

# INEQUAL ACCESS TO SERVICES

Outcome indicator

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## Indicator Phrasing

**INDICATOR PHRASING:** % of people in the project area who agree that access to services varies with their ethnic, racial or cultural background

## What is its purpose?

To assess the level of discrimination or exclusion within a community

## How to Collect and Analyse the Required Data

Collected as part of a survey. Typical questions could ask the extent to which respondents agreed or disagreed with the following statements:

1. In my community the gender of an individual affects their ability to access government services such as health or education
2. In my community the faith of an individual affects their ability to access government services such as health or education
3. In my community the race, tribe, ethnicity or caste (amend as appropriate) of an individual affects their ability to access government services such as health or education

For analysis a simple percentage should be taken of the number of respondents reporting that they agree or strongly agree with the statement(s). Care should be taken in deciding whether this percentage applies to just those surveyed or whether it can be ascribed to the population as a whole. This will depend on the design of the survey and whether it was a representative sample of the population.

## Disaggregate by

Gender and age group as standard but you should also include other relevant social identity markers especially those that think may be the most marginalised. You will need to think carefully about who you survey to ensure that you survey sufficient people from these groups to allow you to make meaningful deductions from the data.