

Dancing on the same spot

Survey report on
Citizen's perceptions and
expectations

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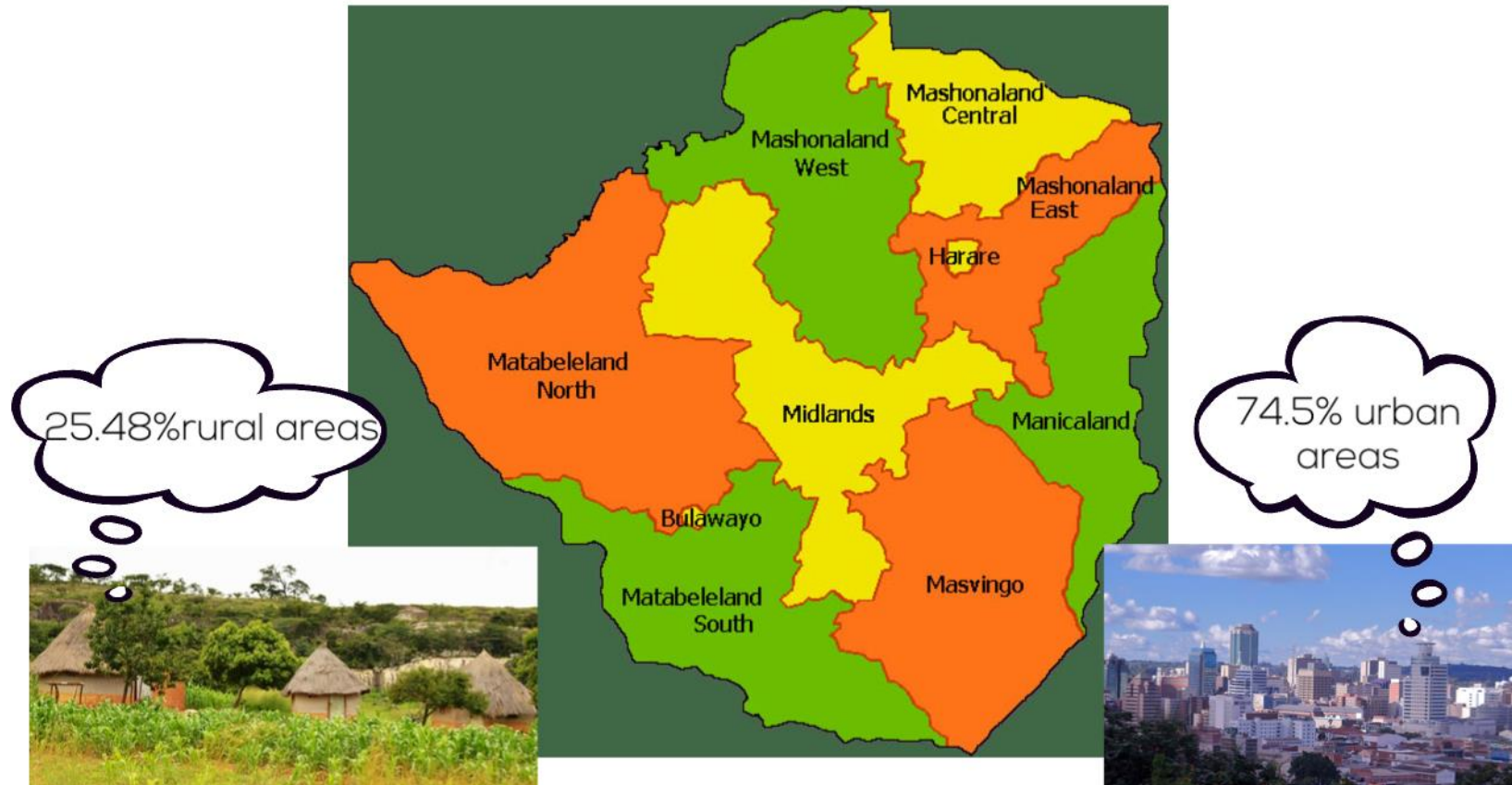


Introduction

- Report presents the findings from the second nation-wide survey carried out by SIVIO Institute in November and December 2019.
- It measured citizens perceptions on governments' (local and central) performance and what governments' priorities should be.

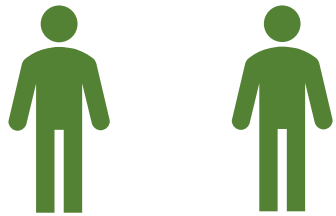


2665 people were randomly interviewed from all the 10 provinces

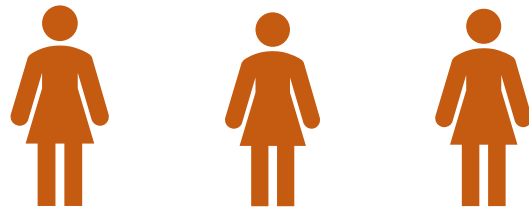


Who did we speak to?

