



# SERVICE GAP ANALYSIS AND PROPOSED SOLUTIONS TO REDUCE GAPS

# GAP ANALYSIS TEMPLATE FOR SERVICES AND PROPOSED SOLUTIONS

The Gap Analysis Template for services, developed by USAID-GSP/Taqadum, delivered to citizens and proposed solutions to reduce gaps has gained importance in that it:

- Uses a scientific method in the analysis of all elements that causes a gap in the services provided to citizens indicator compared with the standard criteria.
- Determines the priority of the elements influencing the gap in services through the power of their influence.
- Puts the proposed immediate and long-term solutions to address the elements affecting the gap in order to minimize them.
- The results of the analysis which represent proposed immediate and long-term solutions will be the input for the preparation of relevant service delivery improvement plan in the province.

# GAP ANALYSIS TEMPLATE OF SERVICES DELIVERED TO CITIZENS, PART ONE- ANALYSIS OF ELEMENTS CAUSING THE GAP

Directorate:					Provinces:							
Standard description:					District/Sub-district:							
Main (3) elements contributing in reducing the gap that got No. 3	7	6	5	4	3	2	1		Gap value	Indicator value	Standard value	#
	authorities (Is there a need to new authorities)	Technical barriers	Capacity building	Supplies and equipment	Infrastructure	Financial issues	Human resources	Elements affecting the gap				
								Analysis of elements causing the gap				1
								Amount of impact of the element in reducing gap				
	14	13	12	11	10	9	8	elements affecting the gap				
	Others to be named	Logistic support	security conditions	Operation and maintenance	Misuse of resources	Political intervention	Vertical and horizontal coordination					
								Analysis of element affecting the gap				
								Amount of impact of the element in reducing gap				

*\*Impact of element on reducing the gap: (No effect= 0), (low = 1), (Medium = 2); (High = 3).*

## NOTES ON GAP ANALYSIS

1. It is necessary to analyze a series of processes related to the service in order to identify the cause of the gap
2. When analyzing elements causing the gap, it is important to mention reasons not solutions and support what you say with numbers in order to know the amount of impact on the gap
3. After analyzing the elements causing the gap and developing solutions, it is necessary to focus on issues related to the standard and not include irrelevant issues
4. The analysis should lead to fill the gap at a rate of 100%

## NOTES ON GAP ANALYSIS

5. The Service Delivery Improvement Plan is a 3-5 year strategic plan; thus, it should take into consideration future expansion and activities to be implemented during this period. If implemented, it is possible that new gap occurs in the delivery of service

6. It is necessary to use Element No. 14 (others) to analyze new developments and effects that cause the gap.

# GAP ANALYSIS TEMPLATE OF SERVICES DELIVERED TO CITIZENS, PART TWO- PROPOSED SOLUTIONS

Long-term solutions	Short-term solutions	Reasons behind arranging elements according to priority	Arrangement of basic elements that go No. 3 that affect reducing the gap according to priority	Standard description	#

## NOTES ON DEVELOPING PROPOSED SOLUTIONS

1. Short-term solutions (1-6 months). Existing available potentials of a Directorate must be taken into consideration; no need for external support.
2. The Directorate Complaint Desk is not responsible to implement the solution for a complaint; it is a linking ring between the citizen and Directorate's concerned section
3. Detailed accounts for required needs must be attached to the plan as annexes
4. The proposed solution should be specific and its effect on reducing the gap should be identified.

## NOTES ON DEVELOPING PROPOSED SOLUTIONS

5- Proposed solutions should be realistic and achievable

6- Proposed solutions should closed the gap by 100 percent

7- Short-term solutions (1-6 months). Existing available potentials of a Directorate must be taken into consideration and no need for external support.

8- The authorities requested for the Director should be logical and be consistent with applicable laws

9- This plan aims at improving delivery of services and not fully improve performance of the directorate; so, it is important to only deal with the gap and its reduction.



## NOTES ON DEVELOPING PROPOSED SOLUTIONS

10. Determine estimated and realistic costs for projects and maintenance works

11. when training and development is needed, it is important to mention the required type of courses, number of staff participated, availability of trainers and requirements and training materials. Are these within the potentials of the Directorate or should be implemented by other agency or party?

12. When proposing an increase in amount of collection, it is important to identify the party that has the authority to increase fees or charges; is this authority of the Director, Governor or Provincial Council? Or there is a need to other legislation.

## NOTES ON DEVELOPING PROPOSED SOLUTIONS

I3. It is necessary to use Solution Tables in Template (2) in order to directly know proposed short and long-term solutions

I4. Composition language should not be used when developing proposed solutions; numbers should be used in stead since the standards, indicators and gap are numbers. In this way, the amount of effect can be identified during analysis.

Working groups per each directorate to develop proposed solutions in the light of gap analysis results.

THANK YOU



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