

Transparency Campaigning at Local Government to Curb Corruption

Monitoring was initiated by “Globe International” NGO in the framework of implementation of the Government resolution No. 143

We would like to extend our gratitude to “Globe International” NGO for financing this project.

MONITORING TEAM

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March 2011

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Introduction

General confidence in government organizations and their services is falling due to incompetence, bribery and corruption, bureaucracy and violation of human rights. Thus, in the framework of the Government resolution No. 143, monitoring of government services was conducted in three organizations, namely the Governor's Office of soum, Social Welfare Services, "Lunch" programme in a secondary school.

Monitoring was conducted to evaluate the transparency, openness and legal status of government services on-sight.

One. Brief background

Government resolution No. 143 issued in 2009 states that "Services of government institutions shall maintain transparency in their activities related to human resources, finance and budget, procurement of goods and services with funding from government and local authorities".

In the framework of the above resolution, monitoring of transparency, openness, accessibility of government services was conducted at the Governor's Office of soum, Social Welfare Services and "Lunch" programme in secondary schools.

A team of 6 researched conducted monitoring using "Monitoring ethics and rules" from 6th of December, 2010 to 27th of January 2011, during which observations were made, necessary materials researched, interviews and surveys taken from government officials, citizens, secondary school students and parents.

In the beginning 10 days of monitoring it was observed that the implementation of Government resolution No. 143 was insufficient and unsatisfactory. However, in the next 10 days, brochures and printed materials were distributed and disseminated.

Monitoring results of each organization is attached to this document.

Two: BACKGROUND

Government resolution No. 143 issued in 2009.

Three: OBJECTIVE, GOAL AND METHODOLOGY

3.1. OBJECTIVE, GOALS

Objective

Improve the transparency of government services

Goals

1. Improve transparency and openness of government activities
2. Improve transparency of finances and budget
3. Research transparency of activities related to procurement of goods and services through local government funding

3.2. MONITORING TEAM

Monitoring team is comprised of a team leader and 5 team members. Members of the monitoring team was selected from the participants of the training “Transparency of Local Government to Curb Corruption” organized by “Globe International” NGO. Members of the team have also attended one day training.

Team members signed the “Implementation contract” and “Monitoring ethics and rules”.

3.3. MONITORING FRAMEWORK

Monitoring was conducted in 3 local government organizations.

Organizations:

- Local Governor's Office
- Social Welfare Services
- “Lunch” programme in a secondary school

3.4. TIMELINE

Monitoring was implemented from 10th of December, 2010 to 6th of March, 2011. Monitoring results were concluded on a 10 day basis, i.e. 10th of December, 20th of December, from 17th to 27th of January, 2011.

3.5. METHODOLOGY

Following monitoring methodology was used:

1. Document research
2. Observation
3. Survey
4. Interview

Monitoring team was divided into a group of two to conduct the research.