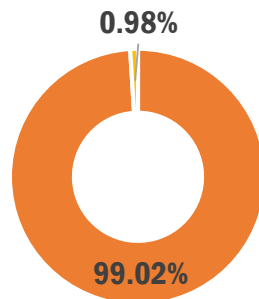
45.72% male



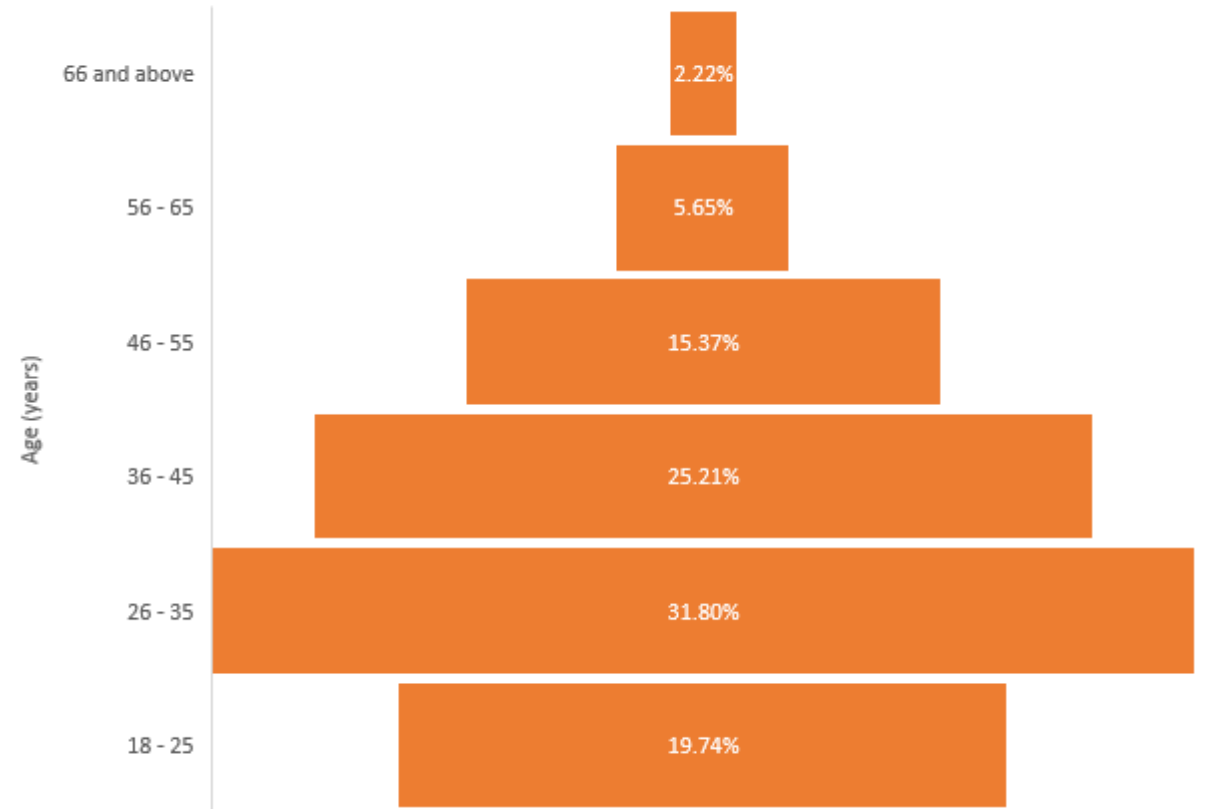
54.28% female



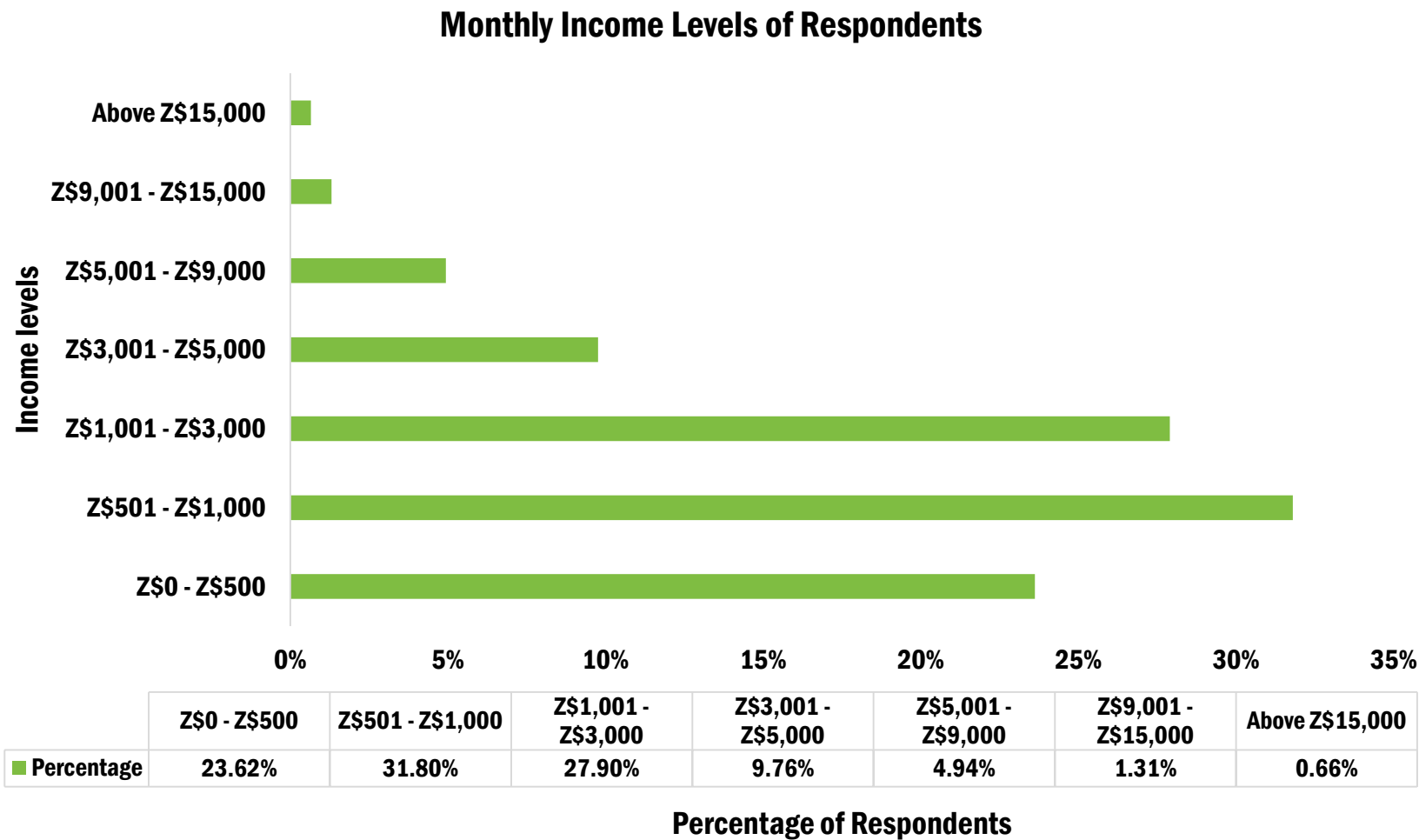
Ability to read and write



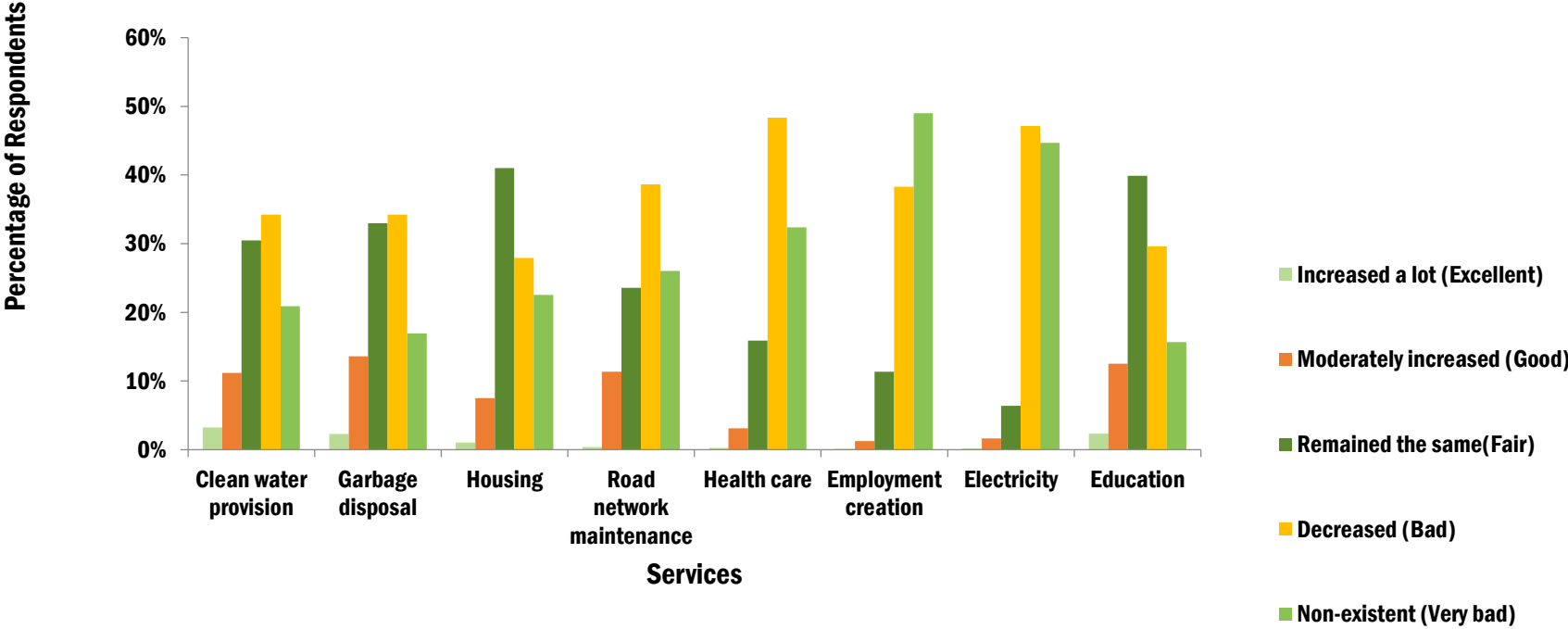
■ Yes ■ No



Respondents' Monthly Income Range

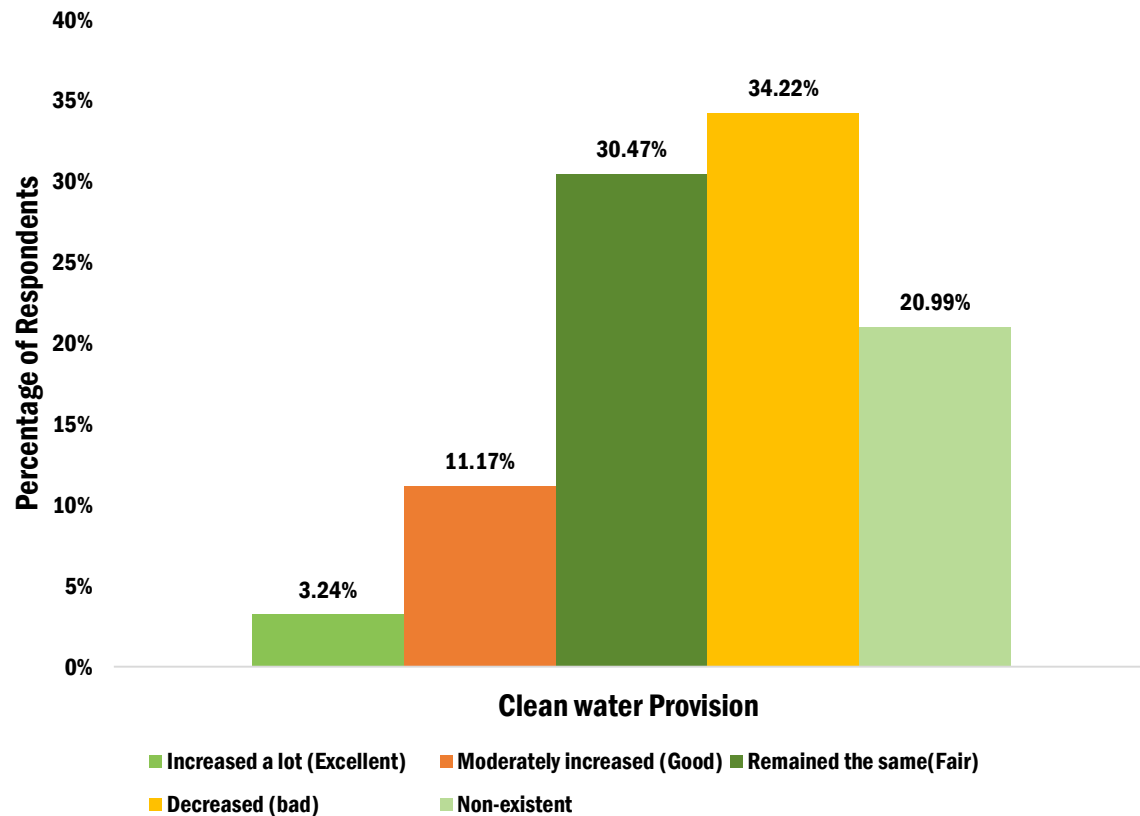


