

RASHTRIYA KARMAYOGI LARGE SCALE JAN SEVA PROGRAM

BASELINE AND ENDLINE SURVEYS AS A MONITORING AND EVALUATION TOOL

Seva Bhav Program | Capacity Building Commission

The Rashtriya Karmayogi Large Scale Jan Seva Program is a flagship behavioural training initiative of the Capacity Building Commission (CBC), designed to strengthen the spirit of public service among government officials. The program aims to help officials reflect on their purpose, build stronger alignment between their personal values and professional roles, and cultivate behaviours rooted in citizen-centricity, collaboration, and public service ethics.

Through training delivered in a cascade model by Lead Trainers and Master Trainers within Ministries, Departments and Organisations, the program encourages officials to connect with the deeper meaning of their work and engage with others more constructively in the service of national goals and our collective aim of *Viksit Bharat @ 2047*.

1. How Will the Program Be Monitored and Evaluated? Why Is It Relevant?

The Seva Bhav Program's impact is tracked through a structured Monitoring and Evaluation (M&E) process anchored in behavioural science and tailored to the public service context. This ensures that the program does not remain aspirational but is backed by data that informs continuous improvement.

This program focuses on internal mindsets, behaviours, and interpersonal dynamics- areas rarely assessed, but are essential for improving day-to-day governance outcomes.

The M&E framework does three key things:

- Establishes a baseline of current attitudes and behaviours at the time of training.
- Tracks shifts over time, especially three months after training when officials return to their institutional settings.
- Links behavioural training to tangible outcomes, offering evidence of whether public service behaviours are shifting in line with Mission Karmayogi's goals.

For Master Trainers, this evaluation framework is not just a technical requirement - it is a feedback loop. It tells us whether the training sessions are effective, which messages are resonating with participants, and

which areas need deeper reinforcement. **By integrating M&E from the start, Master Trainers become not just facilitators, but co-owners of a learning and improvement ecosystem.**

2. What is the Monitoring Tool? (Baseline and Endline Survey Instrument)

The assessment tool used in the Seva Bhav Program is a **short, self-administered survey** conducted at two stages:

- **Baseline Survey:** Administered at the beginning of one-day training with end participants
- **Endline Survey:** Administered 90 days after the date of one-day training.

Structure and Format:

- The survey contains **11 multiple-choice questions**.
- It is available in both English and Hindi
- It takes about **10 minutes** to complete.
- Questions ask participants to reflect on how they think, work, and collaborate with others in the public service.

Survey Content:

The evaluation captures the construct of **Seva Bhav** through three dimensions:

1. **Mindset:** Officials' sense of alignment between personal values, institutional goals, and national vision and development.
2. **Work Behaviour :** How officials approach challenges and strive for citizen-centric outcomes.
3. **Quality of Interactions :** The nature of collaboration and support within and across teams and departments.

Each dimension is mapped to **specific behavioural indicators**, drawn from the **Karmayogi Competency Model (KCM)** and informed by interdisciplinary research across public administration, psychology, and human resource development.

The survey is designed to be accessible, non-judgmental, and focused on everyday work situations. **It is not a test and there are no right or wrong answers. Participants are encouraged to respond honestly based on their current perspectives and experiences.**

