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# Rethinking Social Registries in the face of multiple crises

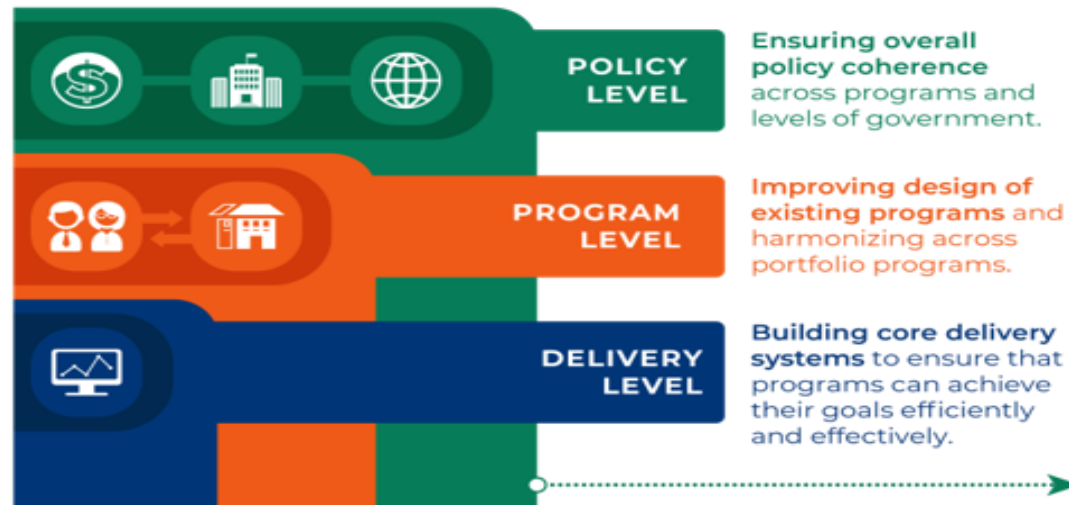
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May 2024



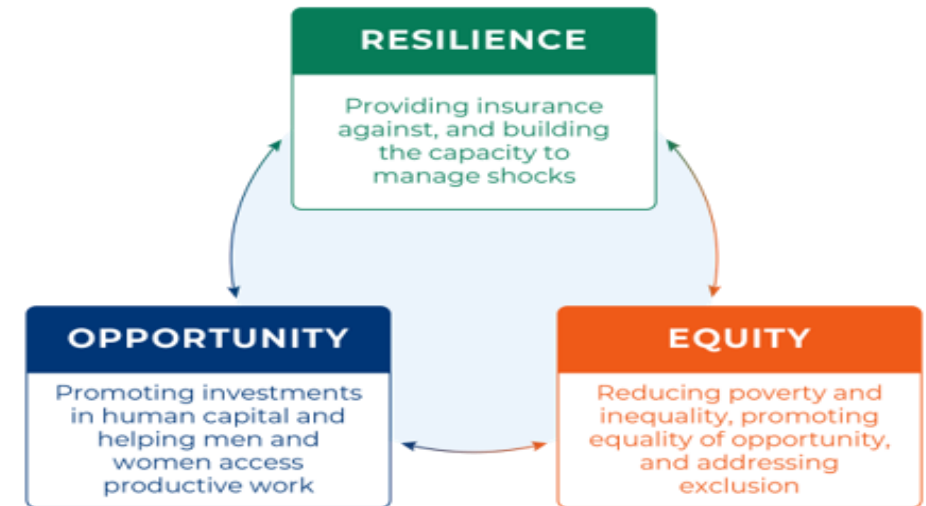
# Systems approach to social protection at the center, aiming to strengthen coordination and integration at all levels

Need to think about Social Protection Systems at three levels to achieve three goals -

Countries need to move from fragmented approaches to integrated SP systems



SP aims to achieve three goals



Policy Level: Coherent vision for the SP system

- Social protection programs need to work together as a system of complementary, integrated initiatives



