

INDICATORS FOR A GENDER SENSITIVE APPROACH
TO WATER SUPPLY SERVICES



<i>Variables</i>	<i>Indicators and sub-indicators</i>
Effective Use	<ul style="list-style-type: none"> ▪ Proportion and nature of population using the service ▪ Degree of improvement of family water use habits
Demand-responsive Service	<ul style="list-style-type: none"> ▪ Type and proportion of contribution at the time of establishment of service, by men and women, rich and poor ▪ User voice and choice in planning and design, by men and women, rich and poor ▪ Satisfaction of user demand for men and women, rich and poor ▪ Ratio of user-perceived costs-benefits for men and women, rich and poor
Division of Burdens and Benefits	<ul style="list-style-type: none"> ▪ Division of skilled/unskilled and paid/unpaid labour between men and women ▪ Cost sharing/contribution sharing between and within households for construction and operation and maintenance ▪ Division of functions and decision making between men and women, rich and poor
Participation In Service Establishment	<ul style="list-style-type: none"> ▪ Degree of informed decision making by men and women on: <ul style="list-style-type: none"> - Service initiation - Choice of technologies and service levels - Location of facilities - Choice of local service management organisation - Choice of local maintenance system ▪ Type and proportion of contribution between men and women ▪ Local monitoring and control between men and women ▪ Type of management skills created among men and women
Institutional support for gender and poverty-sensitive, demand responsive participation	<ul style="list-style-type: none"> ▪ Indicative strategy as reflected in service objectives, implementation strategies and project performance criteria ▪ Sex and class disaggregated planning and monitoring systems in operation ▪ Expertise as reflected in the type of agencies involved, field teams, and team approach ▪ Capacity building, managerial support, and staff performance incentives
Policy Support for Gender and Demand-responsive participation	<ul style="list-style-type: none"> ▪ Degree to which national sector strategies are present to guide the achievement of the policy goals and lay down community participation and management; gender sensitivity and gender equity; and demand responsiveness