

INDICATORS FOR A GENDER SENSITIVE APPROACH  
TO WATER SUPPLY SERVICES



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