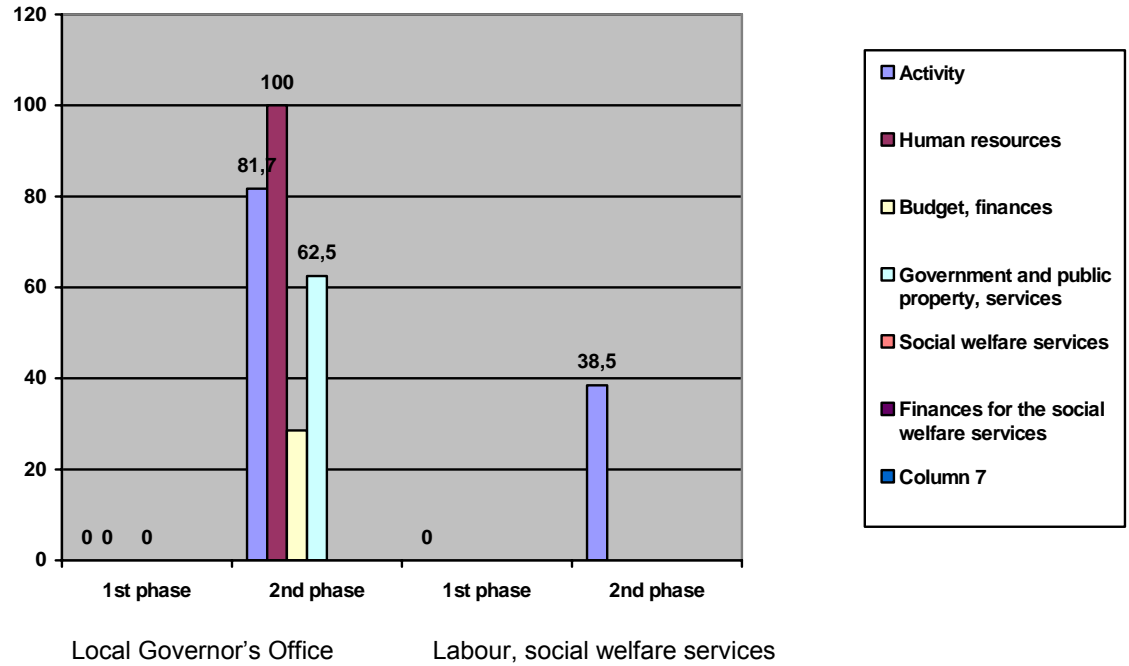
1. Document research

Evaluated transparency of Governor's Office of soum, Social Welfare Services and “Lunch” programme in a secondary school, conducted surveys and compiled the gathered information.

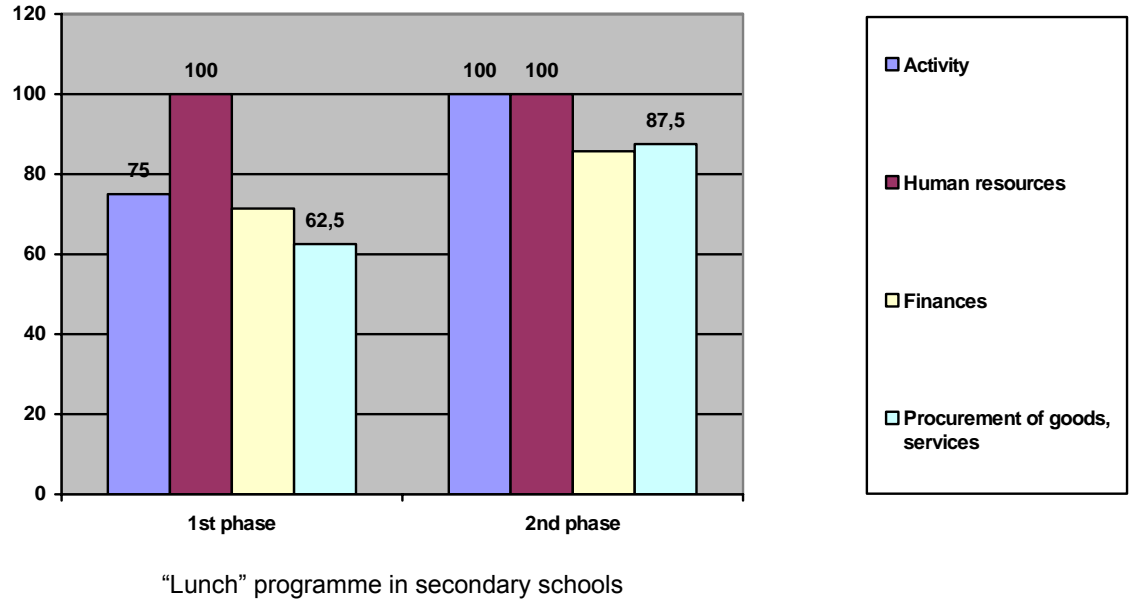
2. Observation

Observation was carried out in two stages and quantitative findings are attached to the document.

As of 7th of December, 2010 at the beginning of the monitoring, information on transparency of government services were not placed on the information board of the local Governor's Office. However, by the beginning of the second phase of monitoring on 17th of January, 2011, accessibility of information that was put on board, on which transparency of government services was 81.7 per cent, human resources 100 per cent, finances 28 per cent, procurement of goods and services 62.5 per cent. As for transparency of social welfare services, no information was placed at the beginning of monitoring, however starting from 17th of January, 2011 during the second phase, transparency of services rose to 38.5 per cent, which is shown on the following graph.



