# Preliminary Report

# Citizen Perception Survey
## CPS 2025



**BANGLADESH BUREAU OF STATISTICS**
**STATISTICS AND INFORMATICS DIVISION**
**MINISTRY OF PLANNING**
www.bbs.gov.bd

# Citizen Perception Survey (CPS) 2025

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# ACKNOWLEDGEMENT

# ACRONYMS

| | |
|---|---|
| BBS | Bangladesh Bureau of Statistics |
| BELA | Bangladesh Environmental Lawyers Association |
| BLAST | Bangladesh Legal Aid and Services Trust |
| BRTA | Bangladesh Road Transport Authority |
| CPS | Citizen Perception Survey |
| CAPI | Computer Assisted Personal Interviewing |
| GIS | Geographic Information System |
| HH | Household |
| IMPS | Integrated Multipurpose Sample |
| NGO | Non-Governmental Organization |
| NID | National Identification |
| NSO | National Statistical Office |
| PSU | Primary Sampling Unit |
| SID | Statistics and Informatics Division |
| SDGs | Sustainable Development Goals |
| TIN | Taxpayer Identification Number |
| UN | United Nations |
| UNDP | United Nations Development Programme |
| UNHR | United Nations High Commissioner for Human Rights |
| UNODC | United Nations Office on Drugs and Crime |
| VAT | Value Added Tax |

# EXECUTIVE SUMMARY

The Bangladesh Bureau of Statistics (BBS) conducted Citizen Perception Survey (CPS) in February 2025, interviewing 84,807 respondents (both male and female) aged 18 years & above from 45,888 households in 1920 primary sampling units (PSUs) across 64 districts of the country. The survey measured citizen perceptions on safety, governance, public services, corruption, access to justice, and discrimination to monitor SDG 16 indicators. The survey employed a semi-structured questionnaire for data collection, which was developed following the international standards and methodologies prescribed by the United Nations (UN). To ensure data reliability, comparability and policy relevance, the survey incorporated technical guidelines from UNDP, UNODC, and OHCHR. The questionnaire was digitized using a Computer Assisted Personal Interviewing (CAPI) system, which enhanced real-time data monitoring and quality control. The CPS 2025 provides results for six indicators of SDG 16.

Key findings reveal that 84.81% of citizens feel safe walking alone in their neighborhoods at night, with higher safety perceptions among men (89.53%) than women (80.67%). Urban citizens (83.75%) are more likely to feel safe than those living in rural areas (85.30%). Safety perceptions when staying at home after dark (92.54%) is remarkably higher in comparison with that of walking alone in their neighborhoods.

In governance, only 27.24% believe they can influence government decisions, with minimal urban-rural differences but significant gender gaps (31.86% males, 23.02% females). This drops to 21.99% when assessing political influence, again showing gender disparity (26.55% men, 17.81% women).

Regarding public services, only 47.12% of the population used government healthcare facilities. Among these users, 82.72% found services easily accessible and 89.34% considered treatment affordable. However, satisfaction levels were lower for facility quality (65.07%), equal treatment of patients (63.13%), and behavior of staff (63.19%). For education, over 90% reported primary schools as accessible and affordable, compared to about 80% for secondary schools. Quality concerns emerged for both levels, with satisfaction dropping below 80% for facilities and services.

Regarding other government services (identification/civil registration), around 80% reported access and affordability, but only 51.28% were satisfied with processing times, and around 60% believed in effective and equal service for everyone.

Corruption remains pervasive, with 31.67% of citizens reporting bribery experiences when accessing government services. The BRTA (63.29%), law enforcement (61.94%), and passport offices (57.45%) are identified as the most corruption-prone sectors. A significantly greater percentage of males (61.43%) report bribery experience than females (41.85%).

Of the citizens experiencing any disputes in the past two years, and for dispute resolution, the most of the population (83.60%) had access to either a formal (e.g., court) or informal mechanism (e.g., community leaders), with 41.34% from formal institutions and 68.96% from informal institutions.

The key findings reveal that 19.31% of the population experiences any form of discrimination, with slightly higher rates among women (19.62%) than men (18.97%) and urban areas (22.01%) reporting more incidents than rural areas (18.07%). The main grounds for discrimination are socio-economic status (6.82%) and sex (4.47%). Discrimination occurs most frequently in own households (48.44%), public spaces/transportation (31.30%), and workplaces (25.97%). Only 5.35% of victims report these incidents to authorities, indicating significant underreporting of discrimination cases nationwide.

These findings highlight the need for improved safety measures, governance transparency, service quality, anti-corruption efforts, and inclusive policies to achieve SDG 16 targets in Bangladesh.