Program Level: Reduce Fragmentation and improve coordination

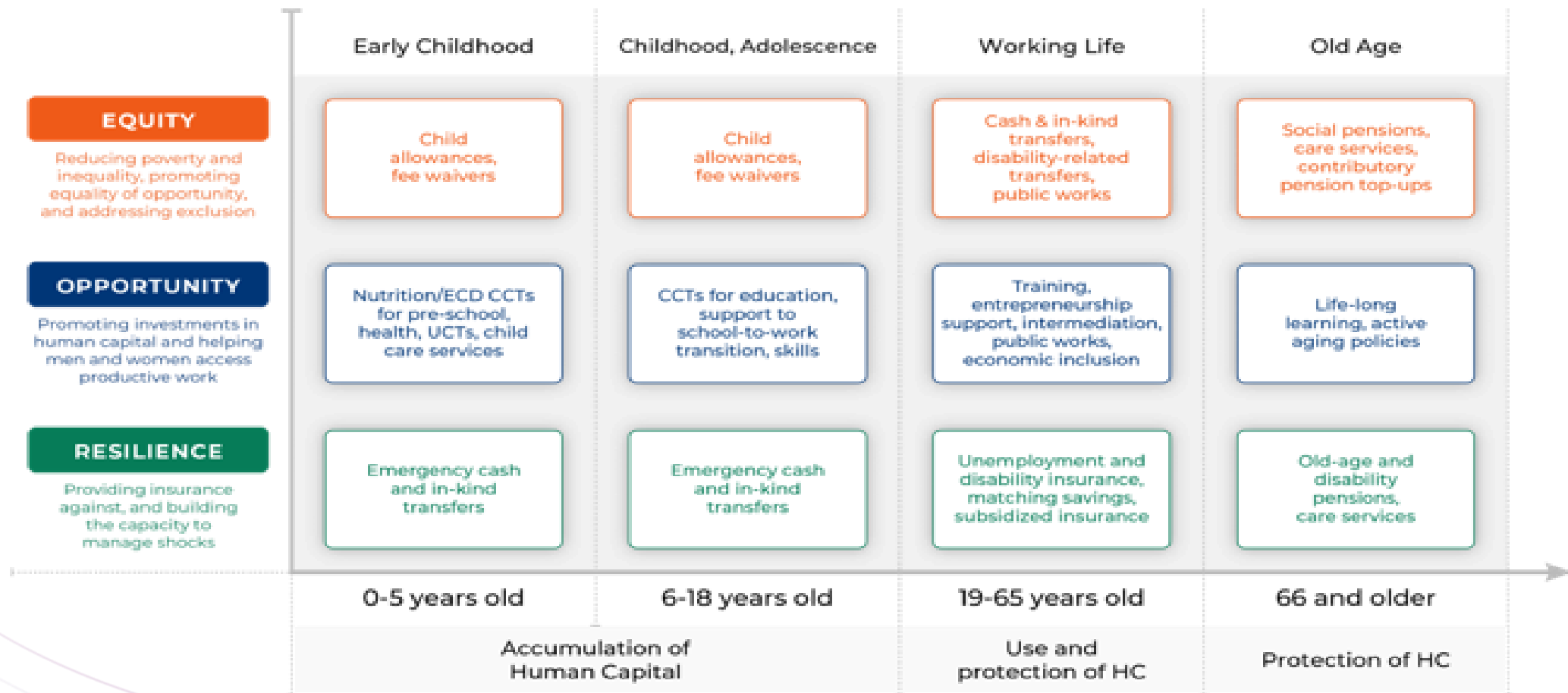
- Improve the design of existing programs and harmonize objectives



Delivery Level: Support broader systems agenda

- Enable efficient and effective provision of social protection programs

## People have many needs - Countries offer a myriad of programs across the life-cycle which may lead to fragmentation



With **fragmentation** across multiple programs intake & registration for programs can be costly...

