



# DevLIVE: Civic Tech for Social Accountability Measure in Local Governance

Glenn Q Miranda

DILG Philippines

June 9, 2021



## What is Civic Technology?

---

In pursuing this digital citizenship, this government-citizens relationship in the online realm, civic technology functions as the **“online tool that aims to achieve improved online interaction between governments and the public”** for improved service delivery and citizens’ experience of government.



What is the definition of Social Accountability?

---

The ANSA-EAP defines social accountability as **a process of constructive engagement between citizens and government** to check the conduct and performance of public officials, politicians, and service providers as they use public resources to deliver services, improve community welfare, and protect people's rights.



The DevLive by its function is defined as a mobile Android application designed to **gather citizen's satisfaction feedback on the quality and implementation of government's local infrastructure projects.**



Visibility



Functionality



Quality



Accessibility



Timeliness



Relevance



Operations



What are the key features of DevLive?

---

**Search for nearby government projects**

**Submit satisfaction feedback**

**Works offline**

**Upload photos and videos**

**Track feedback response**

**Linked to social media**

# Integrity Measures

---

Automated  
flagging  
system

---

Geotagged photos are  
required to verify  
submitted feedback

---

To ensure validity of  
feedback, feedbacks are  
moderated and validated

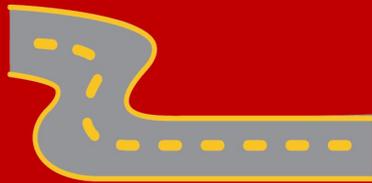
---

Citizens  
remain  
anonymous



# PHP 31.1B

worth of locally implemented projects  
in the DevLIVE system through the  
**Assistance to Municipalities  
Program**



**5,211**

*Road and local  
bridges*



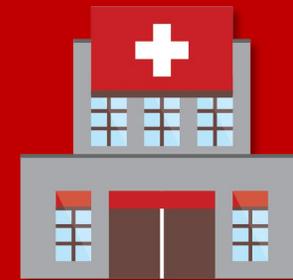
**1,331**

*Water supply  
projects*



**755**

*DRRM facilities*



**104**

*Health facilities*

# Results of Pilot run for 2019:

---

- **4,868** feedbacks generated
- covering **1,029 projects in 264 pilot LGUs**
- **2,012 citizens used the app**
- submitted **valid feedback** nationwide



**BULLETIN BOARD**

REVENUE CODE	BRGY. ORDINANCE
RESOLUTION	PAKAAMO

Maintenance Plan for Barangay Hall

**CLOSURE BOARD**

BUDGET

...WISDOM 5<sup>th</sup> PRINCESS  
**Aiza Lyn**



devLIVE  
USER GUIDE

devLIVE  
USER GUIDE

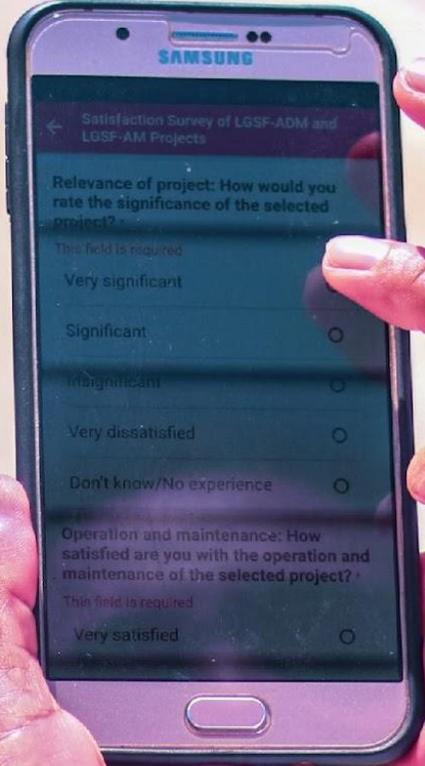
devLIVE  
USER GUIDE

devLIVE  
USER GUIDE





AN SANTO



Satisfaction Survey of LGSF-ADM and LGSF-AM Projects

Relevance of project: How would you rate the significance of the selected project?

This field is required

- Very significant
- Significant
- Insignificant
- Very dissatisfied
- Don't know/No experience

Operation and maintenance: How satisfied are you with the operation and maintenance of the selected project?

This field is required

- Very satisfied

# What people are saying?

Expression of social accountability



**4,662**  
95%



**180**  
4%



**26**  
1%



Very Satisfied and Satisfied



Not Satisfied



Very Not Satisfied

# Moving Forward:

---

On strategic tracks towards the transformation of **DevLIVE as a social accountability-focused civic technology:**

- Expansion to other local government projects that benefit the public
- Reframing the focus from 'project monitoring' to 'government service feedback'
- Incorporating LGU response in the DevLIVE app ('closing' the feedback loop)
- Transforming the DevLive into a self-customized app where enrolling NGAs can redevelop the content of the app depending on their needs.

**Thank You!**