Citizen Perception Survey
# CPS 2025

# Chapter 1

## HOUSEHOLD AND DEMOGRAPHIC CHARACTERISTICS

This chapter deals with household and demographic characteristics obtained from CPS 2025. It includes average household size, household head by sex, covering household's basic expenses with income, distribution of population by location, age group, and level of education.

# HOUSEHOLD CHARACTERISTICS

## 1.1 Average Household Size

**4.00** National

**4.05** Rural

**3.90** Urban

## 1.2 Household Head by Sex (%)

**81.97** Male-headed

**18.03** Female-headed

National

**81.55** **18.45** Rural

**82.86** **17.14** Urban

Male   Female

# 1.3 Covering Household's Basic Expenses with Income (%)



**National**

| | National (%) |
|---|---|
| With some difficulty | 28.81 |
| Fairly easily | 28.63 |
| Easily | 16.35 |
| With difficulty | 14.04 |
| Very easily | 6.34 |
| With great difficulty | 5.55 |
| Prefer not to say/Don't know | 0.29 |



**Rural**

**Urban**

| | Rural (%) | Urban (%) |
|---|---|---|
| With some difficulty | 29.17 | 28.03 |
| Fairly easily | 28.35 | 29.23 |
| Easily | 16.74 | 15.52 |
| With difficulty | 13.89 | 14.36 |
| Very easily | 6.18 | 6.67 |
| With great difficulty | 5.37 | 5.94 |
| Prefer not to say/Don't know | 0.30 | 0.25 |

# DEMOGRAPHIC CHARACTERISTICS

## 1.4  Distribution of Population by Location (%)

| Rural 68.44 | Urban 31.56 |
|:---:|:---:|

## 1.5  Distribution of Population by Age Group (%)

| Age Group | % |
|---|---|
| 75 and above | 1.95 |
| 65-74 | 6.40 |
| 55-64 | 11.65 |
| 45-54 | 16.12 |
| 35-44 | 22.73 |
| 25-34 | 22.37 |
| 18-24 | 18.79 |
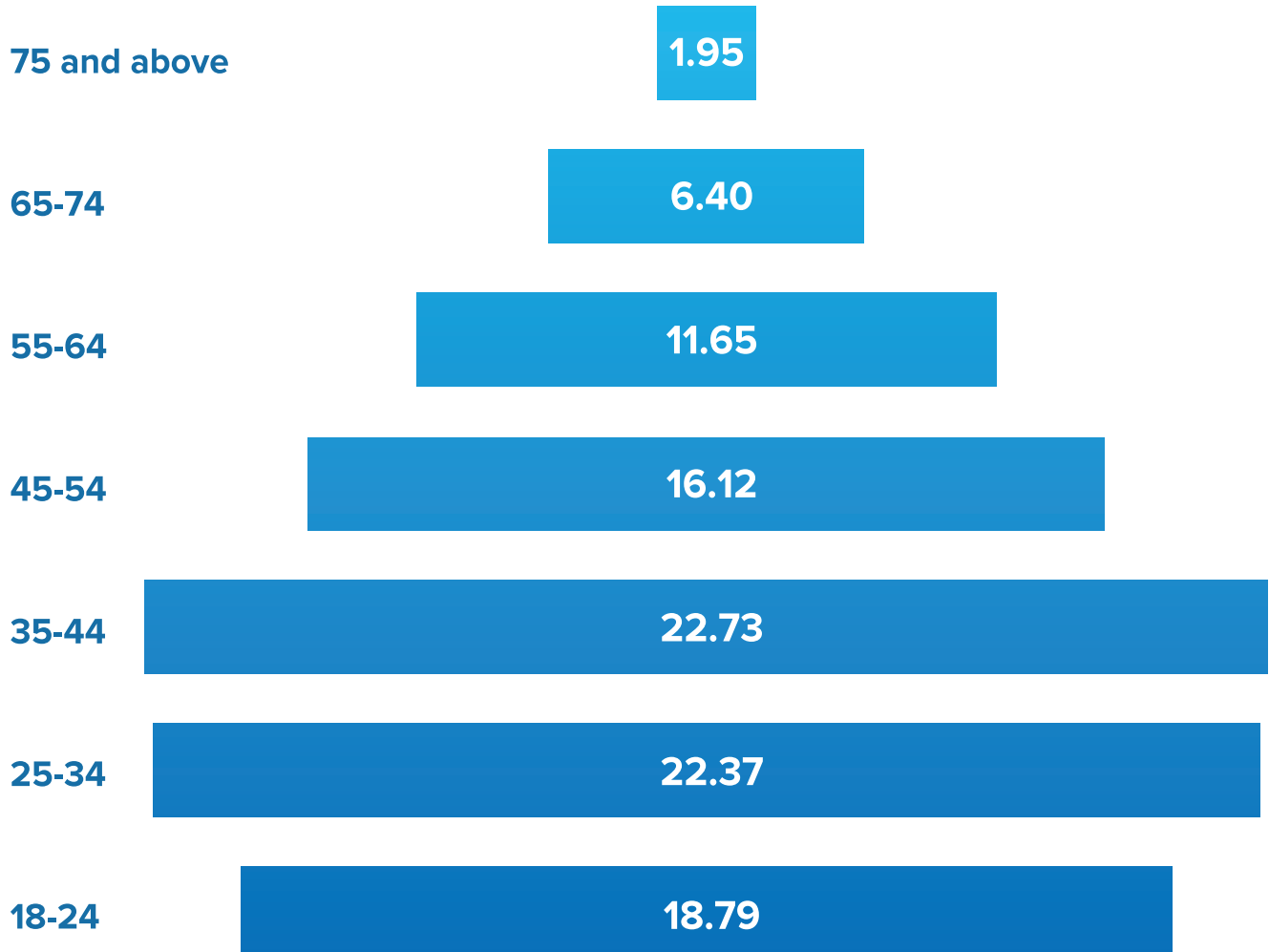
## 1.6 Distribution of Population by Level of Education (%)

