

# Listen First: a pilot system for managing downward accountability in NGOs

## Description

[Tweet](#)

Alex Jacobs and Robyn Wilford. Development in Practice, Volume 20, Number 7, September 2010 [Available as pdf](#)

Abstract: This article reports on a research project intended to develop systematic ways of managing downward accountability in an international NGO. Innovative tools were developed and trialled in six countries. The tools comprised a framework, defining downward accountability in practical terms, and three management processes. They were successfully used to (a) encourage staff to improve downward accountability in ways relevant to their context; (b) hear beneficiaries' assessments of the level of accountability achieved and the value of the NGO's work; and (c) generate quantified performance summaries for managers. Taken together, they form a coherent draft management system. Areas for further research are identified.

There's more related material at [www.listenfirst.org](http://www.listenfirst.org),

## Category

1. Uncategorized

## Tags

1. accountability
2. Civil Society / NGO

## Date

13/04/2026

## Date Created

18/08/2010

## Author

admin