

Dignity Self-Assessment Tool

For organisations determining how well they affirm human dignity

Date: 26 February 2023

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Acknowledgements

We thank Mary Blair and Nakubyana Mungomba for helpful comments. We welcome further comments and thoughts to tom.wein@idinsight.org. All errors remain our own.

About IDinsight

IDinsight uses data and evidence to help leaders combat poverty worldwide. Our collaborations deploy a large analytical toolkit to help clients design better policies, rigorously test what works, and use evidence to implement effectively at scale. We place special emphasis on using the right tool for the right question, and tailor our rigorous methods to the real-world constraints of decision-makers.

IDinsight works with governments, foundations, NGOs, multilaterals and businesses across Africa and Asia. We work in all major sectors including health, education, agriculture, governance, digital ID, financial access, and sanitation.

We have offices in Dakar, Lusaka, Manila, Nairobi, New Delhi, Rabat, and Remote. Visit www.IDinsight.org and follow on Twitter [@IDinsight](https://twitter.com/IDinsight) to learn more.

The Self-Assessment tool

This tool allows you to assess how well your organisation is performing in relation to dignity best practices. It is based on the research of the IDinsight Dignity Initiative.

Users of this tool should score themselves 1-3 in each of four areas: why this program meets a priority for the served population, how your organisation manages its external interactions, how your organisation manages its internal culture and people, and your organisation's commitment to listening and learning.

We have provided guidance in the following sections for how to award scores, how to interpret the results and the next steps you might wish to take.

Area	Assessment rubric
<p>Priority</p> <p>How do you know that your service is something people in this community are calling for and value?</p>	<p>Guidance: Answers should focus not just on a need identified by outsiders, but on the expressed preferences of those this may serve.</p> <p>Scoring:</p> <p>1: Our organisation believes its work to be useful, and can identify a need for it in this community, but does not make reference to specifically expressed local demands for this service.</p> <p>2: In bringing a program to a new community, our organisation makes reference to at least one of: polling data, high quality co-design processes, or national or local governmental development plans to demonstrate that there is local demand for this service.</p> <p>3: In bringing a program to a new community, our organisation makes reference to rigorous data on preference elicitation, willingness to pay or comparison among different priorities (Redfern et al, 2021), and frankly discusses trade-offs with other priorities.</p>
<p>External interactions</p> <p>What specific and concrete steps have been taken to ensure that your organisation treats its beneficiaries in the way they would wish to be treated?</p>	<p>Guidance: Answers should refer to each of the three pathways to being respectful: recognition, agency and equality. Answers might touch on elements of program design, training given to staff, how the program is explained to new communities, principles of communications, or the structuring of relationships with partners. This section should be weighted most heavily, since this concerns your organisation's encounters with those with the least power in the development ecosystem.</p> <p>Scoring:</p> <p>1: Our organisation works hard to design good programs, but does not directly reinforce the importance of dignity or address the three pathways.</p> <p>2: Our organisation directly addresses dignity and discusses one or two of the three pathways in at least a couple of: program design, training given to staff, how the program is explained to new communities, principles of communications, or the structuring of relationships with partners.</p> <p>3: Our organisation comprehensively addresses dignity and all of the</p>

	<p>three pathways in almost all of: program design, training given to staff, how the program is explained to new communities, principles of communications, or the structuring of relationships with partners. We explicitly recognise we have further to go in this ongoing process and dedicate time to reflecting on how to improve further.</p>
<p>Internal culture & people</p> <p>What specific and concrete steps have been taken to ensure that your organisation treats its staff in the way they would wish to be treated?</p>	<p>Guidance: Answers should refer to each of the three pathways to being respectful: recognition, agency and equality. Answers might touch on hiring, performance assessment, messaging from leadership, or how organisational values are practised.</p> <p>Scoring:</p> <p>1: Our organisation makes some public commitment to diversity, but specific initiatives to address power imbalances are rare.</p> <p>2: Our organisation is actively trying to be inclusive, addressing power imbalances and including marginalised voices in the processes through which we do so.</p> <p>3: Our organisation reflects frankly and with humility on its progress and failings, and offers specifically designed steps to address the barriers faced by different marginalised identities. This is reflected in clear, fair processes and career progress towards senior roles among people with marginalised identities.</p>
<p>Listening & learning</p> <p>How do you know that you are behaving in a way that is respectful?</p>	<p>Guidance: Answers should address monitoring and evaluation, feedback or complaints systems, case management systems for specific abuses, and other tools of research and listening.</p> <p>Scoring:</p> <p>1: Our organisation's M&E system primarily collects activity data for reporting to management and donors, and rarely results in specific changes to programs. We have a feedback system in place and we meet legal requirements for case management, but these are rarely used.</p> <p>2: Our M&E system collects perceptions data from our beneficiaries, and our feedback system is widely advertised and used. We have made some ad hoc changes to personnel or practices based on our learning.</p> <p>3: We proactively measure the experiences of beneficiaries, and operate an available, well-managed and responsive feedback system for responding to individual cases. We dedicate time to reflecting on this input. We have made several alterations to programs and practices as a result of this feedback.</p>

Advice on using the tool

How to fill this out

For each category, consider the rubric carefully. Try to take the perspective of a critical external observer. Write down specific examples of actions, processes or incidents you have observed within your organisation. On the basis of these examples, note down a suggested score of 1, 2 or 3.