| Level of Education | % |
|---|---|
| No education or pre-schooling | 25.97 |
| Class (I-IV) | 9.43 |
| Primary/ equivalent | 11.98 |
| Class (VI-IX) | 23.79 |
| SSC/ Dakhil/ O level/ equivalent | 10.72 |
| HSC/ Alim/ A level/ equivalent | 10.53 |
| Graduate/ equivalent and above | 7.13 |
| Others | 0.46 |
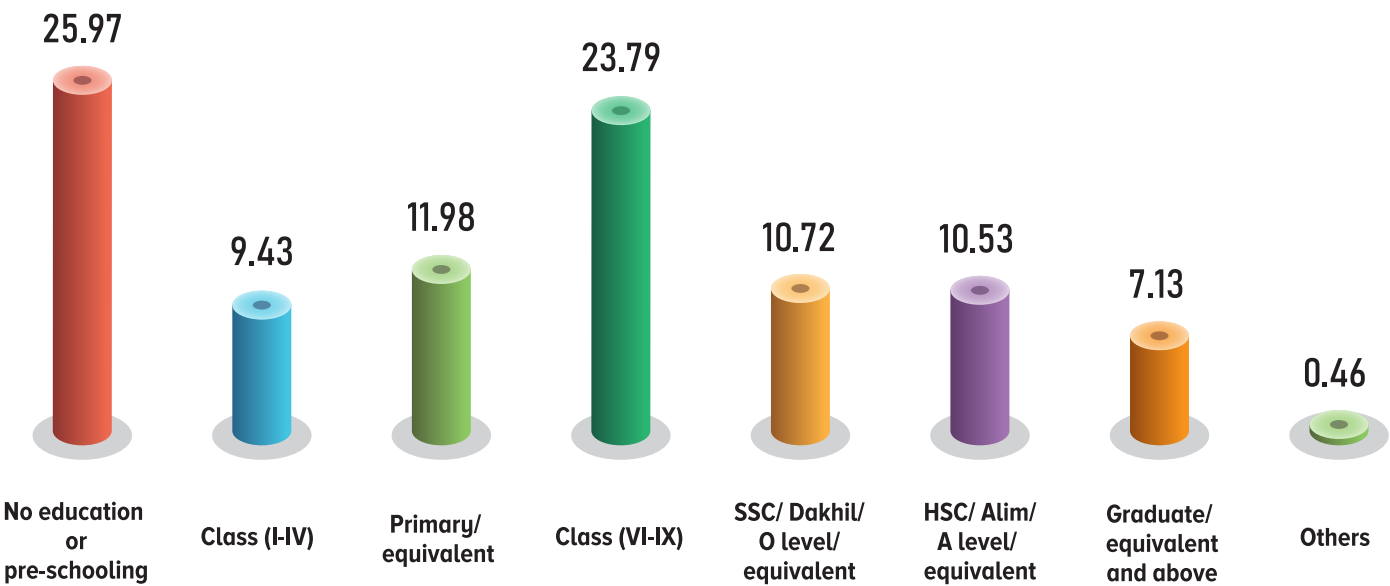
# Chapter 2

# PERCEPTION OF SAFETY

Perception of safety is considered a subjective well-being indicator. This chapter refers to the proportion of the adult population who feel safe walking alone in their neighbourhood and at home after dark, along with their concern about being physically attacked by strangers, having their home broken into and something stolen, and having their other valuables stolen or vandalized.

