

## **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