As for "Lunch" programme in a secondary school, at the beginning of the first phase of monitoring on 29th of December, 2010 transparency of their activities was 75 per cent, human resources 100 per cent, finances 71.4 per cent, procurement of goods and services 62.5 per cent. However, in the second phase transparency of services and human resources both rose to 100 per cent, transparency of finances 85.7 per cent, procurement of goods and services 87.5 per cent, which is shown on the graph below.



3. Survey methodology

Survey was conducted with 2 phases.

1. General questionnaire /table/

H. General questionnaire table											
		1 st phase					2 nd phase				
		Welfare	Governor's Office		Secondary school		Welfare	Governor's Office		Secondary school	
		Citizens	Citizens	Governm ent official	Parents, students	Governm ent official	Citizens	Citizens	Governm ent official	Parents	Governm ent official
Age		29-77	30-70	21-56	10-19	17-26	25-61	23-48	26-56	27-31	27-54
Gender	Male	3	5	3	7	1	2	1	5	5	3
	Female	7	5	7	3	9	10	9	5	5	7
Education	Uneducated	2	-	-	-	-	-	-	-	-	-
	Pre-primary	2	1	-	-	2	1	2	-	2	-
	Primary	3	5	-	2	6	5	4	-	5	2
	Secondary	3	4	1	-	2	2	4	4	2	2
	Primary vocational	-	-	1	2	-	-	-	-	-	1
	Special training /secondary high/	-	-	5	2	-	1	-	2	1	-
	Diploma, bachelor's	-	-	3	4	-	1	-	4	-	5
	Master's	-	-	-	-	-	-	-	-	-	-
Employment	Government official	-	-	10	3	10	-	-	10	1	10
	Contract employee in private organization, entity	-	-	-	-	-	1	3	-	2	-
	Employer of private organization, entity	1	-	-	-	-	-	1	-	-	-
	Self employed	1	7	-	2	-	2	5	-	3	-
	College student /secondary school student/	-	-	-	5	-	-	-	-	-	-
	Unemployed /actively seeking employment/	4	2	-	-	-	1	-	-	4	-
	Stay home	2	-	-	-	-	4	1	-	-	-
	Pensioner	2	1	-	-	-	2	-	-	-	-

Number of times approached government and local administration for services in the last 12 months	Never approached	5	3	1	2	7	3	1	-	6	3
	1-2 times	3	5	4	5	1	3	3	4	3	3
	3-6 times	-	2	5	2	-	2	1	4	-	2
	7-8 times	-	-	-	8	2	1	2	-	-	2
	9 and more									1	-

Survey taken from citizens on transparency related issues /table/

No.	Question	Welfare											
		Strongly agree		Moderately agree		Agree		Moderately disagree		Strongly disagree		Undecided /no answer/	
		1 st phase	2 nd phase	1 st phase	2 nd phase	1 st phase	2 nd phase	1 st phase	2 nd phase	1 st phase	2 nd phase	1 st phase	2 nd phase
1	Strongly agree with the statement that all activities of government institutions should be made transparent	7	7	2	1	1	-	-	1	-	-	-	1
2	Citizens should be fully informed on all activities of the government in order to take part and monitor its operation	4	3	3	3	-	1	2	1	-	-	1	2
3	At any time you can fully access information on local government activities and decisions (rules, standards, procedures) made by government officials	2	4	2	4	1	1	1	-	-	-	4	1
4	Information on local government activities and decisions (rules, standards, procedures) made by government officials are fully intelligible, clear to you	1	3	1	1	3	2	2	2	1	1	2	1
5	At any time you can attain information on the budget,	1	3	1	2	1	-	2	2	1	1	4	2

	funding and finances of your local government												
6	At any time you can get information from the local government and government institutions	1	4	4	2	1	2	1	2	1	-	2	-
7	You can freely get any information regarding budget and financing from the local government and government institutions	1	3	-	-	-	3	5	1	2	-	2	3
8	You can freely get any information from the local government and government institutions	-	3	2	1	2	2	1	1	1	-	4	3

