Engaging citizens can contribute to development outcomes when...

Mainstreaming that is well implemented and well tracked in the World Bank Group...

- World Bank Group scales up citizen engagement mechanisms across WBG instruments
- Bank Group leverages multiple entry points at project and country levels
- Bank Group uses indicators that reflect progress in implementation
- Bank Group tracks quality and results of engagement

... of citizen engagement mechanisms that are of high quality...

- Engagement is “thick” and results oriented
- Engagement is continuous throughout the operational cycle and closes the feedback loop
- Engagement ensures inclusion of diverse voices
- Engagement builds capacity of both citizens and governments

...can contribute to development outcomes by:

- Triggering positive behavioral and relationship change (improved awareness, trust, voice, ownership, and answerability)
- Triggering positive operational change (improved community involvement, project implementation, quality of services)
- Triggering positive institutional change (improved policies, mutual accountability, country systems)

Repository of knowledge on what works, under what circumstances

Government’s ability to resolve issues; laws and cultural norms around participation; nature of political settlement

Internal conditions
- Management and staff buy-in; corporate resources; tracking systems

External conditions
- Clients’ buy-in; networking with CSOs

Bank Group teams’ capacity and expertise; incentives to pay attention to quality and results; internal coordination and knowledge management
- Project implementation units’ capacity; capacity and willingness of both state and citizens actors for engagement; societal norms around inclusion