How citizens feel about local service delivery

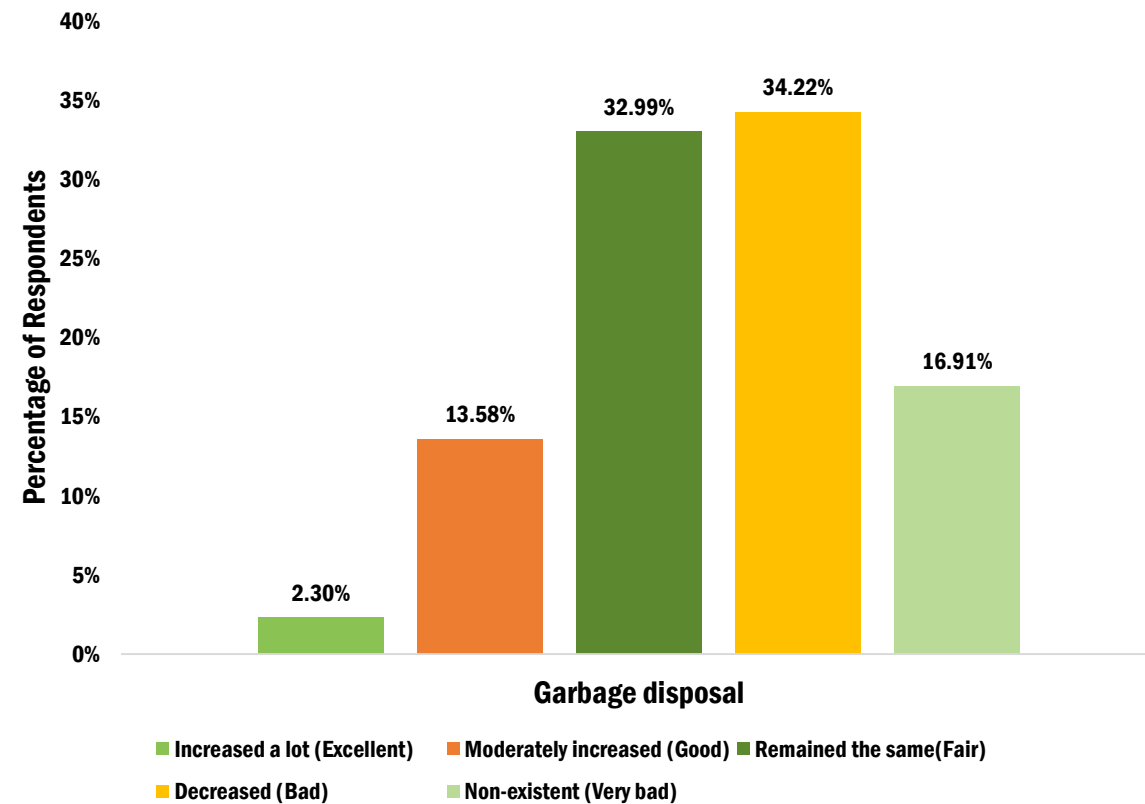


Rating of Quality of Local Service Delivery

Rating of Quality of Local Service Delivery - Clean Water Provision

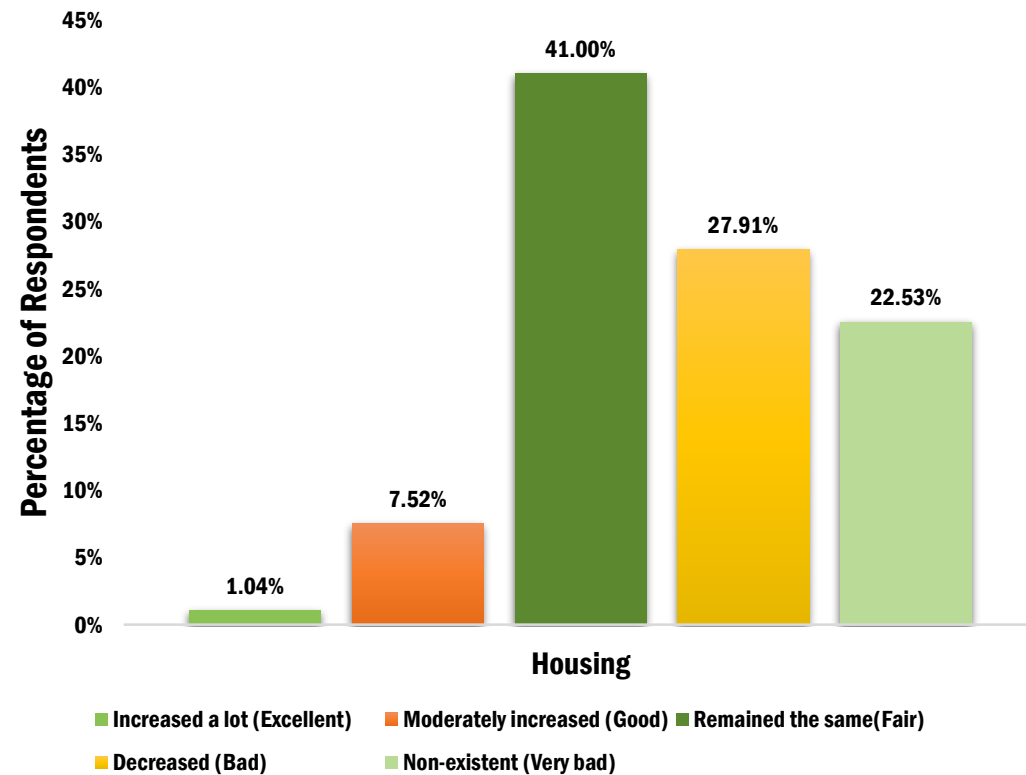


Rating of Quality of Local Service Delivery – Garbage Collection and Disposal

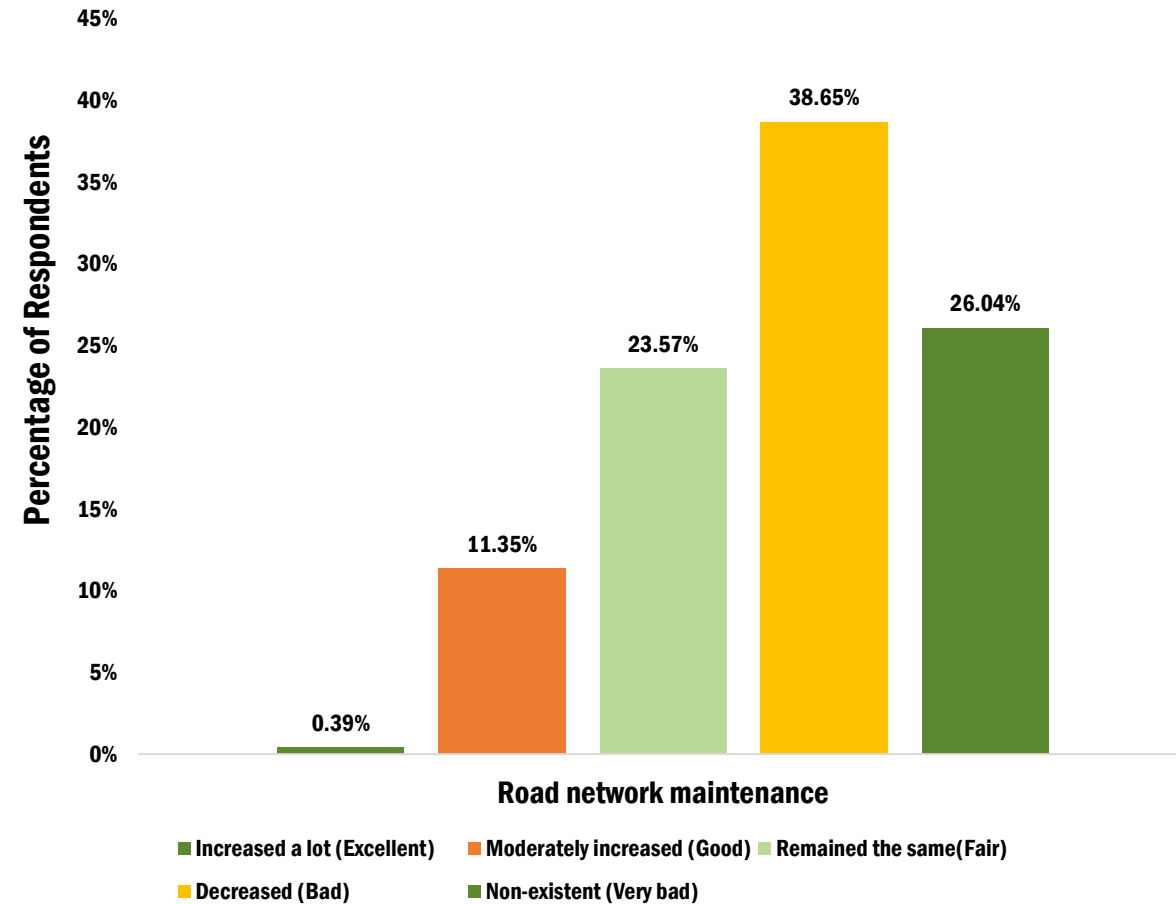