No.	Question	Local Governor's Office																							
		Strongly agree				Moderately agree				Agree				Moderately disagree				Strongly disagree				Undecided /no answer/			
		Citizens		Governme nt official		Citizens		Governme nt official		Citizens		Governme nt official		Citizens		Governme nt official		Citizens		Governme nt official		Citizens		Governme nt official	
		1 st phase	2 nd phase	1 st phase	2 nd phase	1 st phase	2 nd phase	1 st phase	2 nd phase	1 st phase	2 nd phase	1 st phase	2 nd phase	1 st phase	2 nd phase	1 st phase	2 nd phase	1 st phase	2 nd phase	1 st phase	2 nd phase	1 st phase	2 nd phase	1 st phase	2 nd phase
1	Strongly agree with the statement that all activities of government institutions should be made transparent	7	7	10	9	2	1	-	1	1	-	-	-	-	1	-	-	-	-	-	-	-	1	-	-
2	Citizens should be fully informed on all activities of the government in order to take part and monitor its operation	4	3	8	4	3	3	6	-	-	1	-	1	2	2	-	-	-	-	-	-	1	2	-	-
3	At any time you can fully access information on local government activities and decisions (rules, standards, procedures) made by government officials	2	4	2	2	2	4	2	2	1	1	2	3	1	-	3	2	-	-	1	-	4	1	1	-
4	Information on local government activities and decisions (rules, standards, procedures) made by	1	3	1	1	1	1	1	5	3	2	3	4	2	2	2	-	1	1	2	-	2	1	1	-

	government officials are fully intelligible, clear to you																								
5	At any time you can attain information on the budget, funding and finances of your local government	1	3	2	-	1	2	-	2	1	-	4	4	2	2	-	2	1	1	2	1	4	2	2	1
6	At any time you can get information from the local government and government institutions	1	4	3	4	4	2	1	2	1	2	2	3	1	2	3	1	1	-	-	-	2	-	1	-
7	You can freely get any information regarding budget and financing from the local government and government institutions	1	3	3	1	-	-	1	-	-	3	2	7	5	-	1	1	2	-	2-	-	2	3	1	1
8	You can freely get any information from the local government and government institutions	-	3	-	2	2	1	2	3	2	2	2	3	1	1	3	2	1	-	2	-	4	3	1	-

N o.	Question	“Lunch” programme in a secondary school																							
		Strongly agree				Moderately agree				Agree				Moderately disagree				Strongly disagree				Undecided /no answer/			
		Parents, students		Government official		Parents, students		Government official		Parents, students		Government official		Parents, students		Government official		Parents, students		Government official		Parents, students		Government official	
		1 st phase	2 nd phase	1 st phase	2 nd phase	1 st phase	2 nd phase	1 st phase	2 nd phase	1 st phase	2 nd phase	1 st phase	2 nd phase	1 st phase	2 nd phase	1 st phase	2 nd phase	1 st phase	2 nd phase	1 st phase	2 nd phase	1 st phase	2 nd phase	1 st phase	2 nd phase
1	Strongly agree with the statement that all activities of government institutions should be made transparent	4	6	3	6	4	-	2	2	2	3	1	2	-	-	1	1	-	-	-	-	-	1	2	-
2	Citizens should be fully informed on all activities of the government in order to take part and monitor its	2	4	1	3	5	3	3	3	2	2	1	2	1	-	2	-	-	-	-	1	1	-	3	1