for people



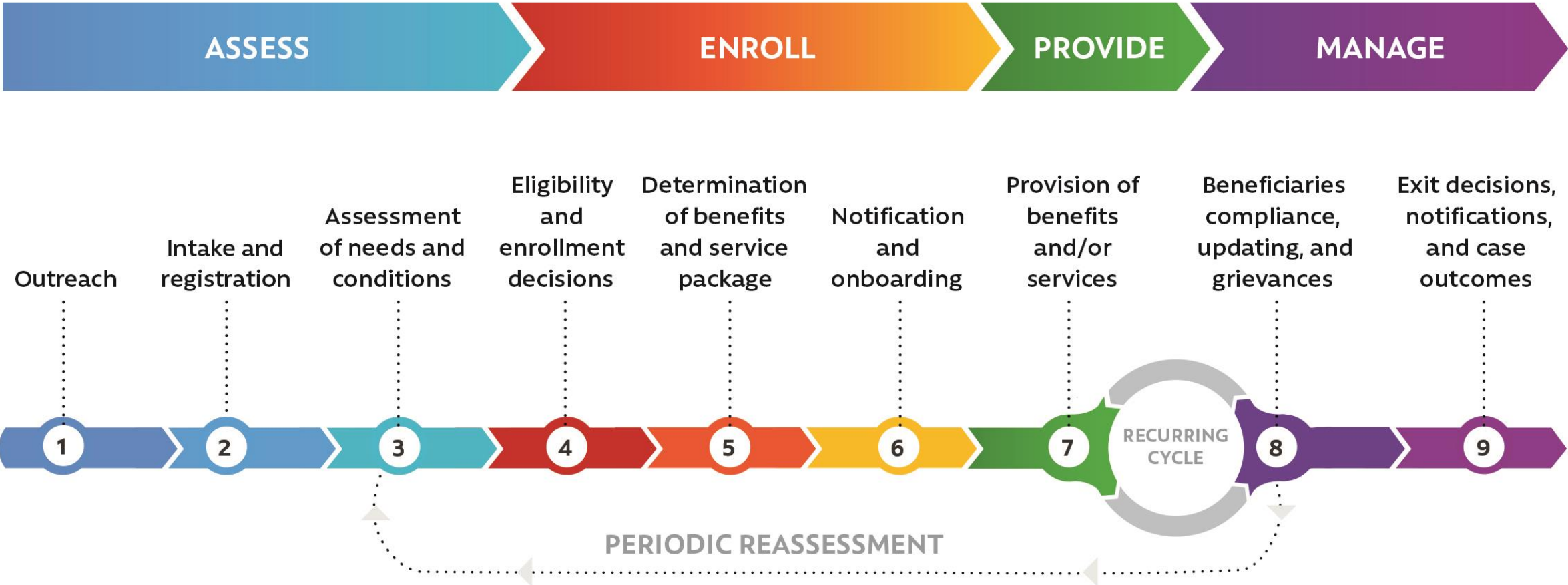
for government agencies



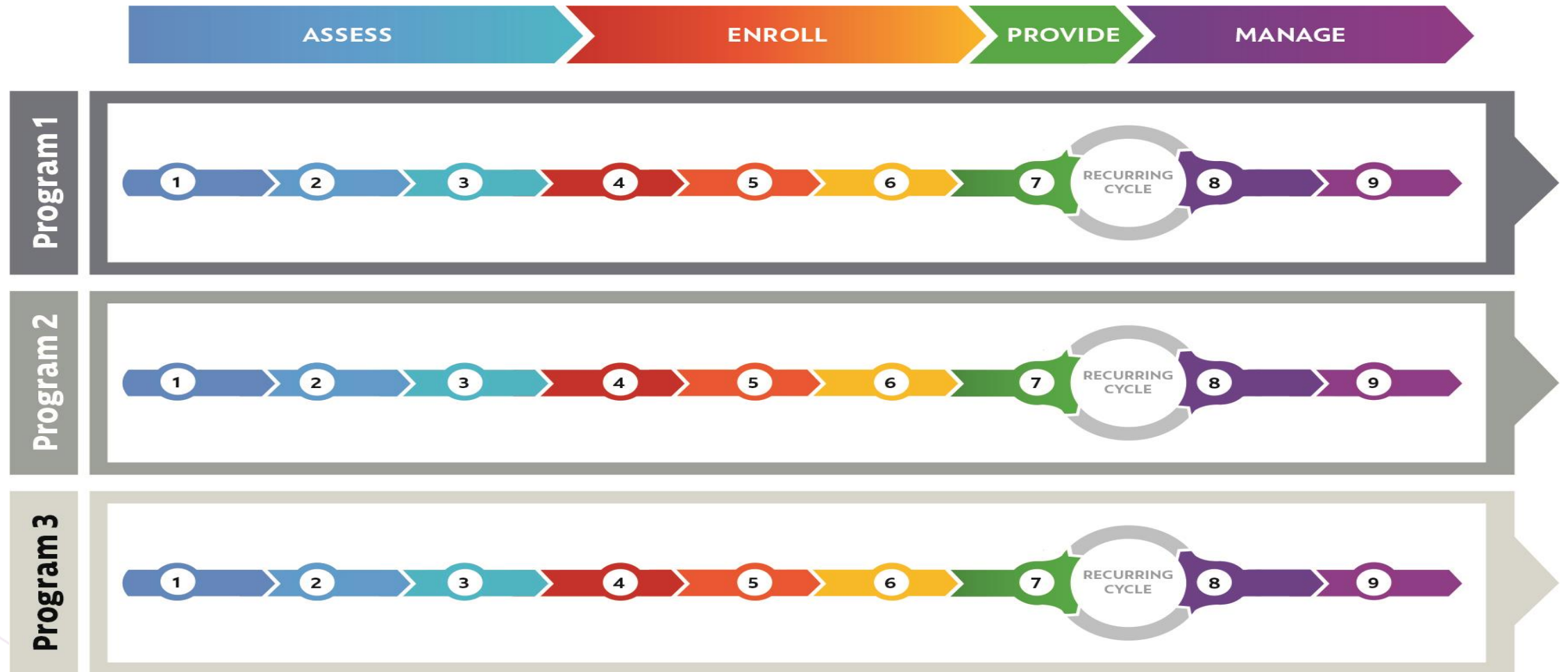
- For people it would mean going to a lot of offices, waiting in long lines, providing the same documents over and over
- For governments, it can mean inefficiencies, wasted resources and duplication of processes



