



Household-level Water Governance Scale

A household-level water governance scale has been piloted¹ using data from [Oxfam Effectiveness Reviews](#) in two contexts – in Lusaka, Zambia and North Kivu, DRC. An overview of this scale is provided here for easy reference; note that while the scale has been piloted it has not yet been fully validated. The scale consists of 12 items across five different components of water governance as shown in Table 1 below.

The scale, which measures water governance from the perspective of the end users of water systems and services, is designed to be assessed through household surveys. For each household, a score is calculated from how they respond to each survey item. Scores range from 0 to 12, with higher scores indicating greater perceived functionality and equitability of water systems and services, or better water governance. This scale can be used together with other measures. For example, this scale has already been used together with the Household Water Insecurity Experiences Scale (HWISE) and well-being indicators to better understand the impacts of water governance (see footnote).

Table 1: Water governance scale items.

Water Governance Component	Survey Item(s)	Responses and Scoring
Trust	1. How much would you say you trust water providers?	'Not at all' = 0 'Just a little', 'Somewhat', or 'A lot/very' = 1
Equity	2. Are the water needs of all people being met? (Respondents are probed to consider the needs of women, children, and individuals with disabilities)	'No' = 0 'Yes' = 1
Transparency	3. Do you get any information about the management of your water and/or sanitation systems?	'No' = 0 'Yes' = 1
	4. Do you know who makes the decisions about your water services/systems?	'No' = 0 'Yes' = 1
	5. Do you understand how decisions are made for your water services/systems?	'No' = 0 'Yes' = 1
	6. Do you know who you can go to if you have questions or concerns about your water system?	'No' = 0 'Yes' = 1
Accountability	7. What do you think you can do to hold the government and service providers accountable for water and sanitation services?	'Do not know what to do' or 'Not sure about any rights' = 0 Described any method for holding providers accountable = 1
	8. How confident do you feel about your ability to hold the government and/or service providers accountable for water and sanitation services?	'Not at all' = 0 'Just a little', 'Somewhat', or 'A lot/very' = 1
Adaptability	9. How confident are you in the capacity of water/sanitation committees to manage routine maintenance to avoid breakdowns?	'Not at all' = 0 'Just a little', 'Somewhat', or 'A lot/very' = 1
	10. How confident are you in the capacity of water/sanitation committees to implement major repairs after a breakdown?	'Not at all' = 0 'Just a little', 'Somewhat', or 'A lot/very' = 1
	11. How confident are you in the capacity of water/sanitation committees to manage water systems through a crisis, shock, or disaster?	'Not at all' = 0 'Just a little', 'Somewhat', or 'A lot/very' = 1
	12. How confident are you in the capacity of water/sanitation committees to make a full replacement of water systems if the current systems cannot be repaired?	'Not at all' = 0 'Just a little', 'Somewhat', or 'A lot/very' = 1

¹ Further details available in the following publication:

<https://iwaponline.com/washdev/article/10/2/320/73830/Is-household-water-insecurity-a-link-between-water>