	operation																								
3	At any time you can fully access information on local government activities and decisions (rules, standards, procedures) made by government officials	2	2	-	4	3	1	4	-	3	3	1	1	1	1	1	2	1	1	2	1	-	2	2	1
4	Information on local government activities and decisions (rules, standards, procedures) made by government officials are fully intelligible, clear to you	3	-	3	4	3	4	4	1	4	2	-	2	-	1	1	1	-	-	-	-	-	3	6	1
5	At any time you can attain information on the budget, funding and finances of your local government	1	-	2	3	3	2	-	-	4	3	3	2	1	-	3	1	1	2	1	3	-	3	2	-
6	At any time you can get information from the local government and government institutions	2	-	4	6	2	2	-	-	5	2	3	1	-	3	-	1	1	-	1	2	-	3	2	-
7	You can freely get any information regarding budget and financing from the local government and government institutions	-	1	1	3	5	3	2	1	-	3	1	3	1	1	1	-	1	-	1	3	-	5	4	-
8	You can freely get any information from the local government and government institutions	3	-	2	4	1	3	1	2	4	3	4	1	1	1	-	3	-	-	-	-	1	3	3	-

INTERVIEW

Interviews regarding transparency were conducted and evaluated involving Governor of soum, social welfare officer in charge of soum, secondary school manager in charge of "Lunch" programme.

Question	Local Governor's Office / Governor N. Danzan/	Social welfare services /Officer O. Munkhjargal/	"Lunch" programme in a secondary school Manager A. Oyunchimeg
1	As a Governor, I am representing the government at the local level by enforcing laws and government resolutions as well as providing active and efficient services to the people and better livelihoods through supporting economic and social growth.	Implement activities related to social welfare and family development in accordance with the law	Secondary school in honor of Tserendorj Sh. in Uvurkhangai amag's Gushin Us soum provides elementary and secondary level education
2	It is crucial for any government organization to be transparent. Transparency leads to better understanding between citizens and the government as well as strong respect between the two, through which development of the country is achieved. Therefore, such transparency initiatives should start at primary level, in soums and bags and should expand to the national level.	Strongly agree	Strongly agree that government activities should be transparent
3	By maintaining transparency of activities in the soum, citizens won't have to face issues of misunderstanding or uncertainty, therefore transparency contributes to the growth and development of the soum. Transparency of all government activities will lead to a stronger trust in the government, discrimination by political party membership will decrease and creation of better livelihoods on the basis of existing resources will be achievable.	Citizens will know the law and it will be easier to provide services for them	Transparency of government activities at soum level will create a better understanding of government activities and services
4	Governor's Office of soum. Because officers of the Governor's office are better informed about the strategic policies of government organizations, therefore can serve actively, accessibly and on the non-discriminatory basis.	Was not before, however now information on activities of the local governor's office is displayed on the board.	Kindergartens and secondary schools provide the most transparent services in soum. Services are open to the customers and information provided on a regular basis. Also we are becoming better informed about the activities of the local Governor's Office.
5	Due of the lack of sufficient resources and technologies it is difficult to disseminate information to distant places	No difficulties	Transparency of finances and human resources of our school is sufficient.
6	To incorporate criteria set in the Government resolution No. 143 into internal procedure rules of the soum governing organizations, work plans and strategic plans. Duties and activities of a government officer should be made transparent and open to citizens. Provide up to date	All information made transparent and advocated at meetings and gatherings	All information regarding finances and services of our school is placed on the board

