What are the Service Delivery Indicators?

The Service Delivery Indicators provide a set of metrics for benchmarking service delivery performance in education and health in Africa. The overall objective of the indicators is to gauge the quality of service delivery in primary education and basic health services. The indicators enable governments and service providers to identify gaps and to track progress within and across countries over time. It is envisaged that the broad availability, high public awareness and a persistent focus on the indicators will mobilize policymakers, citizens, service providers, donors and other stakeholders into action. The ultimate goal is to sharply increase accountability for improved quality of services to the ultimate end of improving human development outcomes, along the lines proposed by World Development Report 2004: *Making Services Work for Poor People*.

The Service Delivery Indicators initiative is an Africa-wide program that collects facility-based data from schools and health facilities every 2-3 years. The perspective it adopts is that of citizens accessing a service. The indicators can thus be viewed as a service delivery report card on education and health care. Instead of using citizens’ perceptions to assess performance, however, the indicators assemble objective and quantitative information from a survey of schools and health facilities.

The SDI initiative is a partnership of World Bank, the [African Economic Research Consortium](http://www.aerc.org) and [African Development Bank](http://www.adb.org) to develop and institutionalize the collection of a set of robust measures of service delivery. The measurement of these indicators is based on survey instruments underpinned by rigorous research and embraces the latest innovations in measuring provider competence and effort. The survey instruments were piloted in Tanzania and Senegal. Kenya is the first country in which the SDI approach was implemented, using a standardized methodology, but with adaptation to each country’s context. Implementation is currently underway in Mozambique, Nigeria, Togo, and Uganda.

More information on the SDI survey instruments and data, and more generally on the SDI initiative can be found at [http://data.worldbank.org/sdi](http://data.worldbank.org/sdi), or by contacting sdi@worldbank.org.