

Effect of Media & Communication on Access to Justice, right & Public Services

Media interventions under the Rwanda Threshold Program (RTP) had a moderate effect, increasing citizen use of indirect reporting channels and engagement with law enforcement.

Geographical region - Sub-Saharan Africa

Effect: Moderate effect (g= 0.148)

Confidence in the study findings: Low (1 study with 9 effect sizes)

Short Summary

Media and communication interventions under the Rwanda Threshold Program (RTP) aimed to enhance governance, police accountability, and civic participation using complaint and commendation submission boxes. While overall awareness was low, citizens who were informed showed a strong preference for using submission boxes, leading to a moderate increase in indirect engagement with law enforcement. Confidence in the cell is low due to reliance on a single study.

Long summary

The Intervention

The key activities included community outreach to raise awareness about submission boxes, strategically placing boxes in accessible locations, providing information on their use, engaging citizens through the *Every Voice Counts* campaign, and training local leaders to encourage participation.

How the intervention is expected to work

The intervention is designed to increase citizen engagement and trust in the Rwanda National Police (RNP) by providing accessible complaint and commendation submission boxes. By raising awareness and ensuring convenient locations, citizens are encouraged to report concerns or commendations. This approach aims to improve transparency, strengthen accountability, enhance communication between the public and police, and foster a more responsive and trusted policing system.

Evidence base

The cell includes one primary study or IE conducted across Rwanda's 416 sectors, providing a nationwide evaluation of the program's impact.

Evidence findings

The Rwanda Threshold Program (RTP) demonstrated a moderate positive effect, with informed citizens preferring submission boxes and shifting toward indirect engagement with law enforcement.

Included studies:

The cell includes one primary study or IE. the detailed summary thus provided here;

Nichols-Barrer et al. (2014) evaluated the Rwanda Threshold Program (RTP), an initiative sponsored by the Millennium Challenge Corporation, aimed at improving governance and civil society engagement in Rwanda. The intervention, implemented between 2009 and 2011, included four major components: strengthening the professionalism and accountability of the Rwanda National Police (RNP), enhancing the rule of law through judicial reforms, supporting media professionalism and independence, and increasing civic participation by empowering civil society organizations and local governments. The study was conducted across Rwanda's 416 sectors, providing a nationally representative evaluation of the program's impact on governance indicators, citizen engagement, and access to justice and public services. The diverse settings included rural and urban areas, allowing for a comprehensive analysis of how the intervention addressed critical governance challenges in post-conflict Rwanda.

The study found that awareness of submission boxes was low, with only 25% of respondents in relevant sectors aware of them. However, among those aware, 75% found the boxes convenient, and 45% preferred them for communicating with the Rwanda National Police (RNP). Only 8% knew someone who used the box. Respondents in sectors with submission boxes were significantly more likely to be aware of the campaign, find the boxes convenient, receive information about them, and prefer using them for communication. These respondents also showed a reduced preference for contacting police supervisors or local government officials. Overall the study presents high-medium confidence.

Confidence assessment:

Overall, the study presents low confidence due to the limited number of studies.

Other outcomes in this study

Community and state governance/Civic participation

Community and state governance/Government performance

Community and state governance/Presence and quality of social safety nets

Human security/Political security

Human security/Intermediate social cohesion