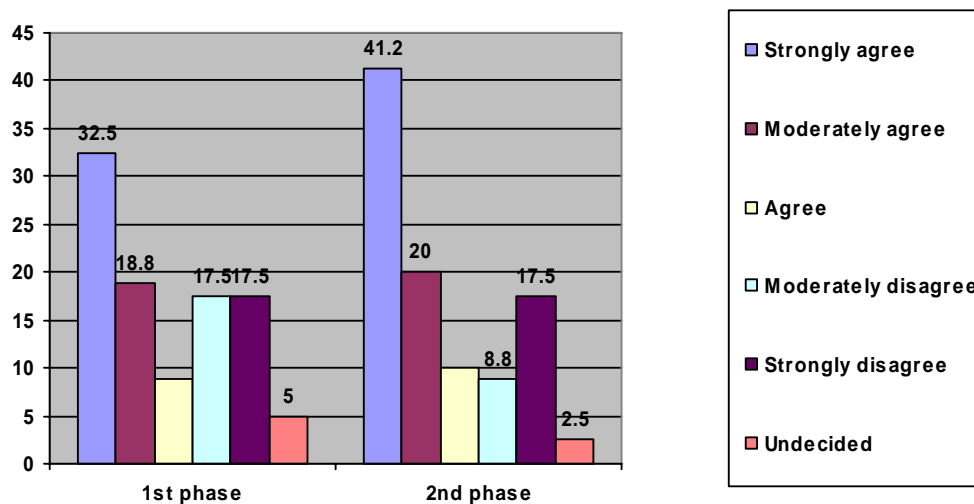
	information through media. Maintain citizens' participation in implementing government activities. Support monitoring of government activities by non-government organizations and make the final evaluations accessible to the public. Incorporate suggestions and proposals by public into the decisions made by government organizations.		
7	Effective policies, planning and their implementation	Regularize its activities	-
8	Officials of the governor's office should pass the selection process, after which a recommendation is issued from the branch of aimag's government committee. Other government service employees are hired and fired according to the internal rules of their organization.	No difficulties	-
9	Government organizations should develop a 5 year plan on their human resources policy and make it transparent. Vacancies should be advertised through all available channels and selection should be competitive and merit based.	No relation	-
10	Government organizations should be provided with conditions for developing an open and effective human resources planning.	No relation	-
11	There are no difficulties in making budget and finances transparent to citizens.	No difficulties	-
12	There are many sources to maintain transparency of budget and finances, including media, press, brochures, seminars, monitoring by governmental and non-governmental organizations.	No difficulties	-
13	Government organizations should follow respective rules, procedures and laws in allocating the budget and report the expenses on a monthly basis to the public. Further monitoring and evaluation of budget will strengthen the transparency.	If laws are in force then there are no difficulties in providing welfare and pensions.	-
14	There are no difficulties in making procurement processes of government organizations transparent to the public. Majority of competitive biddings, tenders are organized by the local Governor's Office.	No relation	-
15	Citizens should be given accurate information on the procurement of goods and services by local government funding.	No relation	-
16	-	No relation	-

Four: RESULTS

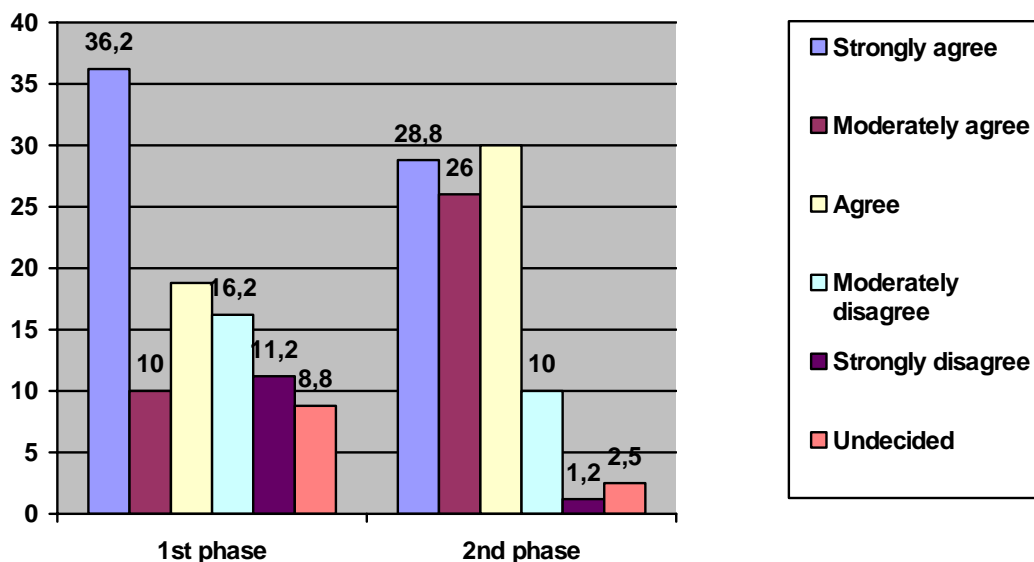
The observation survey take from government officials, parents, students indicate that the level of transparency of government organizations has grown due to various activities, including posting information on the board etc. Thus, as a result of the monitoring the implementation of Government resolution No. 143 became more evident.