Rating of Quality of Local Service Delivery

Rating of Quality of Local Service Delivery – Provision of Housing

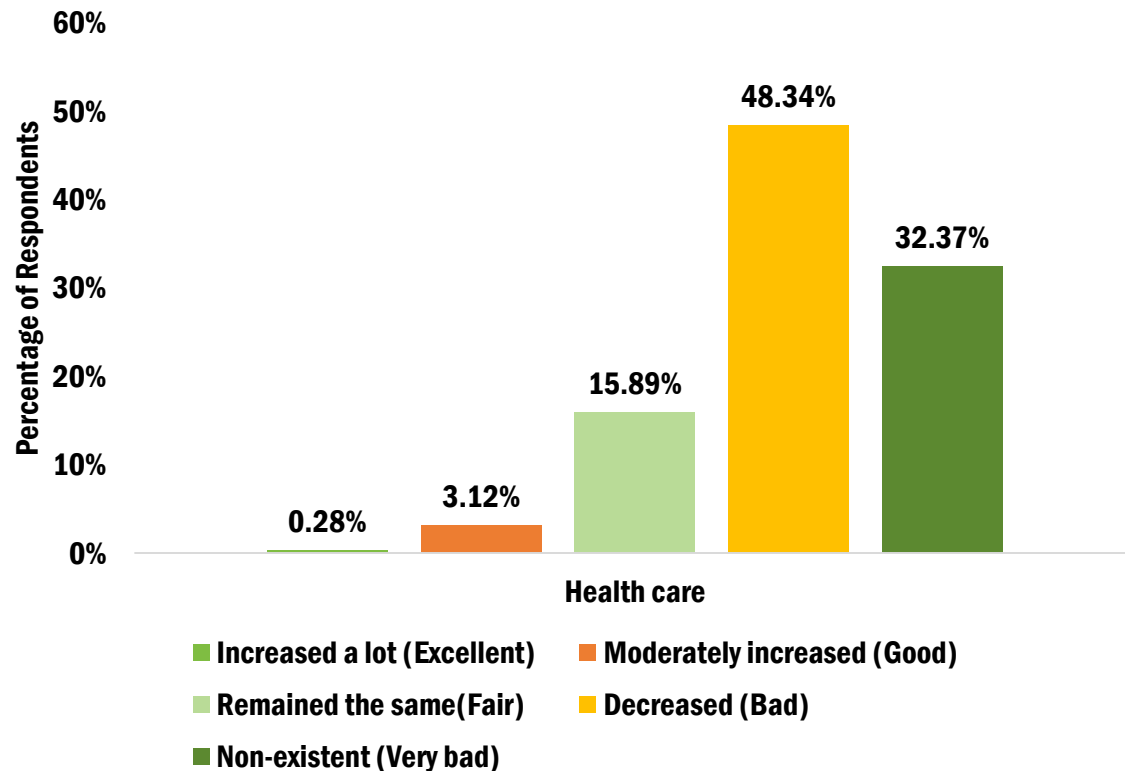


Rating of Quality of Local Service Delivery – Road Network Maintenance

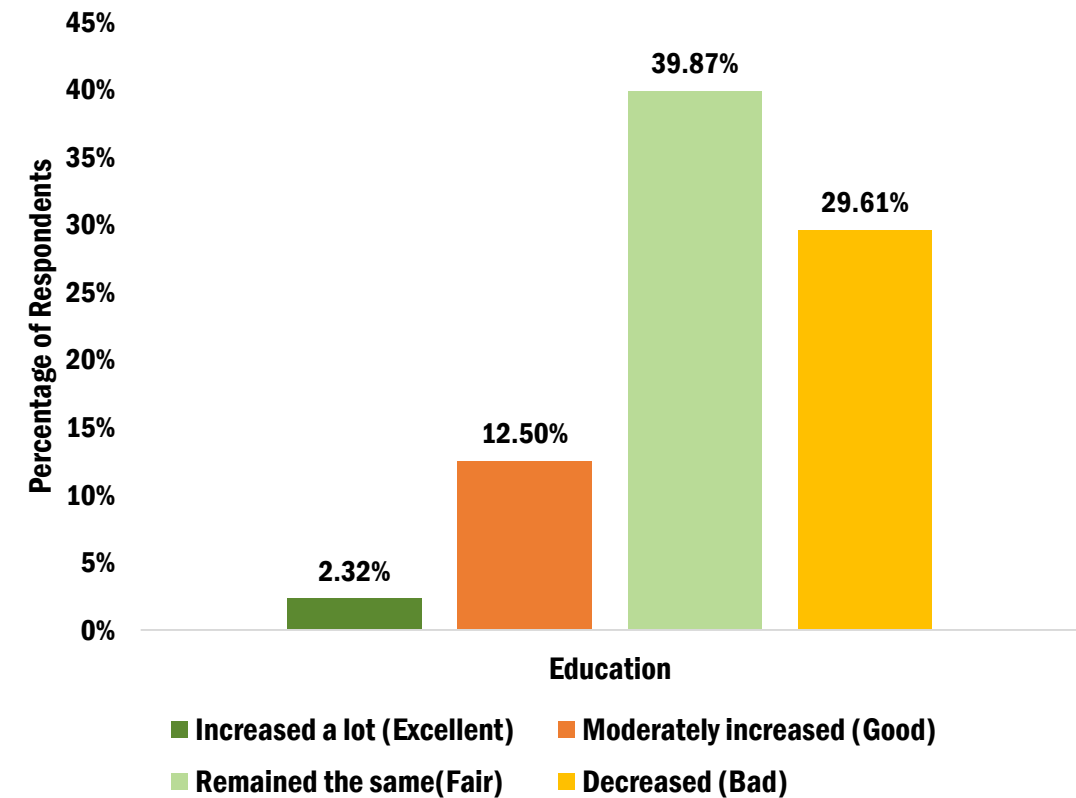


Rating of Quality of Local Service Delivery

