

## SURVEY OF GOVERNMENT STAKEHOLDERS' PERCEPTIONS OF THE POPULATION'S ACCESS TO THE SOCIAL PROTECTION SYSTEM

The Social Protection subgroup of the CWG<sup>1</sup> invites you to participate in this survey, with the purpose of **finding out the perception of governmental actors regarding the access of the population in situations of vulnerability and/or exclusion to the social protection system<sup>2</sup> in Colombia.**

To this end, we would like to know their perception with respect to a number of criteria, in order to determine what barriers to access the population might be facing. This exercise will then be triangulated with the perspective from the point of view of government entities, as well as with the population.

**Important note:** The examples of barriers suggested do not necessarily occur in Colombia, but have been taken as examples inspired by different secondary sources from different countries (see bibliography). **In each section there is a space to add specific barriers that in your experience have occurred in the Colombian context.**

The estimated time to complete the survey is **15 minutes**, thank you very much for your participation!

### Bibliography:

- DFTAD, Social exclusion and access to social protection schemes, 2014 <https://socialprotection.org/discover/publications/social-exclusion-and-access-social-protection-schemes>
- ECLAC, Social Protection and Migration: A Look at Vulnerabilities across the Migration and Life Cycle, 2018 <https://www.cepal.org/es/publicaciones/44021-proteccion-social-migracion-mirada-vulnerabilidades-lo-largo-ciclo-la-migracion>
- Policy Research Institute, Barriers of accessing SP programmes for the poor and marginalised in Bangladesh, 2019 [https://www.researchgate.net/profile/Mohammad-Razzaque/publication/342611365\\_Barriers\\_of\\_Accessing\\_Social\\_Protection\\_Programmes\\_for\\_the\\_Poor\\_and\\_Marginalised/links/60911bd5299bf1ad8d7727c1/Barriers-of-Accessing-Social-Protection-Programmes-for-the-Poor-and-Marginalised.pdf?origin=publication\\_detail](https://www.researchgate.net/profile/Mohammad-Razzaque/publication/342611365_Barriers_of_Accessing_Social_Protection_Programmes_for_the_Poor_and_Marginalised/links/60911bd5299bf1ad8d7727c1/Barriers-of-Accessing-Social-Protection-Programmes-for-the-Poor-and-Marginalised.pdf?origin=publication_detail)

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<sup>1</sup> The Social Protection sub-group started its activity in October 2021. Please refer to our Terms of Reference to better understand the objectives of the group, and if you would like to know more about the activities or join the group, please write to us: [subgrupo.protsocial.gtm.colombia@gmail.com](mailto:subgrupo.protsocial.gtm.colombia@gmail.com)

<sup>2</sup> Recognising that there is no unified concept of what social protection is, the sub-group uses the definition used by the [Social Protection Inter Agency Cooperation Board - SPIAC-B](#): "Social protection is a set of policies and programmes aimed at preventing and protecting all people from poverty, vulnerability and social exclusion, throughout their life cycle, with special emphasis on vulnerable groups (...). This protection can be provided through social insurance, tax-financed social benefits, social assistance services, public works programmes and other schemes that ensure basic income security and access to essential services. "

1. In which government agency do you work? (\*)
2. Do you work in any particular social protection programme within the entity?
  - ☐ Yes. Please specify \_\_\_\_\_
  - ☐ No, I work in areas that are not within a particular programme.
3. From which perspective would you like to share your perceptions on access to the social protection system? (\*)
  - ☐ National level
  - ☐ Territorial level Which territory? \_\_\_\_\_
4. In your experience, do you think that there are **population groups** that are facing vulnerabilities, **excluded or at risk of exclusion from the social protection system**? If so, could you mention which population groups you consider them to be? (\*)
  - ☐ Yes, which ones? \_\_\_\_\_
  - ☐ I do not believe that there are groups that are excluded or at risk of exclusion from the social protection system.
  - ☐ I don't have enough information / I don't know
5. What **policy and/or regulatory barriers** are the persons excluded from social protection while facing vulnerability situations experiencing according to your perception? (\*) (mark a maximum of 5 options, those that seem to you to be the most important/frequent in the Colombian context, or add those that you consider relevant and do not appear).
  - ☐ Insufficient funding allocated for the inclusion of excluded groups.
  - ☐ Absence of permanent spaces for articulation with key actors in the territory.
  - ☐ Fragmented governance structures that can lead to overlapping or gaps in care for certain population groups.
  - ☐ Absence of spaces for the participation of excluded groups and accountability to influence social public policy decision-making.
  - ☐ Lack of information on the political framework established for the functioning of the institutionality.
  - ☐ Ignorance on the part of the institutional framework of the dynamics of certain groups in conditions of extreme poverty and vulnerability for their inclusion in social public policy processes.
  - ☐ Institutionalised prejudices towards certain population groups, which can lead to exclusion from the social protection system.
  - ☐ Perceptions of the population on the functioning of the institutional framework (e.g. distrust in the legitimacy of the institution, perception of difficulty in accessing a programme and/or benefit, etc.).
  - ☐ Insufficient normativisation of human rights, or existence of standards but insufficient implementation by entities.
  - ☐ Obstacles to the regularisation of people's migration status in the face of the political framework established by the state.