New resolutions, rules and procedures issued by the parliament, government should be posted on time and changed on a regular basis in order to further strengthen transparency of information related to implementation.

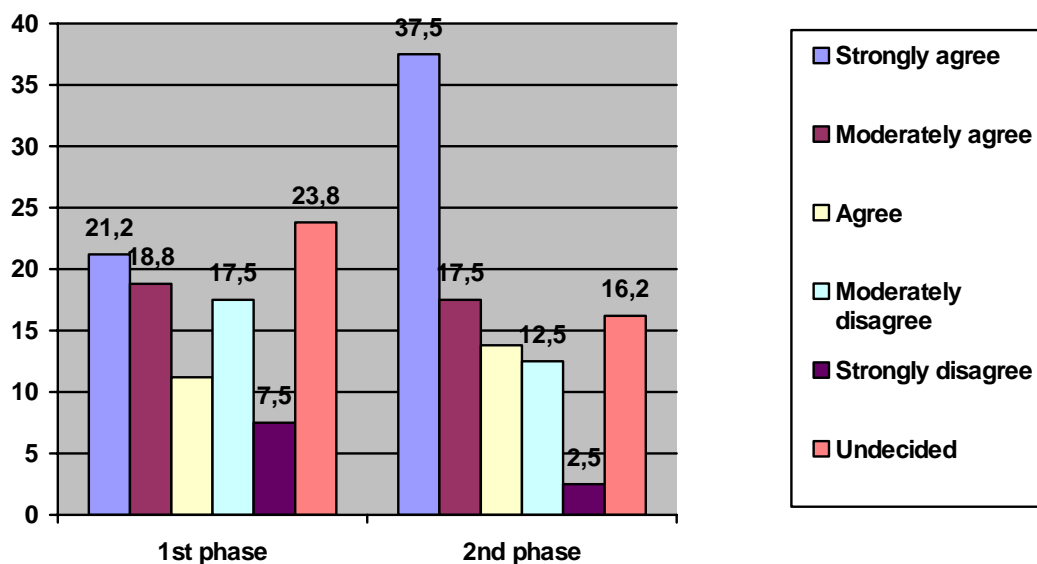
Public survey on transparency of Social Welfare Services of Uvurkhangai aimag's Guchin Us soum /graph/



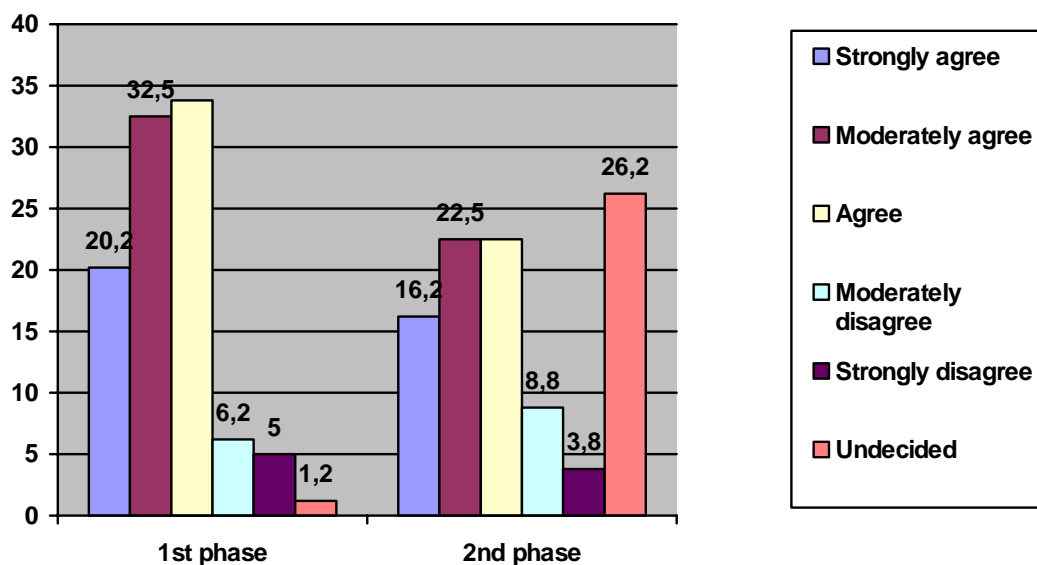
Survey taken from government officials on transparency of local Governor's Office /graph/