## 2.1 Proportion of population who feel safe walking alone in their neighbourhood after dark by location and sex (%) (SDG 16.1.4)



**85.30** Rural

**83.75** Urban

**National 84.81**

**89.53** Male

**80.67** Female
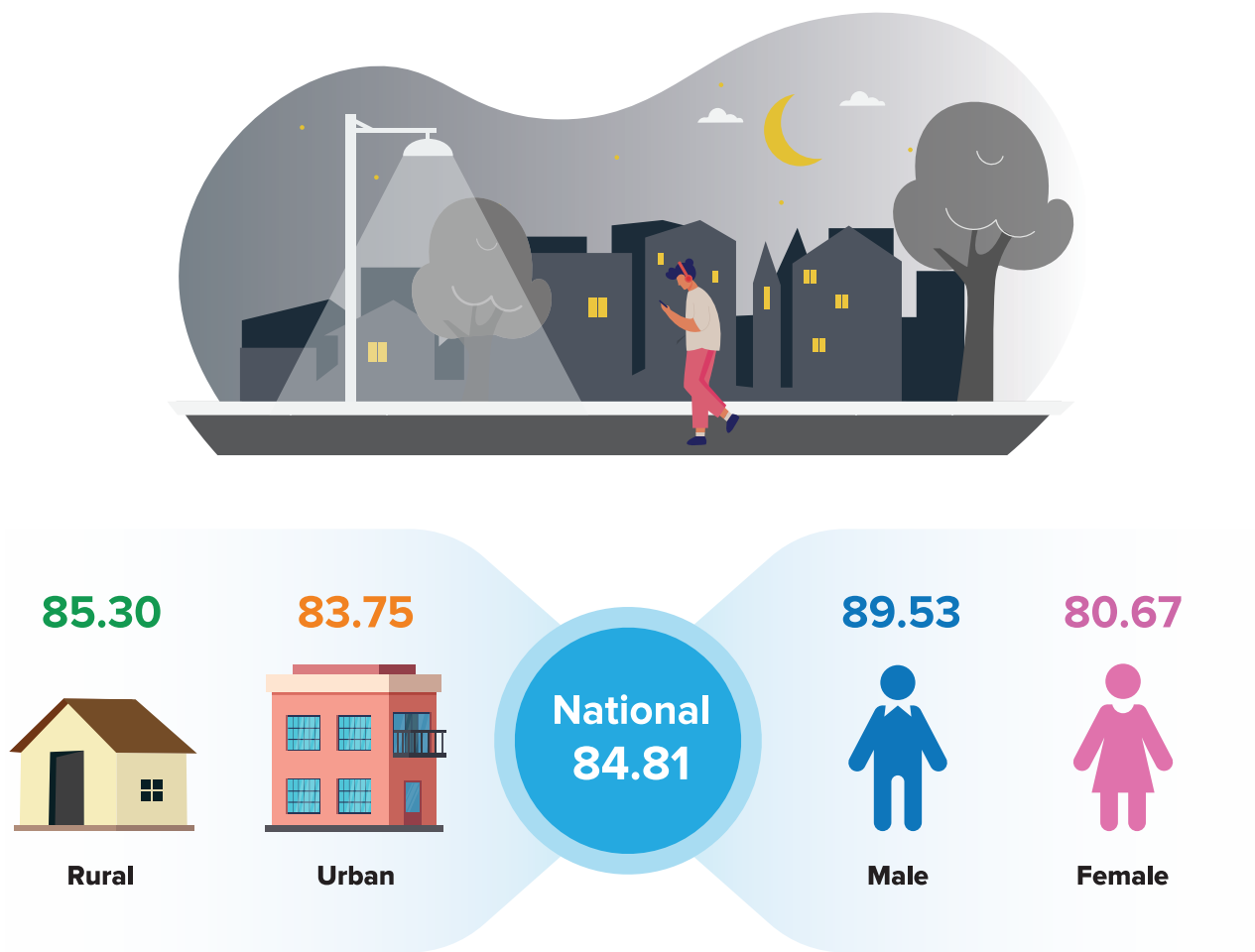
## 2.2 Proportion of population who feel safe at home after dark by location and sex (%)



