

COUNTRY SOCIAL ANALYSIS (CSA)	
DESCRIPTION	<p>A Country Social Analysis (CSA) generally identifies key social and political factors affecting a country's prospects for poverty reduction. It often tends to focus on the opportunities and constraints faced by the poorest or most marginalized groups in society, to help ensure that development interventions have an impact on these groups. A CSA is particularly useful in assessing two of the four critical success factors for social accountability interventions – the presence of an enabling institutional environment for citizen engagement and civil society; and the presence of accountability relationships, mechanisms and channels for state-citizen interaction.</p>
PURPOSE	<p>CSAs are designed to: a) complement other analytical work at sector and project levels, and b) support the policy dialogue at the country level.</p> <p>CSAs can help project teams to identify:</p> <ol style="list-style-type: none"> (1) what drives social change, and what factors perpetuate social cleavages or inequalities (2) who are the poorest and most marginalized groups in society, whose needs are currently not being addressed by development interventions (3) social and political risks related to country context (4) social and political opportunities that can be taken advantage of (5) recommendations on how to work with and include different stakeholders in a policy dialogue, and ultimately build pro-poor coalitions (e.g. how to ensure representation of traditionally marginalized groups)
SCOPE OF ANALYSIS	<p>What defines CSA is not a particular methodology or analytical product, but the perspective it provides and the questions it asks.</p> <p>Different Format of CSAs:</p> <ul style="list-style-type: none"> • While it may sometimes be appropriate to have a CSA as a stand-alone piece of sector work, other times, staff and budget constraints, and the need to respond swiftly to changing circumstances means doing quicker, just-in-time social analysis, customized to the immediate needs of country staff and/or stakeholders. • Some shorter pieces of CSA, e.g. a five page briefing note on a particular issue, can be more influential than a longer report, acting as a starting point in exploring certain issues more in-depth. • Social analysis and social issues can also be integrated into broader strategic country analysis so that social opportunities, impacts, and risks are adequately reflected in policies and programs.
GUIDANCE QUESTIONS FOR ANALYSIS	<p>Common research questions to assess social accountability as part of a CSA include:</p> <p>Understanding the Macro Environment:</p> <ul style="list-style-type: none"> • What rights and entitlements are accorded all citizens? What entitlements are specific to poorer or socially excluded groups? How far are these rights observed in practice? Do they form a basis upon which accountability claims can be made? • What are considered legitimate and illegitimate use of public resources? • To what extent do other actors, such as donors or multi-national corporations (MNCs), support or undermine accountability for development? <p>Legal and Institutional Environment for Accountability</p> <ul style="list-style-type: none"> • Does the legal and institutional environment (de jure or de facto) enable civil society actors to voice opinions, mobilize re-sources, and participate actively in public life? E.g., Are there any legal provisions for freedom of information, speech and assembly? • How free, plural and independent are the media? • Is there protection for whistleblowers? • What are the existing formal and informal mechanisms for state-citizen interaction (e.g. participation in local governance or policy formulation, information exchange, dialogue, negotiation, monitoring, grievance redress)? • How effective, legitimate and inclusive are they?

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Assessing the Capacity of Civil Society to Demand Account-ability

- What are the experiences of citizen engagement? Have these engagements promoted accountability? How effective and inclusive of poor and disadvantaged groups have they been?
- What governance and accountability issues matter most to citizens? (e.g. corruption, service delivery, natural resource management, human rights, access to justice)
- How far are these issues the subject of public debate and policy concern?
- How willing, capable and active are citizens in holding government to account? What are the key barriers they face?
- Which intermediaries (e.g. non-governmental organizations (NGOs), trade unions, religious groups, social movements, political parties, customary institutions etc) are most legitimate and credible in representing the interests of poor and disadvantaged groups and promoting broader developmental goals?

How Accountability Mechanisms Work in Practice

- Is there a culture of accountability to the public?
- How strong is government capacity to behave transparently and accountability and to respond to public concerns? What are the incentives to comply with or disregard formal accountability mechanisms? What are the factors affecting this accountability mechanism?
- To what extent do „informal“ (unspoken, customary, traditional, patronage, cultural etc.) practices and relationships influence (positively or negatively) accountability relationships and the distribution of public goods, service delivery etc?
- What factors affect the engagement of poor and disadvantaged groups?
- Do citizens / advocates (such as journalists, NGO workers etc) holding governments to account face personal risk?