- ☐ Lack of positioning of the portfolio of social protection programmes within the broader framework of the Social Protection system, thus preventing them from operating in isolation.
- ☐ Rigidity of mechanisms to respond to extraordinary situations (covariate shocks) such as natural disasters or law and order situations.
- ☐ Other policy and/or regulatory barriers \_\_\_\_\_
- ☐ If you wish to elaborate on any of the above barriers, please specify \_\_\_\_\_.
- ☐ I don't have enough information / I don't know

**6. What barriers at the level of programme design** are the persons excluded from social protection while facing vulnerability situations experiencing according to your perception? (\*) (mark a maximum of 5 options, those that seem to you the most important/frequent in the Colombian context, or add those that you consider relevant and do not appear).

- ☐ Vulnerability assessments designed in a way that could lead to exclusion (e.g. prioritising some intersectionality criteria over others, data collection biased by geography, by type of population, not considering local variations in demand for SP, etc.).
- ☐ Lack of a better understanding of the territory to help bridge the urban-rural divide and adapt the operation to this framework.
- ☐ Targeting mechanisms that can generate high exclusion rates (e.g. proxy means test, territorial quotas, etc.). VS categorical or universal targeting).
- ☐ Lack of flexibility in the criteria for being targeted by social protection systems (e.g. need to have a fixed address, belong to a non-prioritised social group, etc.).
- ☐ Information management and reporting mechanisms not disaggregated according to intersectionality criteria, limiting differential analysis.
- ☐ Conditionalities with a punitive approach.
- ☐ Other barriers to programme design \_\_\_\_\_
- ☐ If you wish to elaborate on any of the above barriers, please specify \_\_\_\_\_.
- ☐ I don't have enough information / I don't know

**7. What barriers to programme implementation** are the persons excluded from social protection while facing vulnerability situations experiencing according to your perception? (\*) (mark a maximum of 6 options, those that seem to you the most important/frequent in the Colombian context, or add those that you consider relevant and do not appear).

- ☐ High administrative and operational costs to carry out the targeting model and apply the eligibility criteria (compared to other methodologies such as categorical or universal targeting).
- ☐ Lack of interoperable and flexible information systems to facilitate the inclusion of groups excluded from the current offer of the Social Protection system.
- ☐ Infrequent registration by social protection programmes.
- ☐ Lack of / insufficient support to the population for registration (interpreters for different languages, reasonable accommodation for persons with disabilities, administrative staff well qualified to deal with diverse population groups, etc.).
- ☐ Registration methods that may lead to exclusion - e.g. self-registration (e.g. generating exclusion due to lack of access to technological means to register, lack of understanding of

the self-registration system, low accessibility of registration points, costs for transport to registration point, etc.) or household registration methods (e.g. generating exclusion if it is not possible to visit the whole population - preference for registering in more accessible, less dangerous areas, etc.).

- ☐ Lack of valid proof of identity for enrolment in social protection programmes (e.g. due to associated costs to obtain it, due to geographical limitations to process it, due to need for national identity card/residence permit, due to limited mobility to go to process it, etc.).
- ☐ Information documents issued with incorrectly recorded information (e.g. incorrect date of birth), which may result in exclusion from certain programmes.
- ☐ Difficulties in receiving payment (e.g. due to geographical limitations, due to inability to delegate to a third party for receipt, invalid documentation for receiving payment, other barriers to accessing financial services, etc.).
- ☐ Absence/Insufficiency of mechanisms to manage petitions, complaints, claims to request the review of cases for inclusion in programmes.
- ☐ Appeals mechanisms are either non-existent or perceived as non-neutral by the population, leading to a reluctance to appeal.
- ☐ Insufficient communication campaigns, or programme information that is not sufficiently clear and adapted to different population groups.
- ☐ Lack of strategies to bring the offer of the programmes closer to the population, especially for those in dispersed rural areas (e.g. lack of interpreters and people with detailed knowledge of the communities, population groups and territories).
- ☐ Lack of feedback and transparency on eligibility criteria (e.g. that people can consult their eligibility results and the criteria for not being included in a certain programme, etc.), which can generate distrust in the institutional framework.
- ☐ Other barriers to programme implementation \_\_\_\_\_
- ☐ If you wish to elaborate on any of the above barriers, please specify \_\_\_\_\_.
- ☐ I don't have enough information / I don't know

**8. What socio-cultural barriers** are the persons excluded from social protection while facing vulnerability situations experiencing according to your perception? (\*) (mark a **maximum of 3 options**, those that seem to you to be the most important/frequent in the Colombian context, or add those that you consider relevant and do not appear).