**92.84** Rural

**91.88** Urban

**National 92.54**

**93.35** Male

**91.83** Female
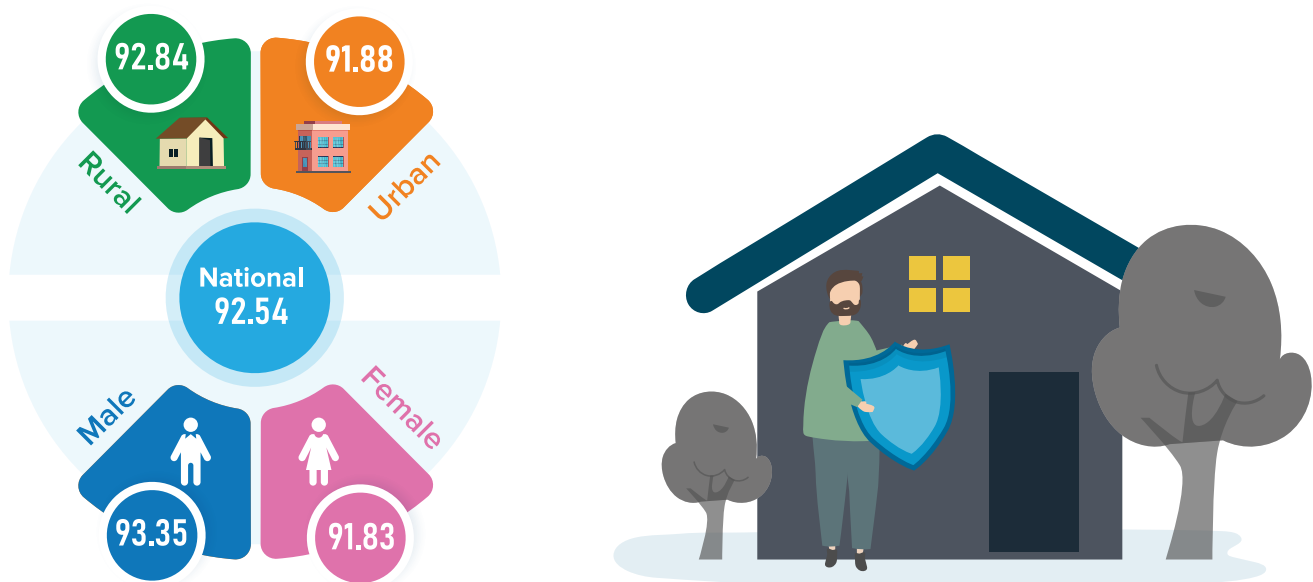
**2.3  Proportion of population who are worried about being physically attacked by strangers, including being mugged or robbed by location and sex (%)**

| Rural | Urban | National | Male | Female |
|-------|-------|----------|------|--------|
| 30.50 | 41.28 | 33.91 | 30.73 | 36.69 |

**2.4  Proportion of population who are worried about having their home broken into and something stolen by location and sex (%)**

| Rural | Urban | National | Male | Female |
|-------|-------|----------|------|--------|
| 40.43 | 44.55 | 41.74 | 38.59 | 44.49 |

**2.5  Proportion of population who are worried about having their other valuables stolen or vandalized by location and sex (%)**

| Rural | Urban | National | Male | Female |
|-------|-------|----------|------|--------|
| 45.61 | 50.55 | 47.17 | 44.08 | 49.88 |
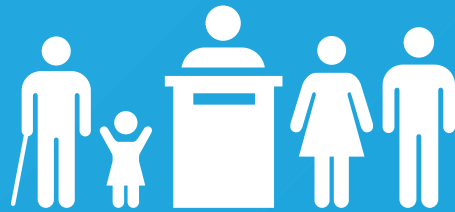
# Chapter 3

# EXTERNAL POLITICAL EFFICACY

This chapter refers to the concept of "political efficacy", which can be defined as the "feeling that political and social change is possible and that the individual citizen can play a part in bringing about this change".

**3.1 Proportion of population who believe that they can express their views on what the government does by location and sex (%)**