3. When Are the Surveys Done?

The baseline and endline assessments are done according to

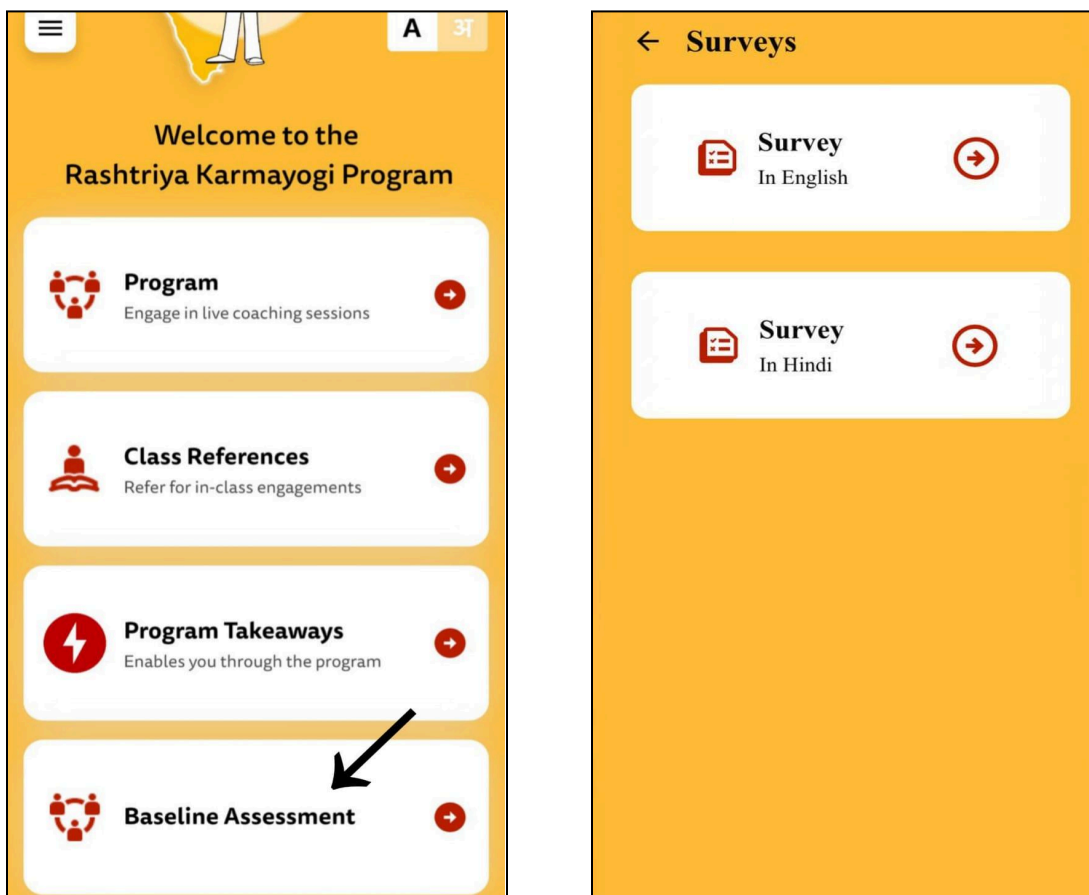
- **Baseline Survey:** Conducted immediately before the one-day training.
 - **Master Trainers** must ensure that all participants complete this assessment before the start of the one-day training session.

- **Endline Survey:** Conducted approximately **three months after the training**.
 - Participants will receive an **email (on the email ID registered on the Pedgog App) with a survey link** and are expected to complete the assessment on their own.

Master Trainers should inform participants about the purpose of the assessments and encourage them to look out for the endline email to ensure timely completion.

4. How to Access the Baseline Survey?

- The survey can be accessed through the **Pedgog App**, which is the digital platform relevant for accessing course content for the Seva Bhav Program. Participants must ensure that they are logged into the Pedgog app using their official credentials.



- Participants will require a smartphone and a functioning internet connection to complete this assessment
- The Baseline Survey can be accessed via the Pedgog App by clicking on the designated tab, as indicated in the visual. The survey may then be accessed in Hindi and English. Master Trainers may assist participants, if needed, in navigating the app and locating the assessment during the training session.

5. How to Access the Endline Survey?

- Approximately 3 months after the completion of the one-day training, the participants will receive a mail on the email ID registered with Pedgog, sharing with them the link to the endline survey, in google form format.
 - The questions for the endline assessment are the same as the baseline assessment and can be accessed from any device with a functioning wifi connection.
 - The Endline Survey is a critical part of the assessment process, enabling us to measure Seva Bhav-oriented changes in mindset, work behaviour, and interactions over time. Master Trainers are requested to reinforce the importance of this assessment during the training session, and end participants are encouraged to complete the survey when it is shared, so that the program's impact can be meaningfully understood.
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