

Global Entrepreneurship & Business Management 2019: The role of governments in enhancing social accountability- Abeer H Alkafarna- Palestinian Center for Democracy and Conflict Resolution, Jordan Abeer H Alkafarna

Abstract

Social accountability focuses on the involvement of both civil society and citizens in monitoring and oversight of the government's performance, especially in providing feedback and improving service delivery aiming to achieve an effective development. Social accountability is defined as the obligation tool of those power holders to take any real responsibility for their actions in social issues that affect varied segments of citizens to define rights and responsibilities between the governmental system and the most active organizations. As social accountability focuses on the importance of change to achieve better decisions from power holders and better response from citizens. 4 keys elements of social accountability represent on (a) Transparency, by making information available to the public and clarifying government rules, regulations and decisions. (b) Participation, citizens are able to influence decisions, policies and budgeting cycles and all government activities affecting their interest. (c) Responsiveness, the government ability and willingness to respond to citizens' needs and demands. (d) Finally, Monitoring where the citizen is enabled to follow up the conformity of decisions, provide services to the laws, regulations, and guide for services (World Bank, Nov2011. pp12-13). It is universally agreed that transparency not only serves economic purposes but also increase the opportunity to hold the government to account. It is considered one of the necessary element that enables the legislative council and the civil society to both monitor and hold the government to account. Achieving elements of social accountability requires the provision of some indicators that help to follow policies and decisions with the need to disseminate information on what has been implemented and approved.

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