Location

Rural
**26.94**

Urban
**27.87**

National
**27.24**

Sex

Male
**31.86**

Female
**23.02**

POLICY MAKING

PUBLIC SERVICE

LAW ENFORCEMENT

BUDGETING
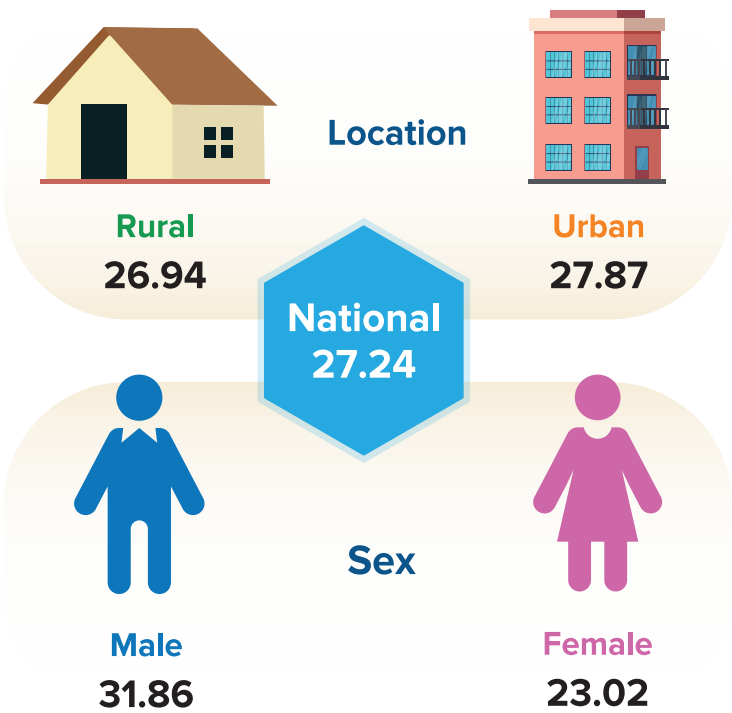
**3.2 Proportion of population who believe that they can influence on politics by location and sex (%)**



Location

Rural
**21.99**

Urban
**21.95**

National
**21.99**

Sex

Male
**26.55**

Female
**17.81**
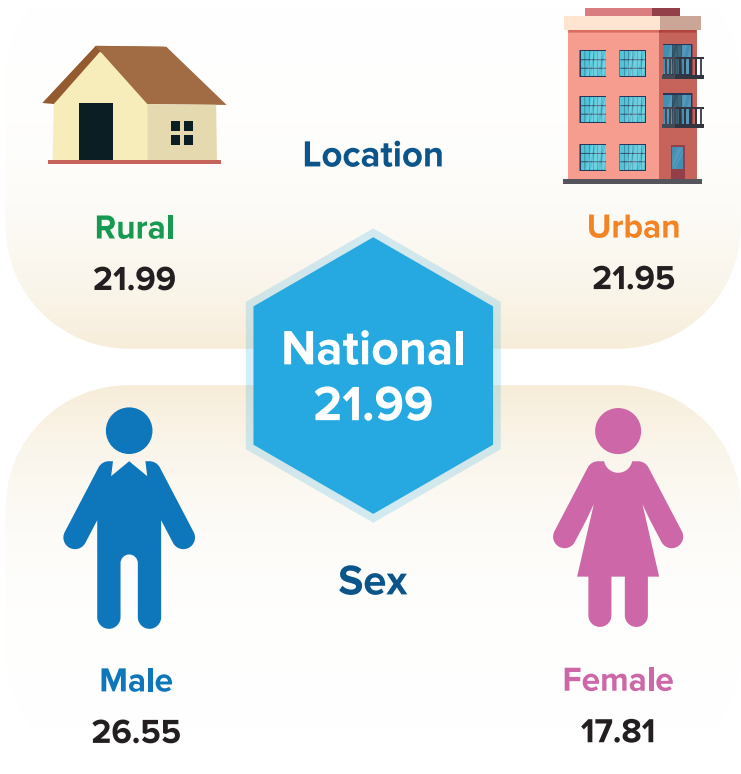
# Chapter 4

# SATISFACTION WITH PUBLIC SERVICES

This chapter measures levels of satisfaction with people's last experience with public services, in the three service areas of healthcare, education and government services (i.e. services to obtain government-issued identification documents and services for the civil registration of life events such as births, marriages and deaths).