- ☐ Stigma experienced by excluded groups
- ☐ Need to pay, support electoral candidates, or other mechanisms in order to be able to informally obtain programme quotas
- ☐ Nepotism in the administration, which may result in the exclusion of certain groups from access to programmes.
- ☐ Persuasion by more powerful groups of excluded groups to avoid claiming benefits
- ☐ Little social custom of claiming rights
- ☐ Myths/rumours surrounding social programmes
- ☐ Other socio-cultural barriers \_\_\_\_\_
- ☐ If you wish to elaborate on any of the above barriers, please specify \_\_\_\_\_.
- ☐ I don't have enough information / I don't know

9. What **barriers at household or individual level** are the persons excluded from social protection while facing vulnerability situations experiencing according to your perception? (\*) (mark a **maximum of 5 options**, those that seem to you to be the most important/frequent in the Colombian context, or add those that you consider relevant and do not appear).

- ☐ Lack of motivation to claim rights
- ☐ Disinformation on programmes and eligibility requirements
- ☐ Mistrust of institutions
- ☐ Episodes related to xenophobia and/or discrimination
- ☐ Lack of resources to travel to programme enrolment points and/or campaigns
- ☐ Outdated contact details
- ☐ Highly mobile population in the territories - difficulty for continuity of processes
- ☐ Language barriers and interpretation of information
- ☐ Lack of access to technological tools and/or means of communication
- ☐ Lack of employment and productive opportunities
- ☐ Lack of support networks
- ☐ Irregular status
- ☐ Other barriers at household or individual level \_\_\_\_\_
- ☐ If you wish to elaborate on any of the above barriers, please specify \_\_\_\_\_.
- ☐ I don't have enough information / I don't know

10. What **capacity constraints** are the persons excluded from social protection while facing vulnerability situations experiencing according to your perception? (*People who experience capacity constraints in interacting with authorities and accessing public services tend to experience higher levels of social exclusion. Limitations can have many origins*) (\*) (please tick a **maximum of 4 options**, the ones that seem to you the most important/frequent in the Colombian context, or add those that you consider relevant and do not appear).

- ☐ Disability
- ☐ Gender-Based Violence
- ☐ Exposure to different forms of violence, abuse and discrimination
- ☐ Health problems
- ☐ Lack of psychological well-being
- ☐ Lack of self-confidence
- ☐ Overburdened care responsibilities for children or others
- ☐ Low levels of education
- ☐ Other capacity constraints \_\_\_\_\_
- ☐ If you wish to elaborate on any of the limitations, please specify \_\_\_\_\_.
- ☐ I don't have enough information / I don't know

11. What **structural disadvantages** are the persons excluded from social protection while facing vulnerability situations experiencing according to your perception? (*structural disadvantages are not caused by discrimination, but can cause and aggravate social exclusion - these disadvantages are often the result of geography or the reality that setting up infrastructure in*

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in support of



*remote or physically difficult areas is more expensive and therefore less likely to be prioritised by governments) (\*) (tick **no more than 3 options**, which seem to you to be the most important/frequent in the Colombian context, or add those that you consider relevant and do not appear)*

- ☐ Inadequate infrastructure and lack of access to basic services (e.g. roads, energy, water etc.)
- ☐ Territories with weak communication systems (e.g. lack of internet access, telephone network, etc. )
- ☐ Absence of government services or limited installed capacity (e.g., help desks, support services, etc.)
- ☐ Lack of private sector services (e.g. financial service providers, etc.)
- ☐ Exposure to natural disasters, situations of internal displacement due to armed conflict, among others.
- ☐ Low levels of economic development (e.g. absence of industries that provide decent employment, lack of opportunities for entrepreneurship, etc.).
- ☐ Other structural disadvantages \_\_\_\_\_
- ☐ If you wish to elaborate on any of the above structural disadvantages, please specify \_\_\_\_\_.
- ☐ I don't have enough information / I don't know

**12. Do you have any comments or suggestions to share?** \_\_\_\_\_

**THANK YOU FOR YOUR PARTICIPATION!**