissemination:

The objective of this stage is to share the findings using various channels, including:

- (a) Big splash presentations – influential leaders present results at a national launch;
- (b) National Workshops – government shares results with key stakeholders in a workshop
- (c) E-dissemination – government releases report to stakeholders via email and web.

SDI uses a multitude of dissemination materials targeting a variety of consumers of information, such as a standardized SDI report, slide decks with key results and an SDI results brief.

### Dissemination materials



## Quality Control

Throughout the 4 stages outlined above, SDI involves rigorous quality control with defined standards at each stage. During the design stage, the team ensures that the modules reflect national standards while maintaining cross-country comparability. At the implementation stage, the team ensures that the enumerators receive high quality training and follow established protocols. The field coordinator checks in with the survey firm to ensure quality control throughout the process. There are random checks of the field work by trained supervisors. Finally, the analysis follows internationally accepted indicator definitions and reproducible statistical programming.

## What are the roles of Task Teams?

Task Teams help generate the initial momentum for a survey within country. This often means connecting stakeholders, introducing the survey to government counterparts and helping foster dialogue and interest in the results.

Specifically, Task Teams are responsible for

- Identifying opportunities and initiating dialogue around SDI with the client; the SDI team will support technical discussions.
- Identifying a local SDI technical working group of ministry and regional officials, development partners and research/academic institutions
- Contracting and managing a survey firm
- Taking the lead in analysis and report writing
- Creating a dissemination strategy

## How can the SDI Team support the Task Teams?

The SDI Core Team provides

- Standardized materials and suggestions for survey adaptation

- Technical guidance on survey design, and sampling procedure
- Protocol and assistance on quality control

When needed, the SDI team can also offer guidance on training, planning and procurement. The SDI team is intent on supporting the Task Teams and ensuring that a high-quality survey can take place. The SDI team is pleased to offer close collaboration with the Task Teams throughout the whole process, from technical consultation through dissemination. In case of questions, you can reach the SDI Team at [SDI@worldbank.org](mailto:SDI@worldbank.org).

## How much do SDI surveys cost and how are they financed?

The costs of SDI surveys depend on the sample size and prevailing survey costs in the respective country. Completed surveys in Africa have so far ranged between 200 - 400k (approx. 100k for survey firm) for sample sizes of 300-400 facilities. Initial rounds of SDI surveys were (co-)financed by a Trust Fund. Currently, SDI surveys are financed as part of World Bank projects.

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*The SDI initiative is coordinated by the Chief Economist Office in the Human Development Practice Group at the World Bank. It was launched in 2010 as a partnership between the World Bank Group, the African Economic Research Consortium (AERC), the William and Flora Hewlett Foundation and the African Development Bank. Survey teams work in direct collaboration with the countries' authorities.*

*To download SDI data and to find more information on the SDI instruments and the initiative in general, please visit our website: [www.SDIndicators.org](http://www.SDIndicators.org).*