

**Partnership for Development Knowledge Conference**  
**Supporting Constructive Engagement between Government of Yemen and CSOs**

Sana'a, Yemen

## WORLD BANK ONLINE RESOURCES

**Participation and Civic Engagement Publications:** Compilation of methodology notes, case studies, and global best practices.

<http://go.worldbank.org/ZMEIOTKDM0>

**Glossary of Social Accountability Tools & Approaches:** The glossary below provides a brief description of the various social accountability tools and approaches, which can be used by development practitioners in their projects.

<https://saeguide.worldbank.org/glossary-social-accountability-tools-and-approaches>

**Monitoring & Evaluation: Some Tools, Methods & Approaches:** This document provides an overview of M&E tools, methods, and approaches, including their purpose and use; advantages and disadvantages; costs, skills, and time required; and key references.

[http://siteresources.worldbank.org/EXTEVACAPDEV/Resources/4585672-1251481378590/MandE\\_tools\\_methods\\_approaches.pdf](http://siteresources.worldbank.org/EXTEVACAPDEV/Resources/4585672-1251481378590/MandE_tools_methods_approaches.pdf)

### **Supporting Social Accountability in the Middle East and North Africa**

World Bank Publication about Social Accountability based on a conference about lessons learned from past political and economic transitions in other countries.

[http://siteresources.worldbank.org/INTMENA/Resources/Supporting\\_Social\\_Accountability\\_MEN\\_A\\_ENG.pdf](http://siteresources.worldbank.org/INTMENA/Resources/Supporting_Social_Accountability_MEN_A_ENG.pdf)

### **Yemen Civil Society Organizations in Transition: A Mapping and Capacity Assessment of Development-Oriented Civil Society Organizations in Five Governorates.**

<https://openknowledge.worldbank.org/bitstream/handle/10986/16638/810950WP0ENGLI0Box0379828B00PUBLIC0.pdf?sequence=1>

### **Social Accountability in the Public Sector: A Conceptual Discussion**

<http://siteresources.worldbank.org/INTPCENG/214574-1116506074750/20542263/FINALAckerman.pdf>

### **Social Accountability in the Public Sector: A Conceptual Discussion and Learning Module**

Conceptual Discussion and Learning Module for Social Accountability in the Public Sector

[http://siteresources.worldbank.org/WBI/Resources/Social\\_Accountability\\_in\\_the\\_Public\\_Sector\\_with\\_cover.pdf](http://siteresources.worldbank.org/WBI/Resources/Social_Accountability_in_the_Public_Sector_with_cover.pdf)

**Social Accountability Sourcebook:** Chapters from a World Bank Sourcebook on Social Accountability: [http://www.worldbank.org/socialaccountability\\_sourcebook/](http://www.worldbank.org/socialaccountability_sourcebook/)

[http://www.worldbank.org/socialaccountability\\_sourcebook/backgroundDocs/printversions.html](http://www.worldbank.org/socialaccountability_sourcebook/backgroundDocs/printversions.html)

Chapter 2: Social Accountability: What does it mean for the World Bank?

[http://www.worldbank.org/socialaccountability\\_sourcebook/PrintVersions/Conceptual%2006.22.07.pdf](http://www.worldbank.org/socialaccountability_sourcebook/PrintVersions/Conceptual%2006.22.07.pdf)

Chapter 3: Methods and Tools

[http://www.worldbank.org/socialaccountability\\_sourcebook/PrintVersions/Methods%20and%20Tools%2006.22.07.pdf](http://www.worldbank.org/socialaccountability_sourcebook/PrintVersions/Methods%20and%20Tools%2006.22.07.pdf)

### **Case Study Presentation: Egypt Education Community Score Card Pilot in Ismailia Governorate**

[http://siteresources.worldbank.org/EXTSOCIALDEVELOPMENT/Resources/244362-1193949504055/4348035-1352736698664/Mariana-Felicio\\_Egypt-Education-CSC.pptx](http://siteresources.worldbank.org/EXTSOCIALDEVELOPMENT/Resources/244362-1193949504055/4348035-1352736698664/Mariana-Felicio_Egypt-Education-CSC.pptx)

**Brochure: From Shouting to Counting:** <http://siteresources.worldbank.org/INTPCENG/214574-1116506074750/20511078/Social+Accountability+Booklet+Feb+26+04.pdf>

### **Brief: Middle East and North Africa Local Service Delivery Initiative: Promoting Social Accountability and Demand for Good Governance**

Overview of several pilot studies aimed at enhancing public service delivery in Morocco, Egypt, and Yemen under the World Bank's Middle East and North Africa Local Service Delivery Initiative.

<http://siteresources.worldbank.org/EXTSOCIALDEVELOPMENT/Resources/244362-1193949504055/4348035-1352736698664/MENA-Local-Service-Delivery-Initiative.pdf>

### **Empowering the Marginalized: Case Studies of Social Accountability Initiatives in Asia**

<http://siteresources.worldbank.org/EXTSOCACCEMDESIDEGOV/Resources/EmpoweringTheMarginalizedFinalVersion.pdf?resourceurlname=EmpoweringTheMarginalizedFinalVersion.pdf>

### **Sectoral Case Studies: Social Accountability Series**

*Case Study 2: Piloting the Community Assessment Process, India* [http://www-wds.worldbank.org/external/default/WDSContentServer/WDSP/IB/2007/11/21/000020953\\_20071121133624/Rendered/PDF/415060Case21Sr1August0200701PULBIC1.pdf](http://www-wds.worldbank.org/external/default/WDSContentServer/WDSP/IB/2007/11/21/000020953_20071121133624/Rendered/PDF/415060Case21Sr1August0200701PULBIC1.pdf)

*Case Study 6: Impact on Achieving Service Delivery and Health Development Outcomes* [http://www-wds.worldbank.org/external/default/WDSContentServer/WDSP/IB/2012/04/04/000333038\\_20120404014524/Rendered/PDF/678490BRI00PUB0600check0if0we0have0.pdf](http://www-wds.worldbank.org/external/default/WDSContentServer/WDSP/IB/2012/04/04/000333038_20120404014524/Rendered/PDF/678490BRI00PUB0600check0if0we0have0.pdf)

*Case Study 7: Improving the Public Expenditure Outcomes in the National Rural Employment Guarantee Scheme* [http://www-wds.worldbank.org/external/default/WDSContentServer/WDSP/IB/2012/04/04/000333038\\_20120404015842/Rendered/PDF/678500BRI00PUB0700check0if0we0have0.pdf](http://www-wds.worldbank.org/external/default/WDSContentServer/WDSP/IB/2012/04/04/000333038_20120404015842/Rendered/PDF/678500BRI00PUB0700check0if0we0have0.pdf)

*Case Study 8: Improving Student Enrollment and Teacher Absenteeism through Social Accountability Interventions* [http://www-wds.worldbank.org/external/default/WDSContentServer/WDSP/IB/2012/04/05/000386194\\_20120405032905/Rendered/PDF/678510BRI00PUB0800check0if0we0have0.pdf](http://www-wds.worldbank.org/external/default/WDSContentServer/WDSP/IB/2012/04/05/000386194_20120405032905/Rendered/PDF/678510BRI00PUB0800check0if0we0have0.pdf)