



OGP LISTENING TOUR

December 2022 – February 2023

OVERVIEW

The United States U.S. Agency for International Development Mission to Morocco (USAID/Morocco) partnered with Happy Smala, the International Republican Institute (IRI) and the National Democratic Institute (NDI) to conduct a listening tour that will hear from local actors directly regarding their priorities, needs, and aspirations for strong, transparent, and open government.

The Listening tour aimed to understand how national and regional OGP commitments translate into changes in the everyday lives of vulnerable populations, and to gain a clearer perspective on their priorities and recommendations for future actions. The tour collected qualitative data and insights from Tangier - Tétouan - Al Hoceïma, Beni Mellal - Khénifra, Tetouan Commune, as well as the Souss Massa and Oriental regions in order to understand the impact, perceptions, good practices, and areas for improvement emerging from Morocco's OGP commitments with the objective of informs USAID's design of future programming in support of the OGP process.

METHODOLOGY

The Listening Tour was designed to facilitate conversations with segments of the Moroccan population that are rarely consulted regarding policymaking or actions supporting policies, notably women, youth, people with disabilities (PWDs), and other socially and economically disadvantaged groups.

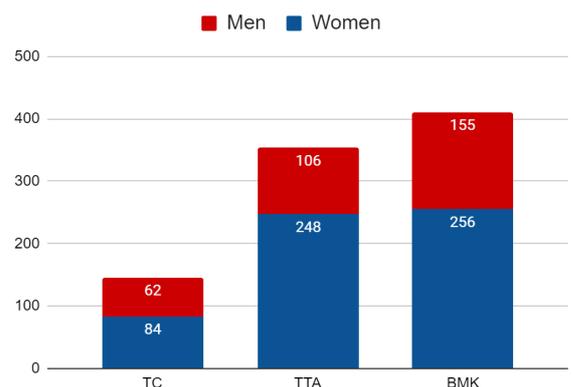
Specifically, the listening tour enabled USAID/Morocco to develop a deeper understanding of:

- Does/how does Morocco's participation in OGP (both at the national and sub-national levels) resonate with citizens, and especially marginalized and vulnerable populations? Does progress on OGP national and regional commitments result in perceived or real changes in daily life for these groups?
- What is important to marginalized and vulnerable populations with regards to stability, transparency, and open government?
- How might OGP play a stronger role in advancing local priorities for stability, transparency, and open government? Where is civil society willing to engage, and how can the government create the enabling environment for greater participation from marginalized and vulnerable groups?
- What approaches should USAID, GOM and OGP actors and stakeholders adopt to ensure Morocco's OGP commitments have material benefits for Moroccan citizens, especially among the most marginalized?

RESULTS

Between December 2022 and February 2023, the research teams conducted a total of 63 focus groups, 59 interviews totaling 911 participants (588 Men + 323 women) across Tangier - Tétouan - Al Hoceïma, Beni Mellal - Khénifra and Tetouan City. Participants included both urban and rural populations, aged 18-76, with levels of education varying zero formal schooling to advanced degrees.

Gender Distribution by Region



KEY FINDINGS & RECOMMENDATIONS

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OGP Awareness



- Economically disadvantaged women living in an urban area are largely not familiar with OGP.
- Women feel that OGP is a way for the government to work on what it has not achieved and close the gap between men and women.
- linguistic / ethnic minority (LEM) people living in rural and urban areas are largely unfamiliar with OGP.

- Make OGP accessible to vulnerable and marginalized populations. OGP can reestablish trust between government and people.
- Traditional local media including print media and television should be empowered to report on OGP and local projects.
- Train civil society activists and administrative staff on OGP and ATI.
- OGP local branches need to be launched to help local communities rise.

Access to Information



- Lack of awareness of the right to access to information (ATI).
- Information is inconsistent or incomplete and contingent on political/CSO/network affiliations.
- Centralization of information in Rabat/Casablanca.
- Corruption is widespread, even to access basic information.
- Ability to access information depends on the willingness and skills of government employees.
- Overwhelming number of e-government platforms to access information can be confusing.
- Unequal access to information (PWDs).
- Lack of information available to people living in remote rural areas.

- Adopt additional channels (official, social media, local media) to answer everyone's needs in terms of ATI.
- Raise awareness of officials of current laws and procedures.
- Raise awareness about Law 31-13 on access to information.
- Establish access to information desks.
- Expand access to information on public spending and budgets.
- Launch of a unified e-government platform to access the information

Quality of Public Services



- Disadvantaged groups see public administrations (PA) as time-wasting and lacking in guidance.
- Officials leverage ignorance or illiteracy to incite corruption.
- Access to Health is low and prone to corruption.
- Physical, informational, cultural & communication barriers prevent access to public services.
- Unequal access to public proximity services.
- Administrative procedures are complex and difficult to navigate.
- Sometimes information from misinformed government employees can mislead citizens.
- Rural youth feel frustrated by their interactions with government employees and feel there is an accountability problem.

- Ensure accessibility of services to PWDs through provision of equipment (Braille printers), PWD services (sign language), unification of sign language, use of visual signs, and improve physical accessibility of facilities.
- Proactive publication of information related to funding and ongoing communal participatory meetings.
- Fighting corruption across public administrations
- Reform the public health care system.
- Respect and provide guidance for disadvantaged groups on public services.
- Simplify, provide clear guidelines, and shorten processing time for public services.
- Deal with citizens with humanity and respect their dignity.

Citizen Participation



- Lack of awareness of current mechanisms for citizen participation.
- Political/network influence limits citizen participation.
- Citizen participation mechanisms collect information, but don't provide follow-up or transparency regarding use of information.
- Consultative bodies are most likely to operate as opposition mechanisms rather than providing input and advice.
- Low participation of women in decision making and public policy.
- Youth are concerned that new projects are launched without completing the monitoring and evaluation process around old projects.

- Promote awareness about citizen participation among citizens and officials.
- Provide training on mechanisms of citizen participation (ex: the role of consultative bodies).
- Improve representation in the composition of consultative bodies.
- Use innovative forms of communication to motivate women and youth to participate.
- Train government employees in soft skills and citizen interaction.
- Apply gender considerations in ensuring that resources allocated to PWD takes into account specific needs for women.

Digitalization



- Limited access to digital devices and the internet, especially in rural areas.
- Lack of awareness of online public services.
- Need for assistance with online services, especially for elderly and people with low digital literacy.
- Openness to use online public services such as Chikaya, Chafafiya, but low levels of trust, lack of clear tutorials, and poor understanding in regional dialects/languages.
- Unequal access to online public services (PWDs).
- Justice services are known and used successfully.

- Provide tutorials and training on how to use online public services.
- Make online public services more user-friendly and simpler to navigate.
- Promote online public services through multiple channels to reach all socio-professional categories.
- Consolidate all online public services in one place for easy reach.
- When advancing e-government, do not neglect populations who are unable to access these platforms like elderly, PWD, illiterate people, migrants, and poor people.
- Civil society should mobilize citizens to engage and inform the creation of required interactive platforms and empower citizens to access these platforms.