## 4.1 Proportion of population who received primary healthcare services at least once in the last 12 months by location (%)
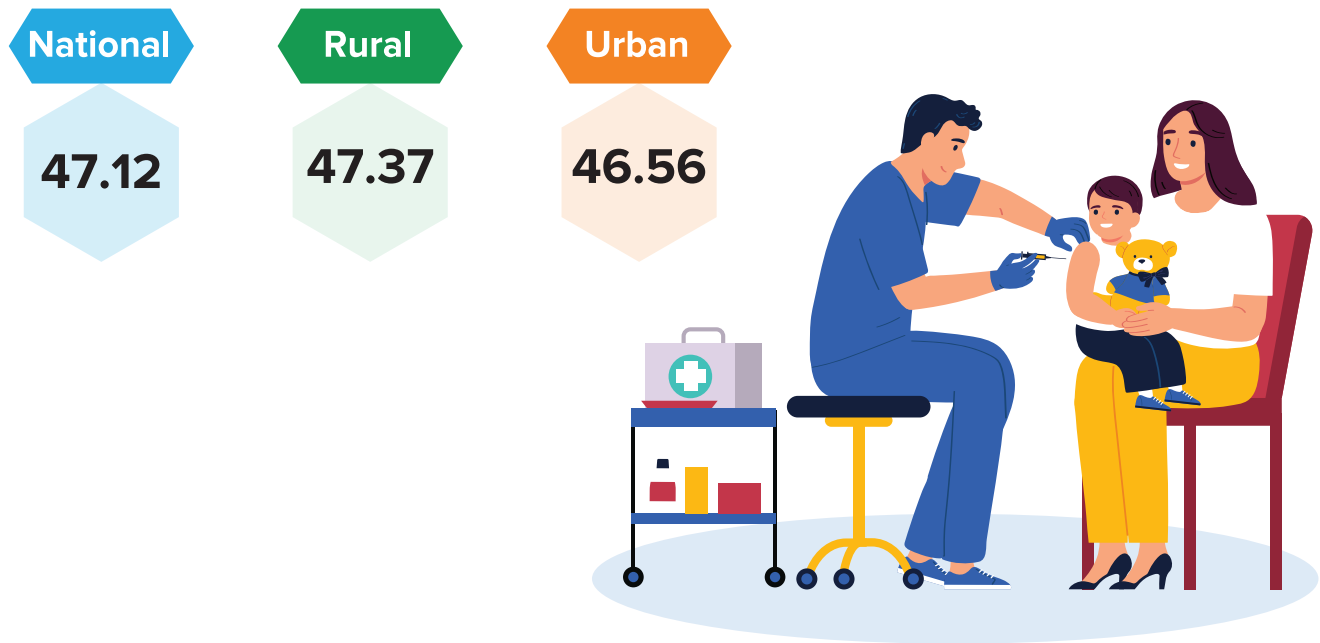
**National**

**47.12**

**Rural**

**47.37**

**Urban**

**46.56**

## 4.2 Proportion of population who responded positively (i.e. 'strongly agree' or 'agree') with primary healthcare services (%)

| | Accessibility | Affordability | Quality of facilities | Equal treatment for everyone | Courtesy and treatment |
|---|---|---|---|---|---|
| Agree + Strongly Agree | 82.72 | 89.34 | 65.07 | 63.13 | 63.19 |
| Strongly Agree | 16.95 | 14.52 | 5.92 | 5.39 | 6.31 |
| Agree | 65.77 | 74.82 | 59.15 | 57.74 | 56.88 |
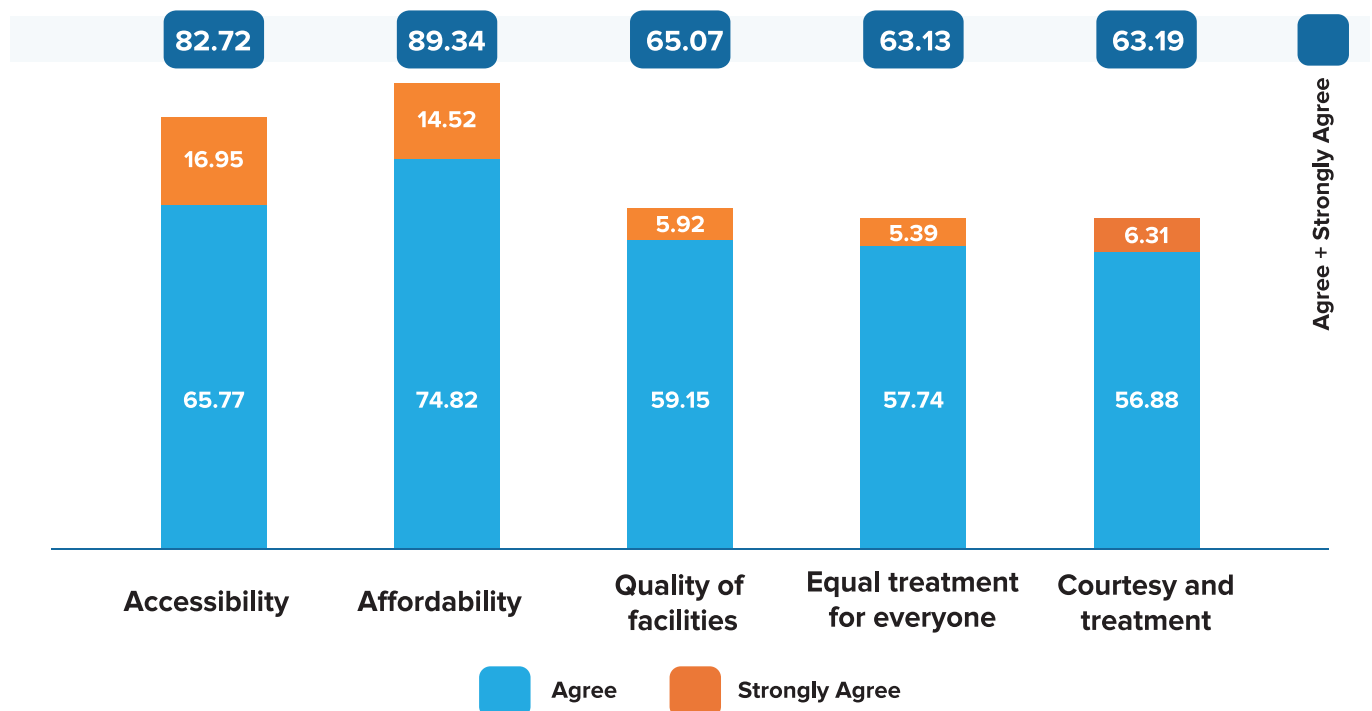
■ Agree    ■ Strongly Agree