Rating of Quality of Local Service Delivery – Provision of Health Services

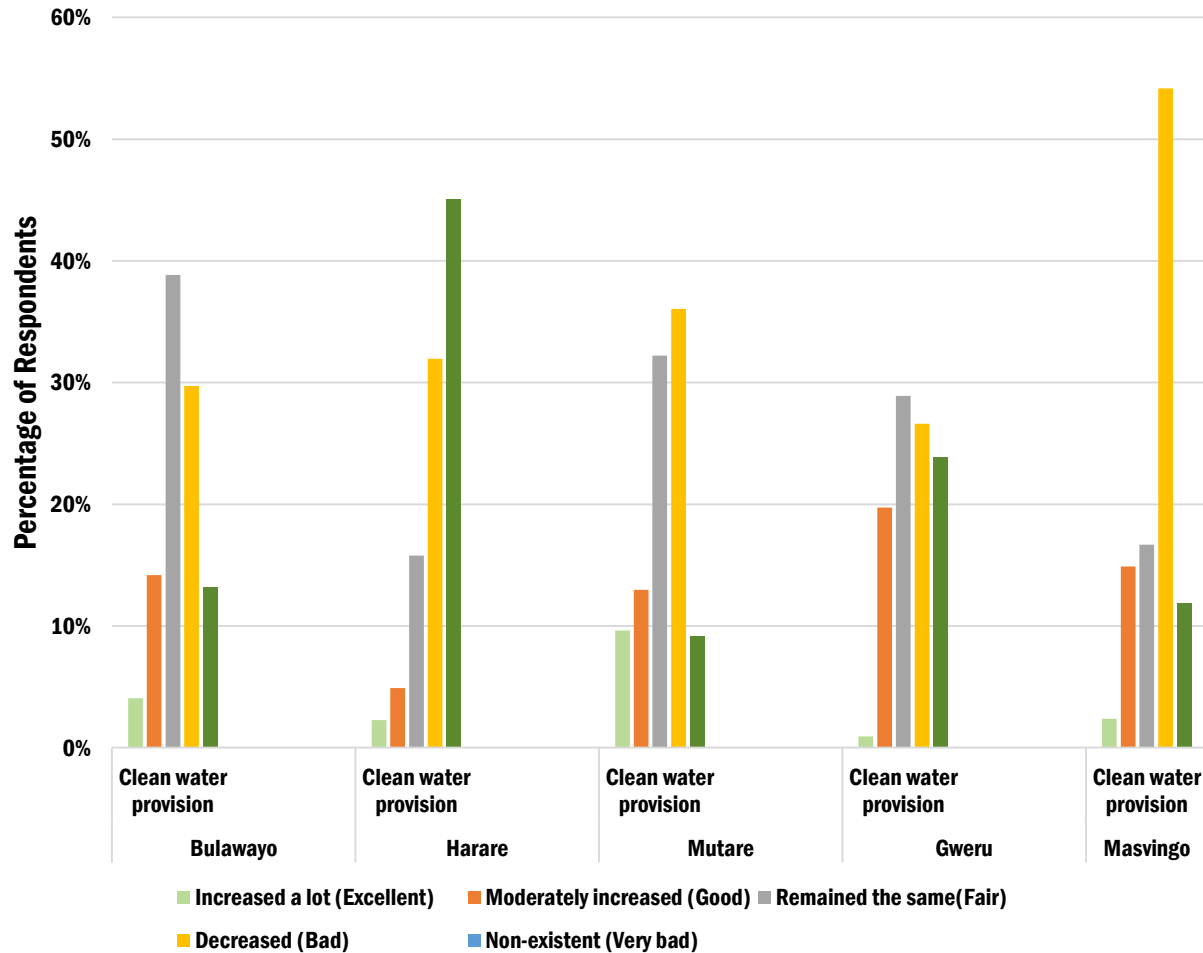


Rating of Quality of Local Service Delivery – Provision of Education

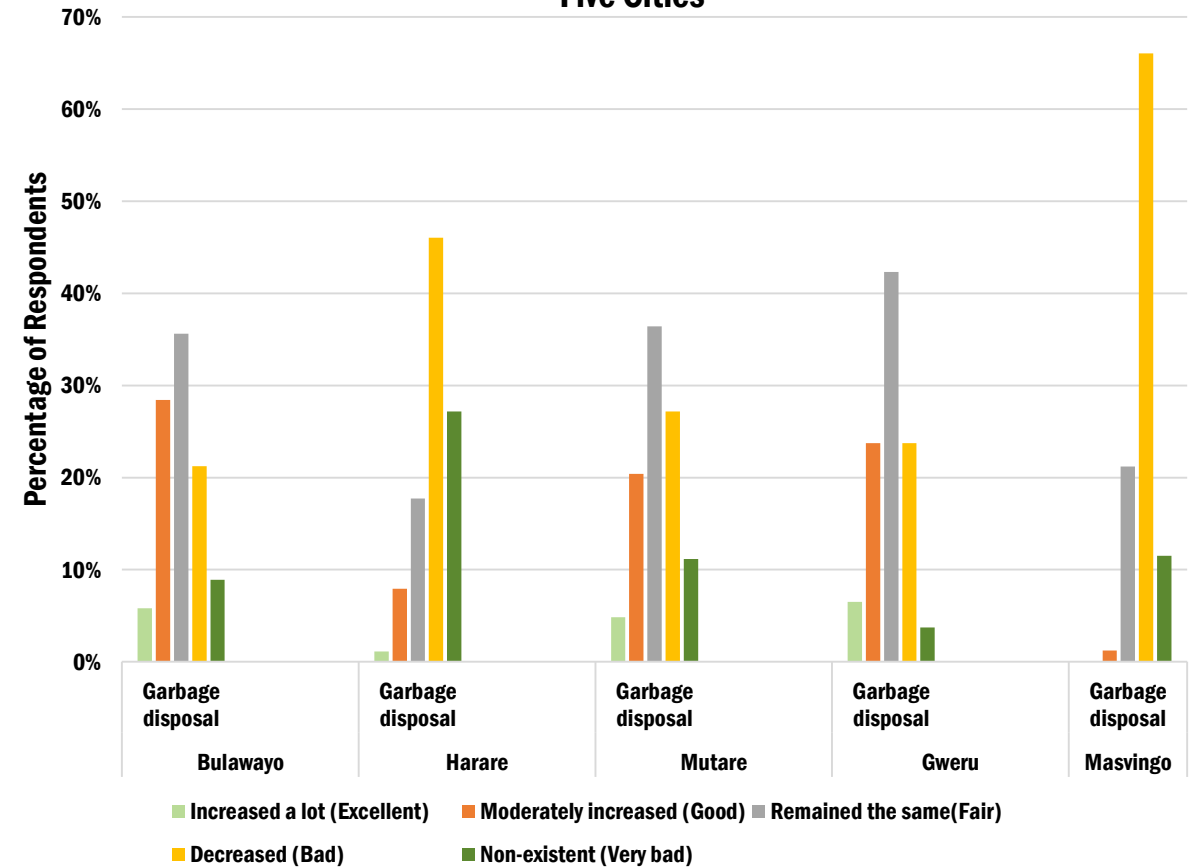


Rating Service Delivery Across 5 Cities

Rating of Clean Water Provision by Local Councils Across Five Cities