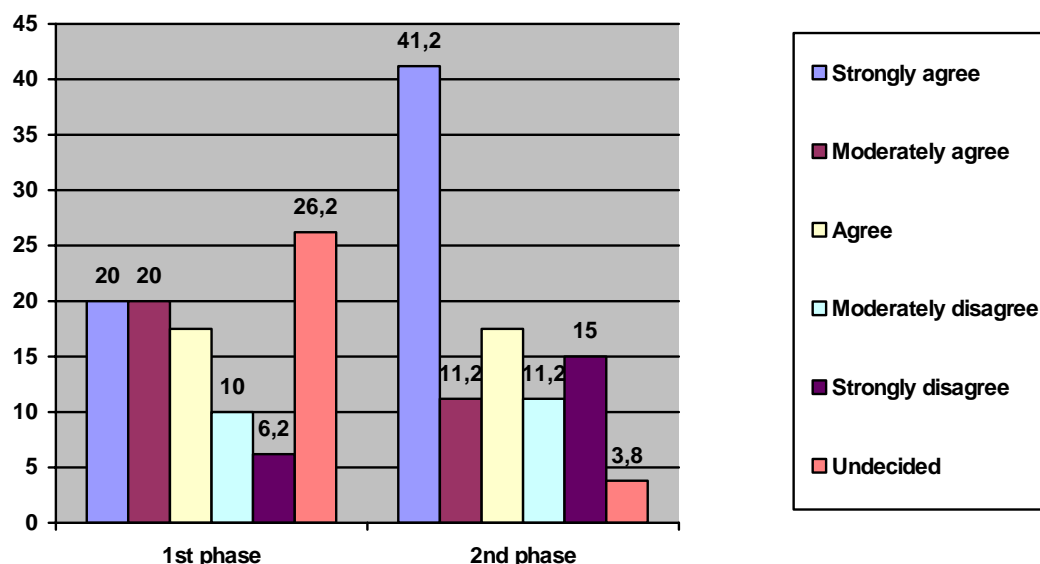
Public survey on transparency of local Governor's Office /graph/



Survey taken from parents and students on "Lunch" programme in secondary schools /graph/



**Survey taken from government officials on “Lunch” programme in secondary schools
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Five: CONCLUSION

In the framework of implementation of Government resolution No. 143, monitoring was conducted in the local Governor’s Office, Social Welfare Services and “Lunch” programme in a secondary school. As a result, above organizations increased the transparency of their activities by posting information on the board for public.

It is also observed that information accessibility and transparency have increased, namely the transparency of government services rose to 81.7 per cent, human resources 100 per cent, finances 28.6 per cent, procurement of goods and services 62.5 per cent, transparency of social welfare services rose to 38.5 per cent, transparency of “Lunch” programme in secondary schools 25 per cent, finances 14.3 per cent, procurement of goods and services 25 per cent.

Advocacy and education related activities of citizens living in distant areas on the Government Resolution No.143 also need to be implemented through Citizens’ Khurals for increased transparency and access to information.

Lack of information and work on educating the public on resolutions, decisions issued by the parliament, government creates difficulties in implementation.

Six. RECOMMENDATION

Results of the monitoring were discussed at the monitoring team meeting on 15th of February, 2001, during which report was compiled and recommendation issued.

Implementation of Government resolution No. 143 was improved as a result of the monitoring and the monitoring team developed further recommendations for heads of government organizations, managers on continuing work on strengthening transparency.

It was recommended to provide and update information for citizens on a regular basis on resolutions, decisions, budget and finances, procurement as well as ensure and monitor its implementation.

It is also worth noting that despite the failure to include production costs in providing lunch for students, school administration is effectively tackling the challenges and continuing the programme.

Observation, survey, interview formats need to be done in an understandable way, so that opinions and suggestions of the survey participants will be fully incorporated and comprehensible.