

Dynamic responses:

Informal structures

e.g. community groups
networks of friends

Informal behaviours

e.g. (offering or demanding)
under-the-counter payment
professionalism

Informal relationships

e.g. clientelism
political alliance

***De-jure* system:**

Organisational structures
Intended incentives
Management procedures
Training courses

***De-facto* system:**

Services as experienced by
people
e.g. access; quality