Diverse benefits & services pass through similar implementation phases along the **Delivery Chain**

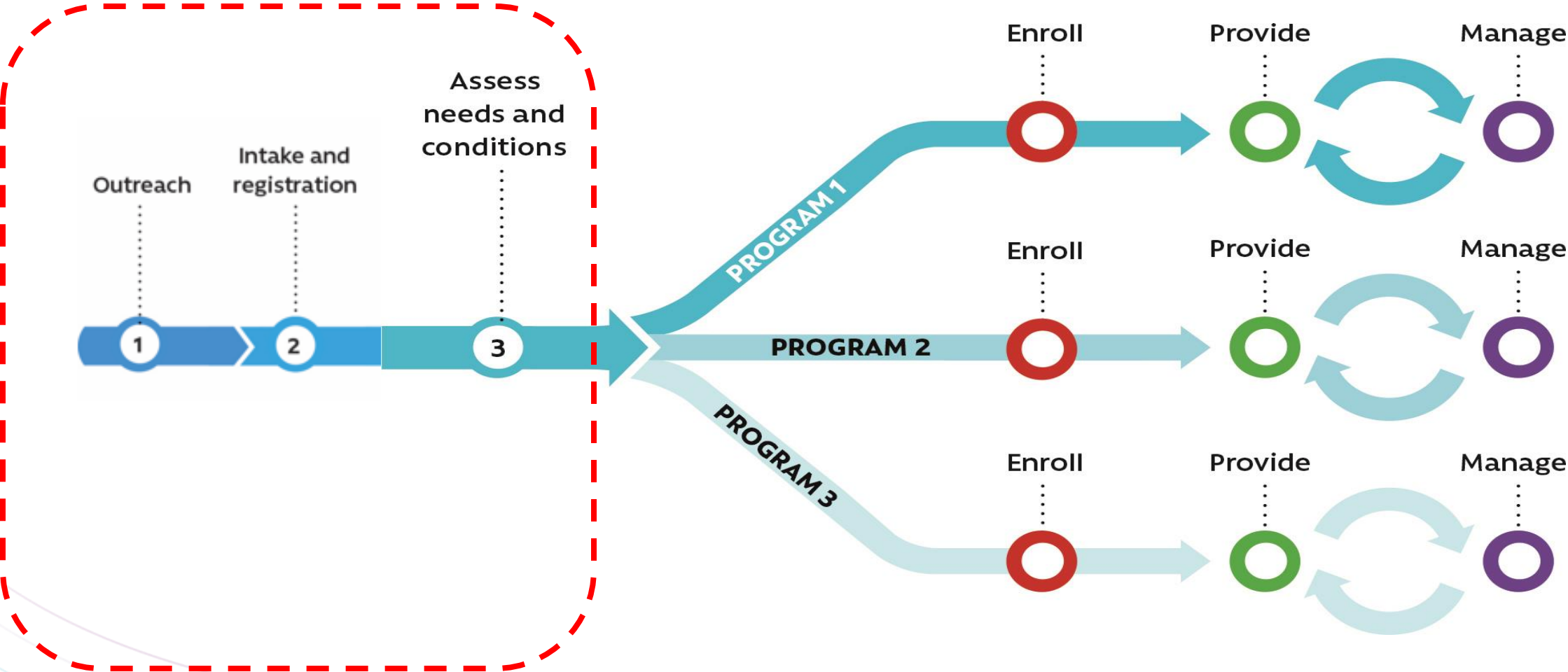


With many programs, complexity multiplies.....**coordination** becomes challenging



What if we reduce that complexity and combine different phases....

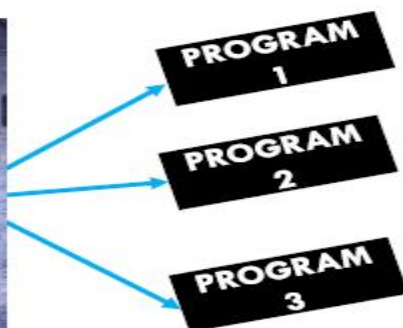
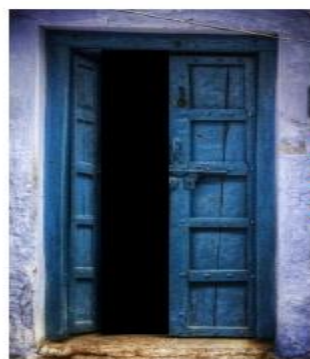
Social Registry





This could create important **efficiencies**...

for people



for government agencies



- People can apply for multiple benefits and services through a common application
- Administrators and government agencies can pool resources on the front lines through common intake & registration; and in the back-end social registry systems can integrate information for better quality; accuracy; efficiency, and savings in administrative costs