Mechanisms to Improve Accountability

- What types of social accountability initiatives have been/are being undertaken? What are the principles of and approaches to engagement? What lessons can be learned from such initiatives?
- Given the resources and capabilities of citizens groups and the capacity of state institutions, what steps could citizen-based strategies follow to improve accountability?
- Who are likely to be the ‘winners’ and ‘losers’ from enhanced social accountability?
- Who is likely to resist or champion social accountability actions and why, both within the state and in wider political and civil society?

ADVANTAGES

- Country Social Analysis (CSA) rely heavily on a multi-disciplinary, mixed methods approach and field work.
- Qualitative data is collected through focus groups or expert workshops, structured interviews, participatory rural appraisals and needs assessments. This can also be complemented by quantitative household surveys.
- CSAs can also include political economy analysis (e.g. stakeholder assessments, power and institutional analysis).
- Flexible tool that can be adapted to country context, and can cover many different thematic areas.
- Possible to do short pieces of just-in- time analysis because of flexible methodology. Strong focus on ensuring a good dialogue with multiple stakeholders.
- Helps identify problematic social and political issues early on and develop risk mitigation strategies.
- Analysis can also inform policy dialogue with government.
- Focuses on issues that are overlooked by other disciplines and analytical tools (e.g., informal institutions in society such as religious groups, family structures, and local community structures).

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LIMITATIONS/ RISKS	<ul style="list-style-type: none"> • Trade-off between covering breadth of issues versus more detailed analysis of a few issues to provide concrete recommendations. • Can raise sensitive issues that may be difficult to discuss with governments. • Time and budgetary constraints can prevent CSA's longer term engagement on the ground which is critical for ensuring CSA's local dissemination and for building relationships with local stakeholders for their impact. • Due to complexity of issues, causality may be difficult to prove. • Data may be difficult to obtain and /or take time. • May have to balance/consider trade-offs between building local capacity and getting work done quickly and achieving technical standards of work.
TIME & COSTS	<p>Depending on the scope of analysis, time and costs for CSAs vary.</p> <ul style="list-style-type: none"> • Shorter CSAs (5-10 pages) such as policy briefs or discussion notes take 2-6 months and cost USD 20–50,000. • Average size CSAs (40–60 pages) take 6-10 months and cost USD 50-80,000. • Larger scale CSAs (200 pages) take about 2 years, with the largest (Nepal CSA) costing USD 950,000.
IMPLEMENTATION TIPS	<ul style="list-style-type: none"> • CSA involves a process which is as important as the final product. • For policy impact, CSA analysis should be well timed and directly linked to a specific policy-making process. Government transitions and policy reforms may also provide useful windows of opportunity to influence policy dialogue. • If stakeholders are effectively engaged, CSA can facilitate deliberative in-country processes and build momentum for pro-poor reforms. However, this needs time. • Ensure that scope, time and budget for analysis are proportional to each other. CSA team's longer engagement on the ground highly benefits the CSA process. • Adopt a collaborative, cross-sectoral approach – consultations with different sector specialists enable CSAs to address operational concerns as work progresses.
EXAMPLES	<ul style="list-style-type: none"> • To read policy briefs or full reports of World Bank CSA case examples, click here. • To read examples about how teams conducted the CSA process, click here.
REFERENCES & LINKS TO FURTHER GUIDANCE	<ul style="list-style-type: none"> • Country Social Analysis Website, Social Development, World Bank • Country Social Analysis: Why, What and How? Presentation, Training and Accreditation Program Social Development, Carrie Turk, World Bank, 2011 • Social Development Dialogue, Country Social Analysis, (June 2011), World Bank • Tools for Institutional, Political, and Social Analysis of Policy Reform, Sourcebook (2007) World Bank • Understanding socio-economic and political factors to impact policy change, Report (2006) World Bank • Tools and Methods for Social Analysis, World Bank