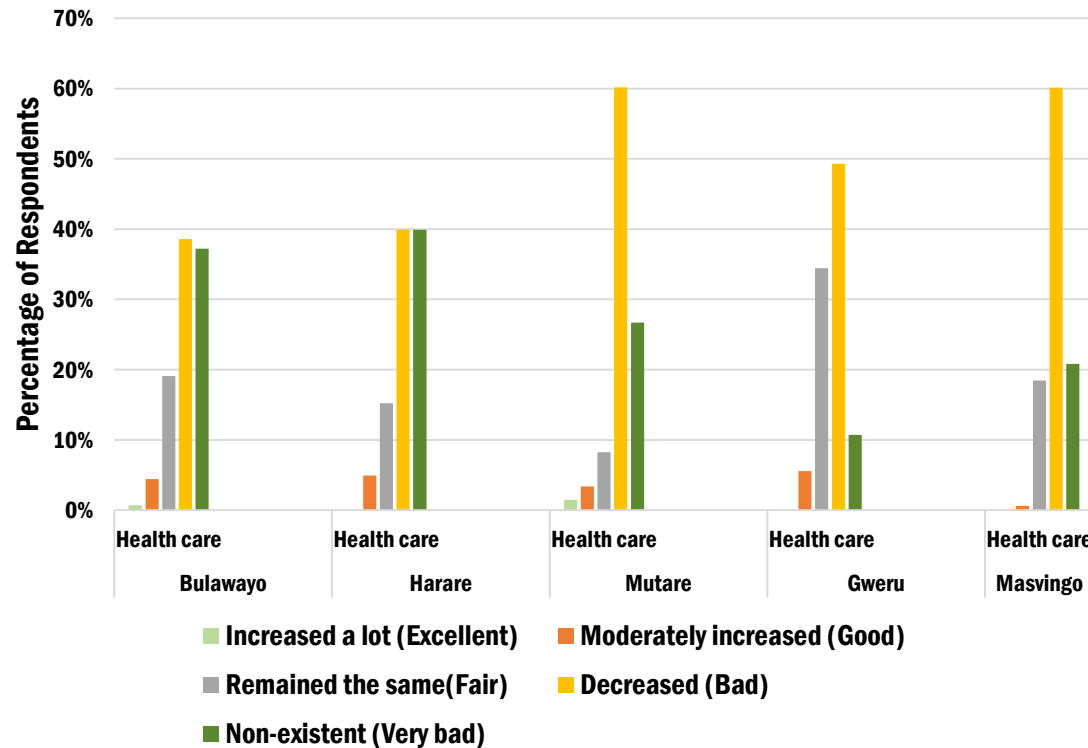


Rating of Garbage Collection and Disposal by Local Councils Across Five Cities

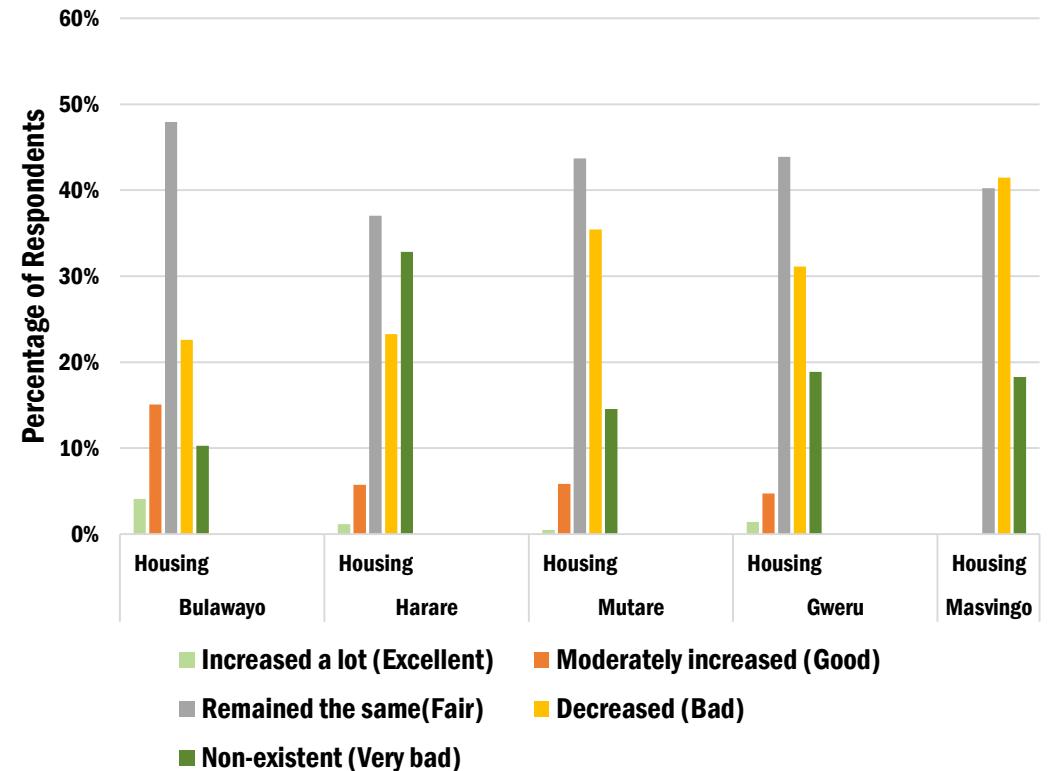


Rating Service Delivery Across 5 Cities

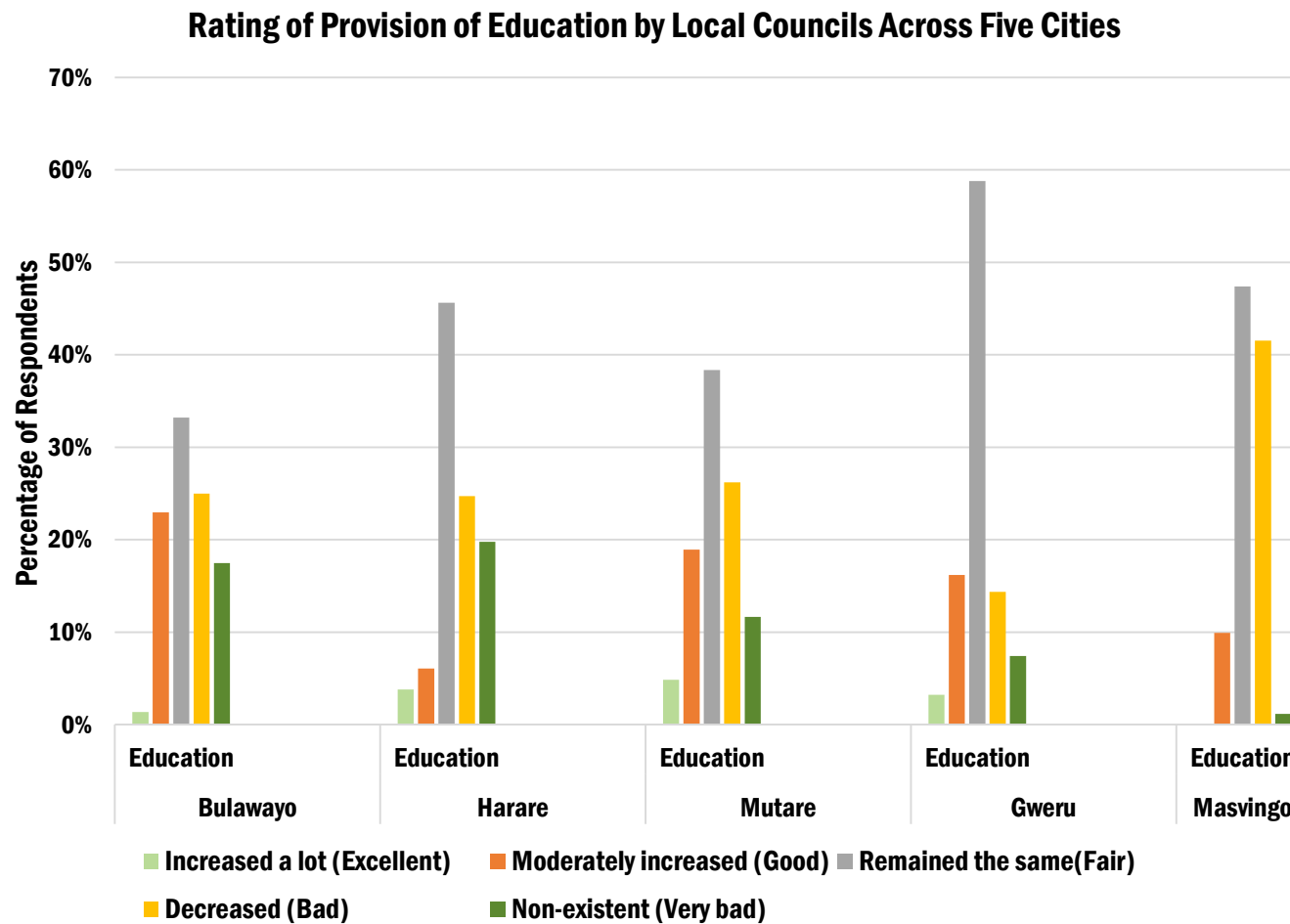
Rating of Provision of Health Care by Local Councils Across Five Cities