## A key feature of Social Registries is the degree to which they support **dynamic inclusion**

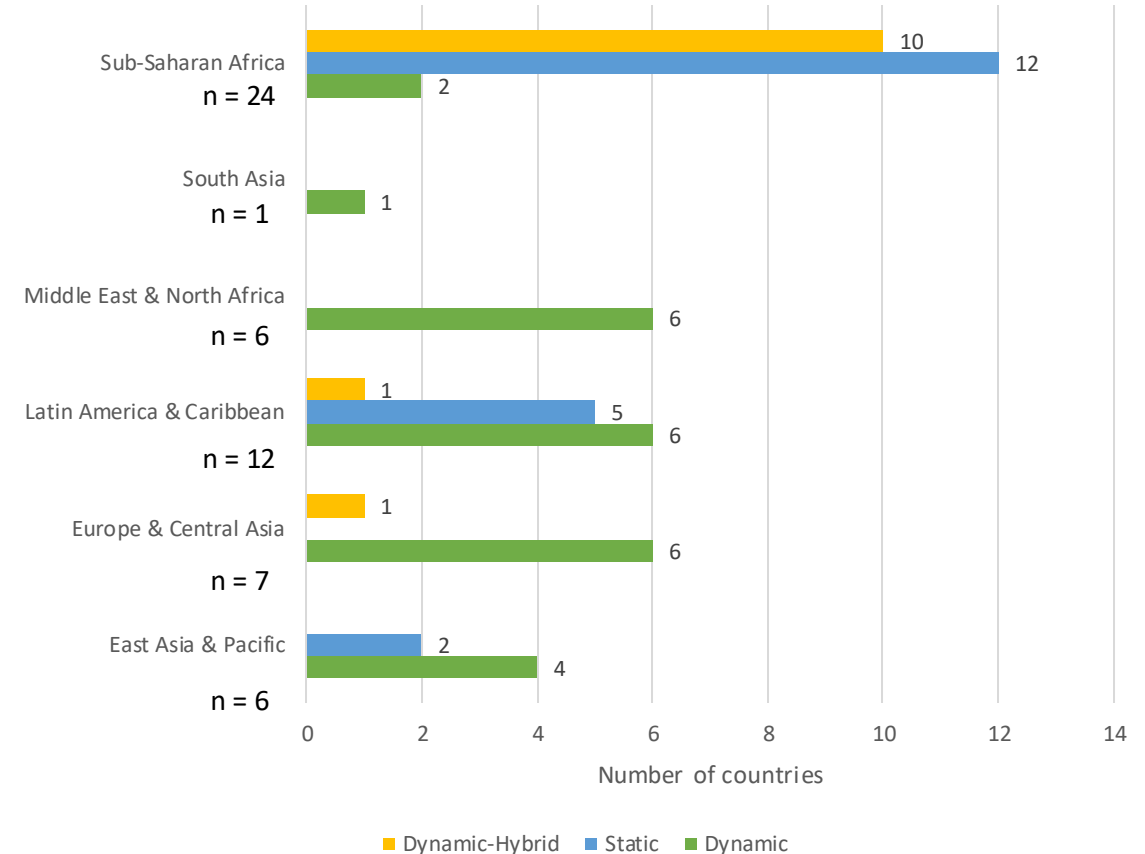
- The window **is open for registration and continuous:**
  - Usually with on-demand applications
  - And ideally with simple “user-friendly” intake, registration, and updating procedures
- Dynamic registries are Interoperable with other administrative to contribute to updating their data
- Dynamic registries play a crucial role in **adaptive social protection** by enabling governments to respond more efficiently to various shocks, thanks to the up-to-date information they contain.
- Also relevant for:
  - **progressive realization of universal social protection:** anyone who needs social protection can access it at any time



