THE MANOFF GROUP

Democracy and Governance Behavior Summary

Factors

	YOUR BEHAVIOR SUMMARY	
BEHAVIOR BUNDLES	**Conflict**	**Governance and Accountability**
	★ P4.1: Citizens in conflict-prone areas adopt mechanisms, to prevent and respond to conflict	★ G4.2: Citizens participate in free, fair and transparent electoral processes at all levels
	★ P4.2: Peace actors improve institutional collaboration and resource allocation	★ G4.3: Citizens demand quality public services
		★ G4.1: Citizens participate in local governance

FACTORS

STRUCTURAL

Accessibility: Lack of tailored mechanisms and platforms
P41 P42

Availability: Lack of strong institutions to support citizens
P41 P42

Resources: Inadequate financial and technical resources
G43

Services: Lack of reliable and trustworthy services
G43 G42

Structures: Weak and dysfunctional sub-district structures
G41

Technical Competencies: Lack of engagement and capacity to perform effectively
G41 P41 G43 P42

SOCIAL

Community Support: Desire to engage with trusted leaders and assemblies
G41 P41

Norms: Feeling that conflict is "just a part of life"
P42

Women: Lack of involvement by women
P41 G42 P42

INTERNAL

Information: Lack of formal mechanisms for information and debate
G42

Information: Insufficient information on process
G41 P41 G42 P42

Perceived Benefits: Belief that they and their vote don't matter
G41 G42

Skills: Lack of confidence and skills in conflict prevention and mediation
P41 P42

Supporting Actors and Actions

	YOUR BEHAVIOR SUMMARY	
BEHAVIOR BUNDLES	**Conflict**	**Governance and Accountability**

Conflict

(★) P4.1: Citizens in conflict-prone areas adopt mechanisms, to prevent and respond to conflict

(★) P4.2: Peace actors improve institutional collaboration and resource allocation

Governance and Accountability

(★) G4.2: Citizens participate in free, fair and transparent electoral processes at all levels

(★) G4.3: Citizens demand quality public services

(★) G4.1: Citizens participate in local governance

SUPPORTING ACTORS AND ACTIONS

INSTITUTIONAL

CSOs: Galvanize citizens, especially women, to demand improved, quality service delivery
[G41] [P41] [G43] [G42]

CSOs: CSOs develop and train others in use of mechanisms
[P41] [P42]

Employers: Initiate policies and activities that promote good behaviors
[G43]

Ghana Audit Service: Delivers evidence-based audits and improve services delivery
[G43]

Local Government Actors: Transparently develop and share plans based on citizen input and feedback
[G41] [G42]

Managers: Demonstrate ability to provide respectful services
[G43]

Policymakers: Develop policies to support easy, reliable, responsive services
[G43] [G42]

Providers: Demonstrate quality, respectful client-friendly services
[G43]

COMMUNITY

Community Leaders: Provide opportunities to discuss and final local solutions to conflict preparedness
[G42] [P42]

Community women: Engage in ongoing peace activities and training
[P41] [P42]

Peace Councils/Committees: Seek and provide opportunities to discuss local solutions to conflict working with citizens
[G41] [P41]

HOUSEHOLD

Strategies

BEHAVIOR BUNDLES

Conflict

⭐ P4.1: Citizens in conflict-prone areas adopt mechanisms, to prevent and respond to conflict

⭐ P4.2: Peace actors improve institutional collaboration and resource allocation

Governance and Accountability

⭐ G4.2: Citizens participate in free, fair and transparent electoral processes at all levels

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⭐ G4.1: Citizens participate in local governance

STRATEGIES

ENABLING ENVIRONMENT

Institutional Capacity Building: Establish functioning sub-structure, including mainstreaming their role in revenue collection, making technical officers key members of procurement process, etc.
`G41` `P41` `G42` `P42`

Institutional Capacity Building: Strengthen the capacity of Ministry, technical working groups, and CSOs through training and hands on learning
`G41` `P41` `G43` `G42` `P42`

Partnerships and Networks : Cultivate private sector engagement and alliances for sharing information and engaging the citizenry, including techniques on preventing and responding to conflict
`G41` `P41` `G43` `P42`

Partnerships and Networks: Engage workplaces in the distribution of information, products and services
`G43`

Policies and Governance: Formulate, initiate, enforce policies that are client-friendly, including reforms and sanctions
`G43`

Research: Research regionally appropriate mechanisms for conflict prevention and resolution
`P41` `P42`

SYSTEMS, PRODUCTS AND SERVICES

Products and Technology: Invest in technologies that make all information accessible
`G41`

Quality Improvement: Develop citizen-centered policy and guidelines for quality services
`P41` `G43` `P42`

Quality Improvement: Develop and train local CSOs to work with community citizens
`G41` `P41` `G43` `G42` `P42`

Quality Improvement: Encourage social accountability among all staff
`G41` `G42`

DEMAND AND USE

Advocacy: Support regular citizen discussions to share evidence and identify challenges, especially among women
`G41` `P41` `G42` `P42`

Collective Engagement: Create informal, ongoing discussion and sharing forums for all citizens, including gender, vulnerable-friendly forums
`G41` `P41` `G42` `P42`

Communication: Develop community spotlights and issues packages relevant to local concerns and disseminate
`G41` `P41` `G42` `P42`

Communication: Establish regular easily accessible feedback mechanisms
`G41`

Skills Building: Conduct onsite learning by doing sessions
`G41` `P41` `P42`