Rating of Provision of Housing by Local Councils Across Five Cities



Rating Service Delivery Across 5 Cities





Citizens' Service Delivery Priorities – Top 5

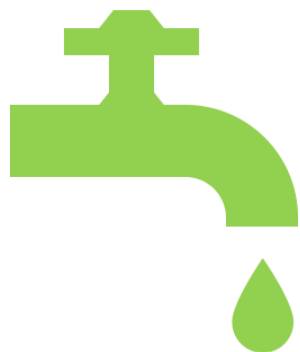
Affordable
housing/stands

40%



Regular supply
of clean water

82%



Regular road network
maintenance

46%



Functioning and
well equipped
clinics

58%



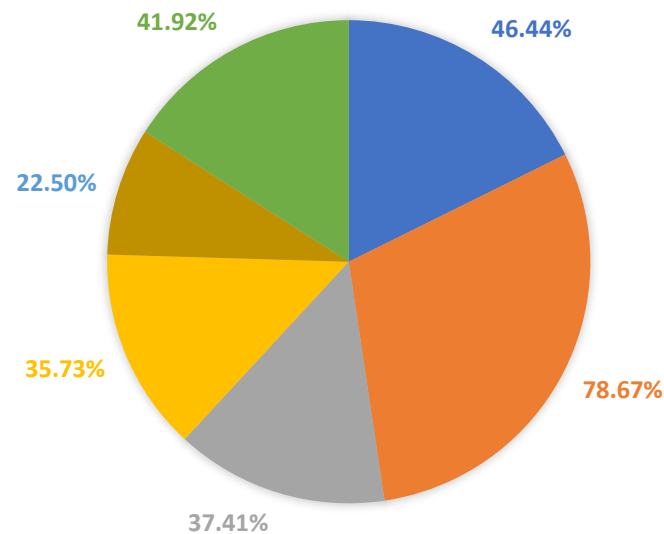
Garbage disposal

42%



Perceptions on Factors inhibiting effectiveness of councils

FACTORS INHIBITING THE EFFECTIVENESS OF COUNCILS

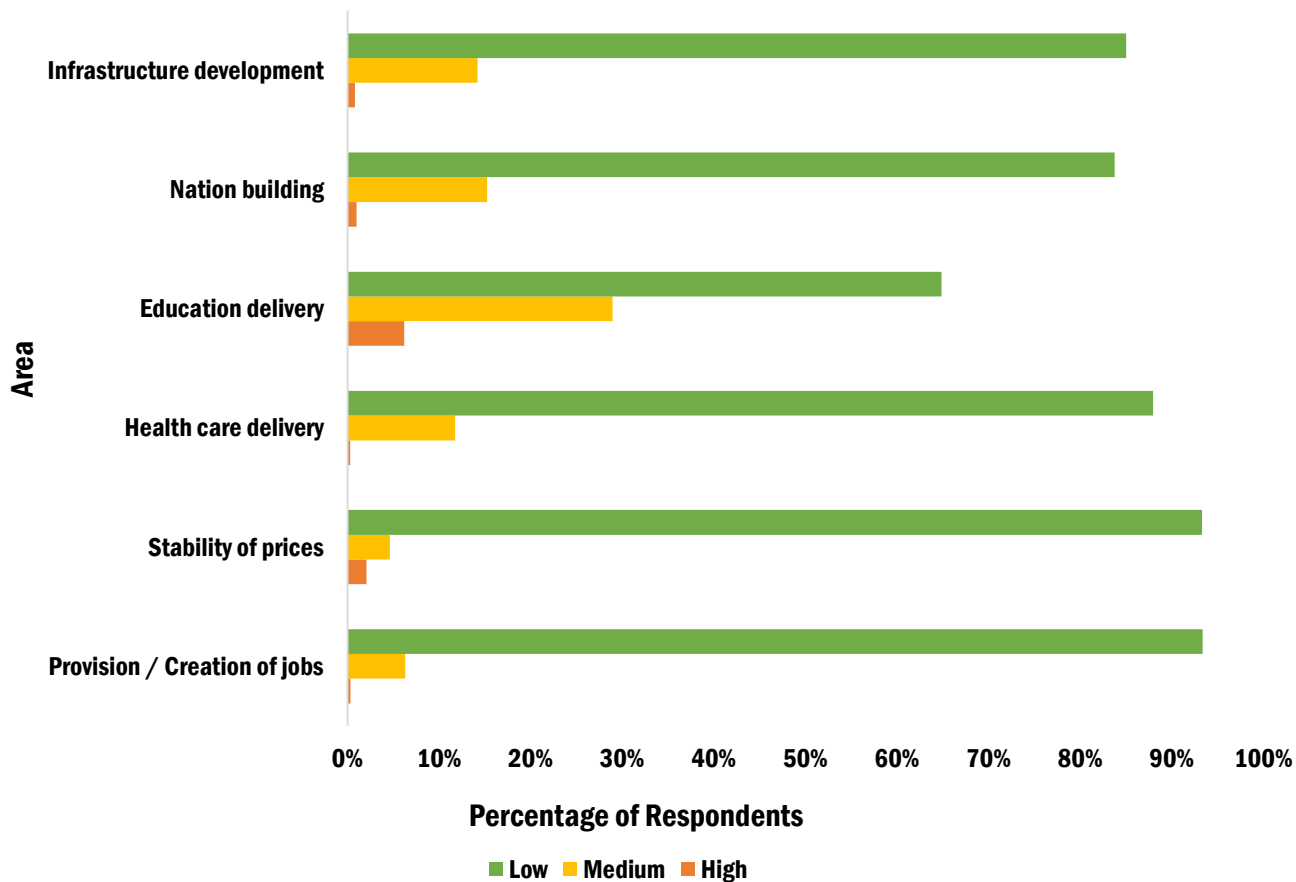


Perceptions on factors inhibiting Government effectiveness

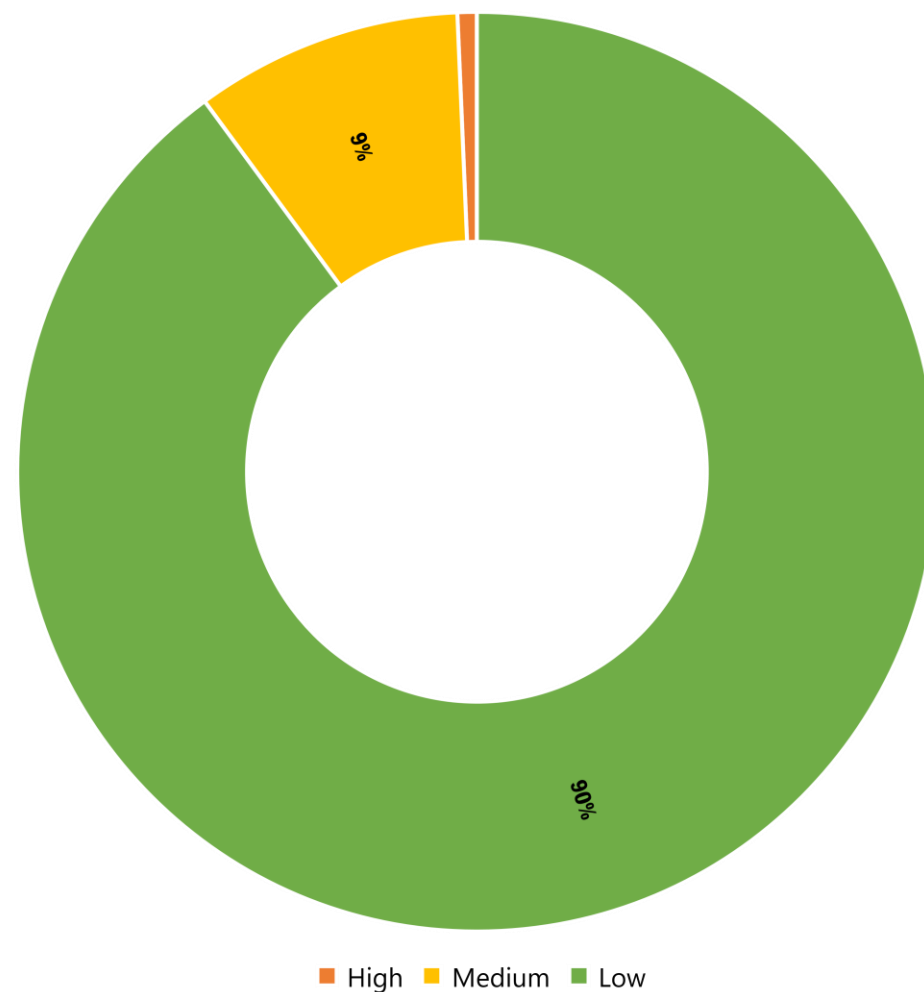


Citizens' Perceptions on Central Government Performance

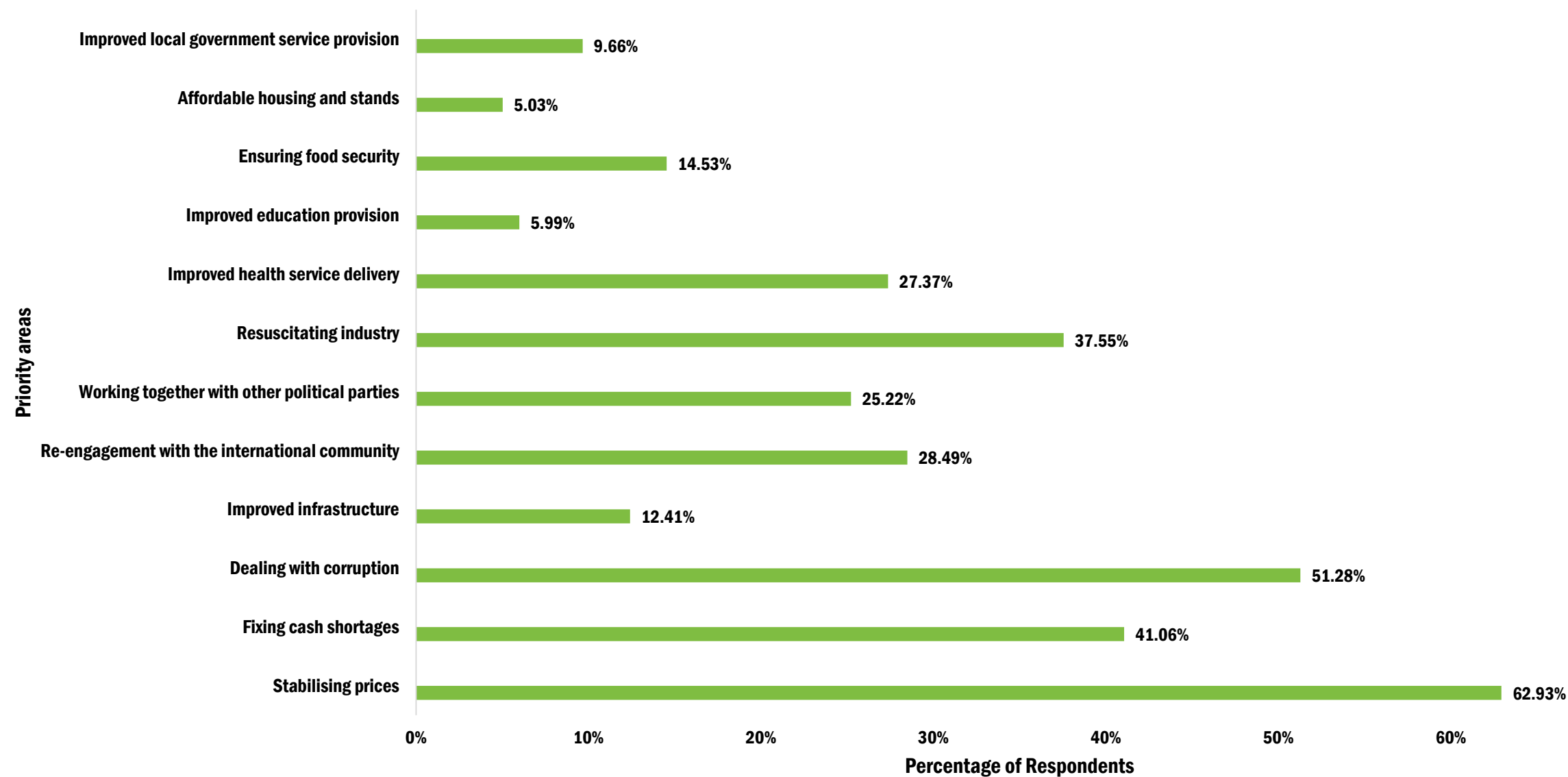