## But not all Social Registries are **dynamic**.....

- Many countries operate **social registries with “fixed lists”** of applicants and beneficiaries
  - Often via en masse registration waves every 3-8 years
  - **Registration “closed”** in interim years
- But, with these **“static systems,”** the risks for **errors of exclusion and inclusion increase over time** as information becomes out of date
- Static Social Registries is a **common “starting point”** and it can make sense in countries with:
  - Limited administrative capacity – particularly with lack of a network for citizen interface
- Important to the **vision for integrated, dynamic social registries** and take steps to towards that goal

Method of updating data for social registries across regions



Source: World Bank Global Database of Social Registries

*Dynamic-hybrid refers to a combination of en-masse updates as well as on-demand registration (e.g., countries such as Kenya, Uganda, etc.)*

# Coverage of Social Registries Globally

As % of individual population covered

Sample average  
(n=62) = 41%

EAP (n = 7)  
46%

ECA (n = 7)  
55%

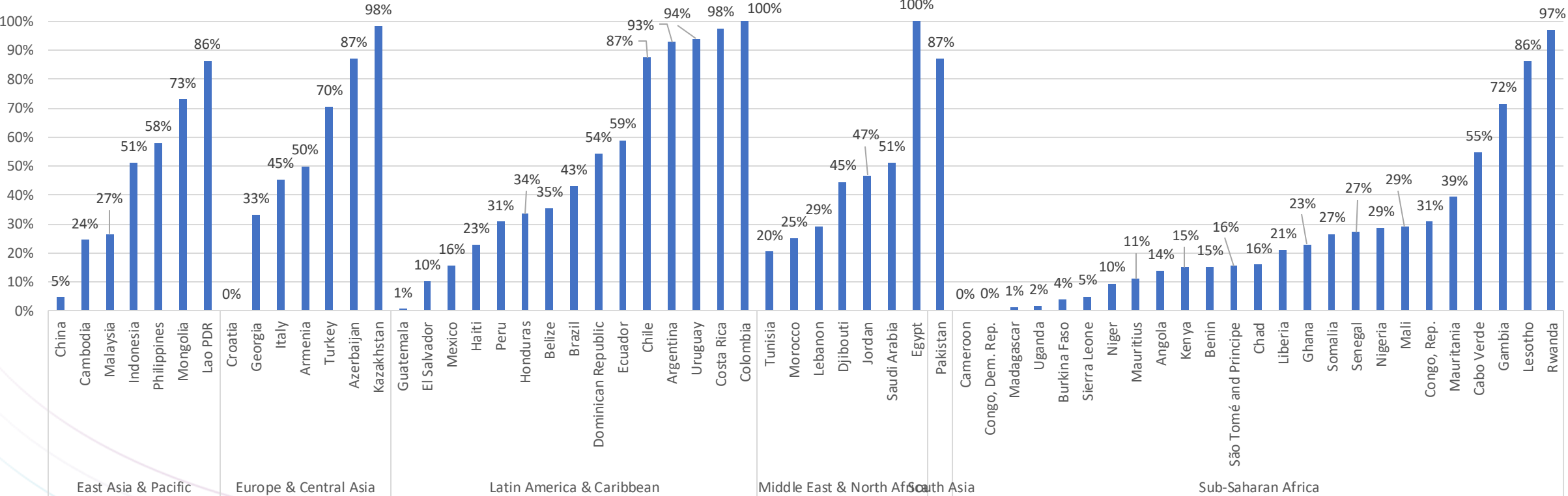
LAC (n = 15)  
52%

MNA (n = 7)  
45%

SAR (n = 1)  
87%

SSA (n = 25)  
26%

Social Registry Coverage across countries (latest available data)



