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

Description

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Alex Jacobs and Robyn Wilford. Development in Practice, Volume 20, Number 7, September 2010 Available as pdf

â??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, de?ning 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 bene?ciariesâ?? assessments of the level of accountability achieved and the value of the NGOâ??s work; and (c) generate quanti?ed performance summaries for managers. Taken together, they form a coherent draft management system. Areas for further research are identied.â?•

Thereâ??s more related material at www.listenfirst.org,

Category

1. Uncategorized

Tags

1. accountability
2. Civil Society / NGO

Date
18/10/2026
Date Created
18/08/2010
Author
admin