Citizens' Perceptions on Central Government Performance



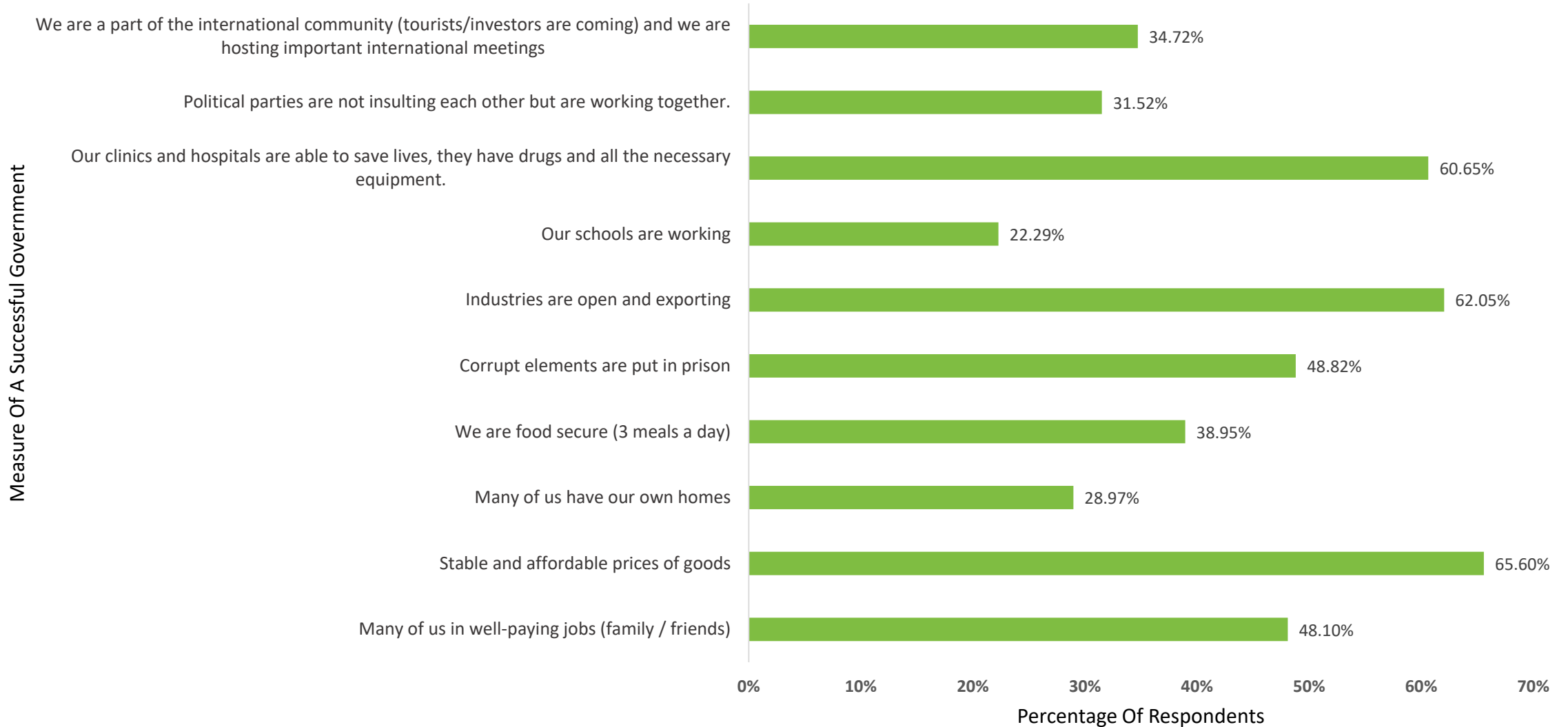
Overall Performance of Central Government



Citizens' Suggestions on Government priorities



Citizens' Measure of a Successful Government



Conclusion

- The findings suggest a general sense of despondency and disappointment with both local authorities and central government.
- In the meantime, the socio-economic conditions have worsened across the country exacerbated by the poor rains which negatively affected agriculture.
- There is no significant traction on attracting foreign direct investment- the number of unemployed has been on the increase.
- In other words, the crisis continues unabated with very limited prospects for recovery.