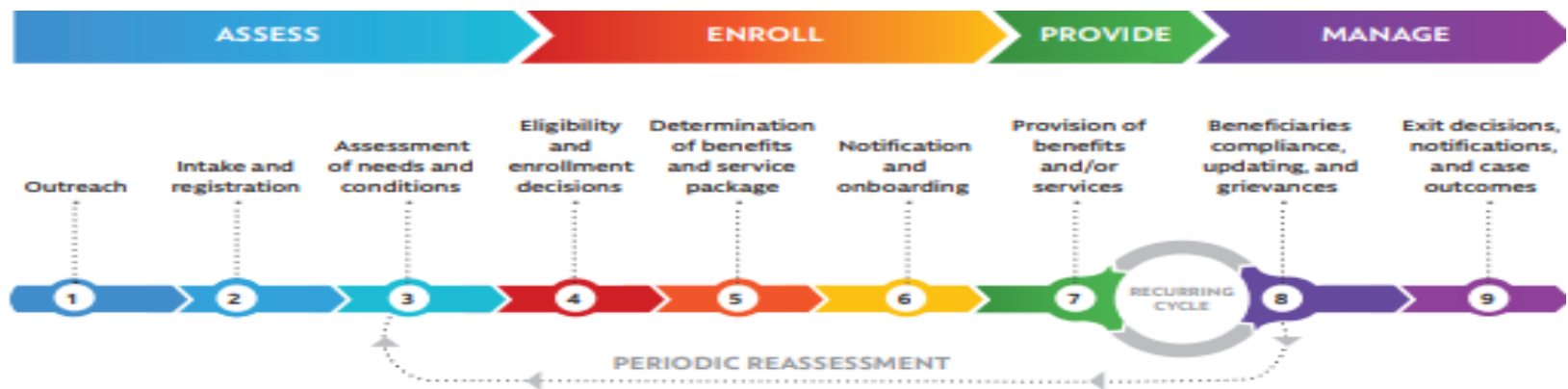


# Social Registries are national investments as high impact digital services allowing for a multisectoral approach





# Need to continuously review the effectiveness of the registry and impact of programs, and adapt to make improvements



## Communications and outreach to build awareness is critical

- Ensure intended populations and vulnerable groups are **informed and understand the interventions**, and are willing to engage, apply, and provide information.
- Focus on program information, **core messages**, and communications and use “**active search**” tools

## Governance and accountability and M & E

- **Strengthening grievance redress mechanisms (GRMs)** is critical for reducing exclusion as well as for monitoring all aspects of service delivery and governance.
- Providing beneficiaries with **a voice in the program’s management** giving beneficiaries/others capacity to provide positive/negative feedback to program administrators to reinforce good delivery practices
- **Monitoring & Evaluation** through spot checks, third-party monitoring, etc. help support learning and improvements



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# THANK YOU

Countries do not build social registries in a liner fashion and **initial conditions** and existing ecosystem matters -

