Five C Framework Diagram

Use the five domains together to examine a public decision in Sierra Leone. Ask who could act, who bore the cost and what evidence might change your reading.

CHAPTER 21 / ILLUSTRATIVE WATER-SERVICE CASE

Households buy water during interruptions. What does the responsible agency still owe every resident?

Culture

Belonging can bring neighbours together to document interruptions. Personal ties can also give a few households privileged access.

Corruption

Entrusted authority is distorted when a connection decides whose repair gets attention. A delay alone cannot establish corruption.

Citizenship

Every resident has an equal claim to an answer, including someone who missed every meeting or knows nobody at the agency.

Contentment

A person can value having enough and still expect reliable public water. Buying water shows how a household copes. It tells us little about what it accepts.

Complacency

An inadequate service can become the standard people come to expect. Silence alone is ambiguous: fear, fatigue or the cost of speaking can also explain it.

WHAT WOULD COUNT AS CHANGE?

Private relief

One household gets a delivery through a contact. Who still has to call in a favour?

A public response

The agency publishes a repair timetable. Can any resident check progress and get an answer when a date slips?

Source: The Five C Theory, revised 2026 edition, introduction and Chapter 21.