Interpreting your results

If your organisation scored mostly 1s, that suggests that there is a considerable gap between your practices and dignity best practices. You should consider taking rapid action, in line with the 'next steps' in the section below.

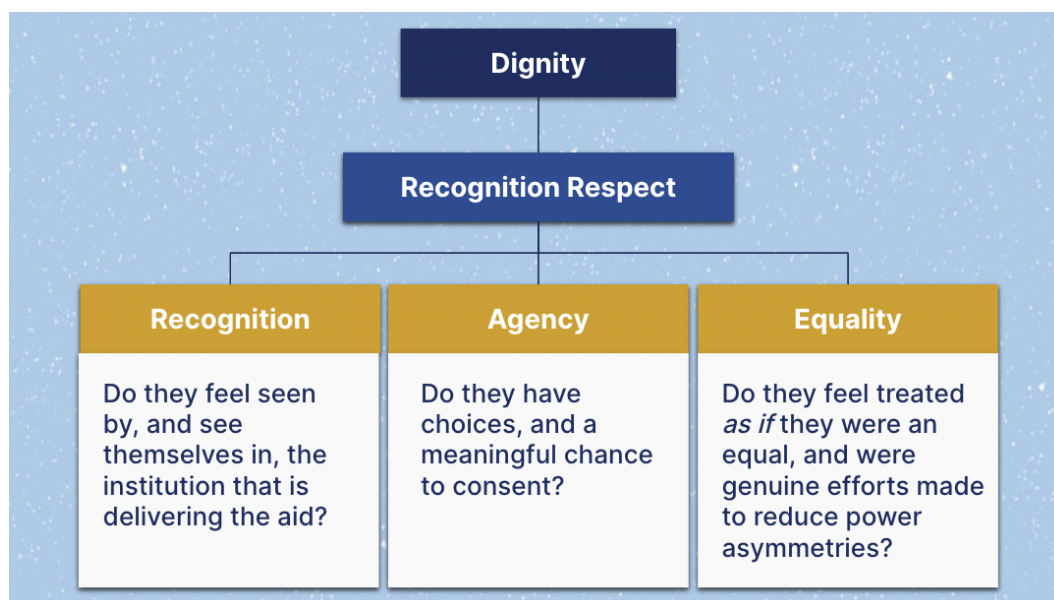
If your organisation scored mostly 2s, that suggests you are performing moderately well when it comes to dignity best practices. You should consider strengthening one or two areas to continue this journey.

If your organisation scored mostly 3s, that suggests you are performing strongly when it comes to dignity best practices. We encourage you to share your experiences with others, and sustain that work into the future.

You should pay special attention to the 'external interactions' category, which is the most important, since this concerns your organisation's encounters with those with the least power in the development ecosystem.

The three pathways

Though definitions of respect for dignity vary across contexts, we see three pathways to being more respectful that seem to recur in many situations and which are often the right places to start building respect for dignity: recognition, agency and equality. We reference these in the tool above.



What comes next?

Once you have reflected on these results, what should come next? First things first, you will want to gather some allies from within the organisation, and spend some time reflecting on these results. Lower scores might imply a need for more urgent action!

There are then a set of steps you can take in each of the four areas. We encourage you also to reach out to IDinsight's Dignity Initiative - you can email Tom Wein at tom.wein@idinsight.org. We have built resources to support you in many of these areas, which you can view [here](#). For more intensive collaborations, consider some of the activities listed below.

Measurement	Workshop	Dignity Audit	Co-design	Handbook
IDinsight's survey measurement tool (Wein, Khatry & Bhimani, 2022) is in use by programs serving almost 11m people.	The Dignity Initiative provides workshops and training to organisations seeking to reflect on dignity in their team and programs.	Dignity Audits help uncover blockages to being respectful of participants' dignity, through a qualitative evaluation of your processes.	IDinsight provides participatory co-design services to help you design improvements to processes in concert with those they serve.	In 2024, we will publish a Dignity Handbook, giving guidance on how to approach dignity at any budget level.

IDinsight

Dignity initiative

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