# Outcomes Related to Change in Leverage Points/Transforming Structures and Processes

## Demand for Services: Indicator 5A[[1]](#footnote-1)

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| **ILAB Standard Outcome Indicator Reference Sheet** |
| **Name of Indicator:**  5A – Number of individual actors within a system demonstrating increased demand for services, benefits, protections or programs associated with improved workers’ rights |
| **Name of Result Measured**: Increased demand for services, rights, benefits, protections, or programs associated with improved workers’ rights |
| **DESCRIPTION** |
| **General Definition(s):** **[“Actors”](https://norc.sharepoint.com/sites/9426-OTLAMEServices/Shared%20Documents/Common%20indicator%20tool/TOsC%20Guidebook--June%202024%20Updates.docx%22%20%5Cl%20%22_Actor)** are people that have an influence in the envisaged change process, but may be indifferent to its success, or even ignorant of the change initiative or process. See page 11 of the [Theory of Change Thinking in Practice: A Stepwise Approach](https://hivos.org/document/hivos-theory-of-change/) for a definition of stakeholder and actor.[**“System”**](https://norc.sharepoint.com/sites/9426-OTLAMEServices/Shared%20Documents/Common%20indicator%20tool/TOsC%20Guidebook--June%202024%20Updates.docx#_System)is a group of interacting, interrelated, or interdependent elements forming a complex whole. Almost always defined with respect to a specific purpose. The terms system and structure are sometimes used interchangeably. See [[[Introduction to Systems Thinking](https://thesystemsthinker.com/wp-content/uploads/2016/03/Introduction-to-Systems-Thinking-IMS013Epk.pdf)](https://thesystemsthinker.com/wp-content/uploads/2016/03/Introduction-to-Systems-Thinking-IMS013Epk.pdf)](https://thesystemsthinker.com/wp-content/uploads/2016/03/Introduction-to-Systems-Thinking-IMS013Epk.pdf) for more information. **[“Demand”](https://norc.sharepoint.com/sites/9426-OTLAMEServices/Shared%20Documents/Common%20indicator%20tool/TOsC%20Guidebook--June%202024%20Updates.docx%22%20%5Cl%20%22_Demand)**The [Tufts University FANTA study](https://pdf.usaid.gov/pdf_docs/PA00M1T2.pdf) identified both a supply and demand side to the sustainability of development interventions. That is, for project activities, outcomes, and impacts to continue, the study found that there must be sustained local actor demand for, access to, and utilization of services. To sustain demand, the findings of this study suggest that beneficiaries must perceive that the provided services meet a felt need and lead to notable improvements in their well-being both during the project and post-project.[**“Services, benefits, protections or programs”**](https://norc.sharepoint.com/sites/9426-OTLAMEServices/Shared%20Documents/Common%20indicator%20tool/TOsC%20Guidebook--June%202024%20Updates.docx#_Program)Examples of relevant services or processes include: collective bargaining, conciliation, dispute resolution, mediation, legal accompaniment, grievance handling, remediation, compliance assistance, bipartite or tripartite social dialogue at enterprise or sector level, complaint or claim filing or handling, information flows, sanctioning, standard operating procedures, social protection and safety nets, and human resource management (including recruitment, training and development, performance appraisal, and reward management, such as managing pay and employee-benefits systems).**“Increased demand for services, benefits, protections or programs”** refers to improvements in local actor or stakeholder demand for and use of services, rights, benefits, protections, programs or mechanisms. Beneficiaries must perceive that the services meet a felt need. They should be able to see notable improvements in their wellbeing, status, power, voice or capabilities as a result of the services provided during the project and should understand what is required to maintain and/or see further improvements. For beneficiaries to maintain “improved” behaviors promoted during a project or to continue using project-initiated services, the perceived benefits must outweigh the perceived costs (such as time and money). For example, an individual worker may demonstrate increased demand for services by reaching out to appropriate organizations to acquire or request these services.**“Associated with improved workers’ rights”** is a qualifier that indicates that only actors that demonstrate an increase in demand for services, benefits, protections or programs associated with improved workers’ rights should be included in this indicator. Demand for other services, benefits, protections, or programs not associated with improved workers’ rights should not be included. |
| **Guidance on Aligning Project Indicator Terms with Standard Outcome Indicator Terms:** **“Individual actors”** * *Include in project indicator definitions the types of individual actors that will be considered for this indicator. Provide enough detail to remove ambiguity by clarifying which types of individuals are and are not included in the indicator (e.g., if you refer to “government staff,” which types of staff are or are not included?).*

