



# Using Surveys to Monitor Budget Implementation



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# Common Surveys Used in Budget Work

- Public Expenditure Tracking Survey
- Citizen Report Cards
- Community Score Cards

# Public Expenditure Tracking Survey (PETS)

- Tracks the flow of public funds to determine how much of transferred funds actually reach the target group
- Focus on service facilities, e.g., schools, clinics, etc.
- Collects information on transfer procedures and amounts & timing of released funds

# Why Do a PETS?

- Collect evidence on leakages in the transfer of funds and corruption
- Detect delays in transfers of funds
- Identify administrative bottlenecks in the flow of funds for service delivery



# Citizen Report Card (CRC)

- Participatory surveys that gather user feedback on the performance of public services
- Can enhance public accountability through the extensive media coverage and civil society advocacy that are part of the process

# Why Do a CRC?

- When there is no data on user perceptions of quality and satisfaction with public services
- When you want to give government agencies an incentive to be responsive to the public
  - Useful mechanism through which citizens can signal to government agencies about their performance and advocate for change



# Community Score Cards (CSC)

- Qualitative monitoring tool used for local-level monitoring & performance evaluation of services & projects by communities themselves
- Like CRC, CSC is a tool for demanding accountability & responsiveness from service providers
- Includes an “interface meeting” between service providers and the community that allows for immediate feedback
- The community is the “unit of analysis,” and it is focused on monitoring local facilities & services



# Why Do a CSC?

- Facilitates community monitoring and performance evaluation of services and projects
- If you're working at the grassroots level and want to gather community perceptions of quality, efficiency, and transparency, including:
  - Tracking inputs or expenditures (e.g., availability of drugs)
  - Monitoring the quality of services/projects
  - Comparing performance across facilities or districts
  - Creating direct feedback mechanisms between providers and users
  - Building local capacity (participatory process)
  - Strengthening citizen voice and community empowerment