**“System(s)”** * *Include in project indicator definitions the specific systems that will be considered for this indicator and the boundaries for those systems.*

**“Increased demand for services, benefits, protections or programs”** * *Include in project indicator definitions how you will measure increased demand for services, benefits, protections, or programs associated with improved workers’ rights.*

**“Associated with improved workers’ rights”** * *Include in project indicator definitions which services, benefits, protections, or programs associated with improved workers’ rights are included*
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| **Calculation(s):** *How, specifically, will you measure each indicator? For example, if you are collecting data from a survey, which questions from the survey, and which response options to those questions, will you use to determine whether a person counts toward the indicator?* |
| **Unit of Measure:** Number of individual actors *[Ensure the project indicator has the same unit of measure]* |
| **Disaggregated by:** *How do you plan to disaggregate the data for reporting?* |
| **How will this indicator be used?** *(optional)***:** *What are the reasons this indicator is important for or relevant to the project? How is progress related to the indicator understood, measured, and defined by local actors in the system?*  |
| **PLAN FOR DATA COLLECTION** |
| **Data Source:** *Where will you obtain the data used to report on this indicator?* |
| **Method of Data Collection and Construction:** *How will you collect the data?* *What steps will you take to mitigate potential harms that may be caused by data collection efforts?* |
| **Reporting Frequency:** *How often will you report on the indicator? (Most indicators will be reported biannually, but some may be reported more or less frequently, depending on project requirements and data availability.)* |
| **Individual(s) Responsible at Grantee Organization:** *Which project roles will be responsible for collecting, analyzing, and reporting on the data? These may be separate people, e.g., MEL specialist, MEL manager, etc.* |
| **TARGETS AND BASELINE** |
| **Baseline Timeframe:** *When will you collect baseline data and what timeframe will those data represent? (If you are relying on other people’s data, the timeframe for the data may be earlier than the timeframe in which you collect it.)* |
| **Rationale for Targets** *(optional)***:** *What are the reasons you chose your targets?* |
| **DATA QUALITY ISSUES** |
| **Dates of Previous Data Quality Assessments and Name of Reviewer(s):** *When did you check the quality of the data?* |
| **Date of Future Data Quality Assessments** *(optional)***:** *When will you check the quality of the data?* |
| **Known Data Limitations:** *What challenges may there be to collecting accurate data? Are there known inaccuracies in the data (e.g., certain populations that are not included in the results) that should be considered when interpreting the data?* |
| **CHANGES TO INDICATOR** |
| **Changes to Indicator:** *What changes have been made to the indicator over the course of the project?* |
| **Other Notes** *(optional)****:***  *What other issues or considerations related to the indicator need to be noted?* |
| **THIS SHEET LAST UPDATED ON:** |

1. See MEL Plan Fillable Templates for Worker Rights Projects, including the Learning for Action (L4A) Agenda (available at: <https://www.dol.gov/sites/dolgov/files/ILAB/Learning-for-Action-L4A-Agenda-Template-CLEAN-508.docx>); Complexity-Aware Logic Model (available at: <https://www.dol.gov/sites/dolgov/files/ILAB/Project-Logic-Model-Template-combined-page-CLEAN-508-1.docx>); and MEL Process Diary (available at: <https://www.dol.gov/sites/dolgov/files/ILAB/Process-Diary-Template-CLEAN-508.docx>). [↑](#footnote-ref-1)