**4.3** Proportion of population who have at least one child in the household attending a public school by location (%)

| National | Rural | Urban |
|:---:|:---:|:---:|
| **40.93** | **43.67** | **34.95** |

**4.4** Proportion of population who responded positively (i.e. 'strongly agree' or 'agree') with primary education services (%)

Agree + Strongly Agree

| | Accessibility | Affordability | Quality of facilities | Equal treatment for everyone | Quality of teaching |
|---|:---:|:---:|:---:|:---:|:---:|
| Total | 96.46 | 92.66 | 80.02 | 70.72 | 67.93 |
| Strongly Agree | 35.87 | 18.94 | 12.18 | 8.09 | 7.20 |
| Agree | 61.59 | 73.72 | 67.84 | 62.63 | 60.73 |

■ Agree  ■ Strongly Agree
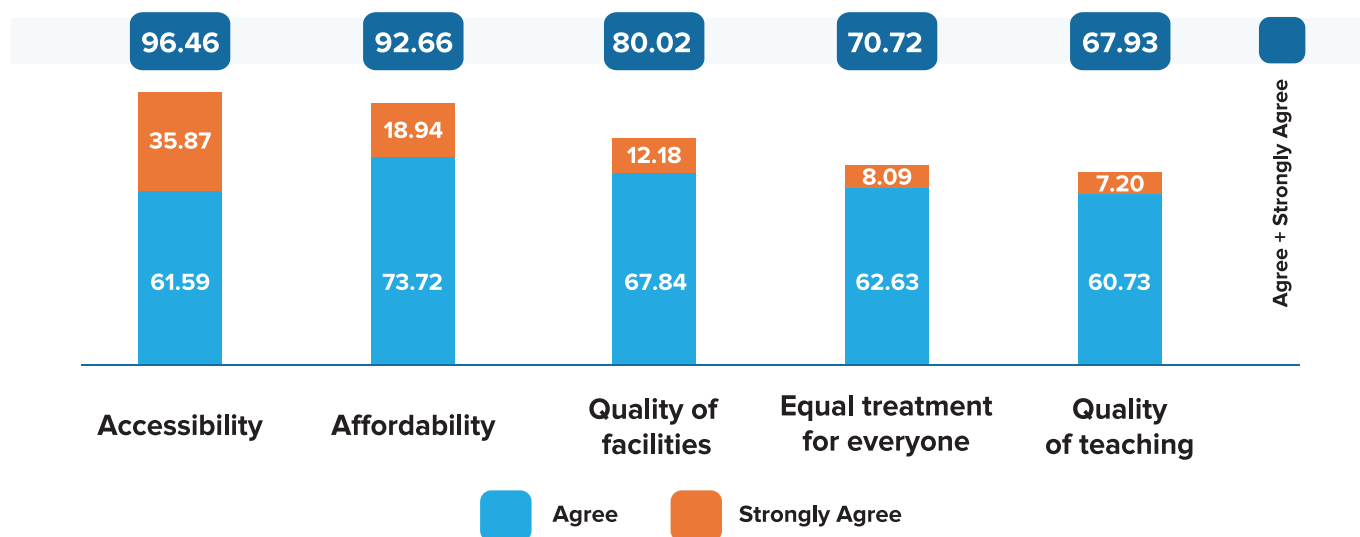
**4.5** Proportion of population who responded positively (i.e. 'strongly agree' or 'agree') with secondary education services (%)

Agree + Strongly Agree

| | Accessibility | Affordability | Quality of facilities | Equal treatment for everyone | Quality of teaching |
|---|:---:|:---:|:---:|:---:|:---:|
| Total | 86.20 | 80.86 | 78.45 | 73.52 | 71.86 |
| Strongly Agree | 20.65 | 10.57 | 7.44 | 6.80 | 7.12 |
| Agree | 65.55 | 70.29 | 71.01 | 66.72 | 64.74 |
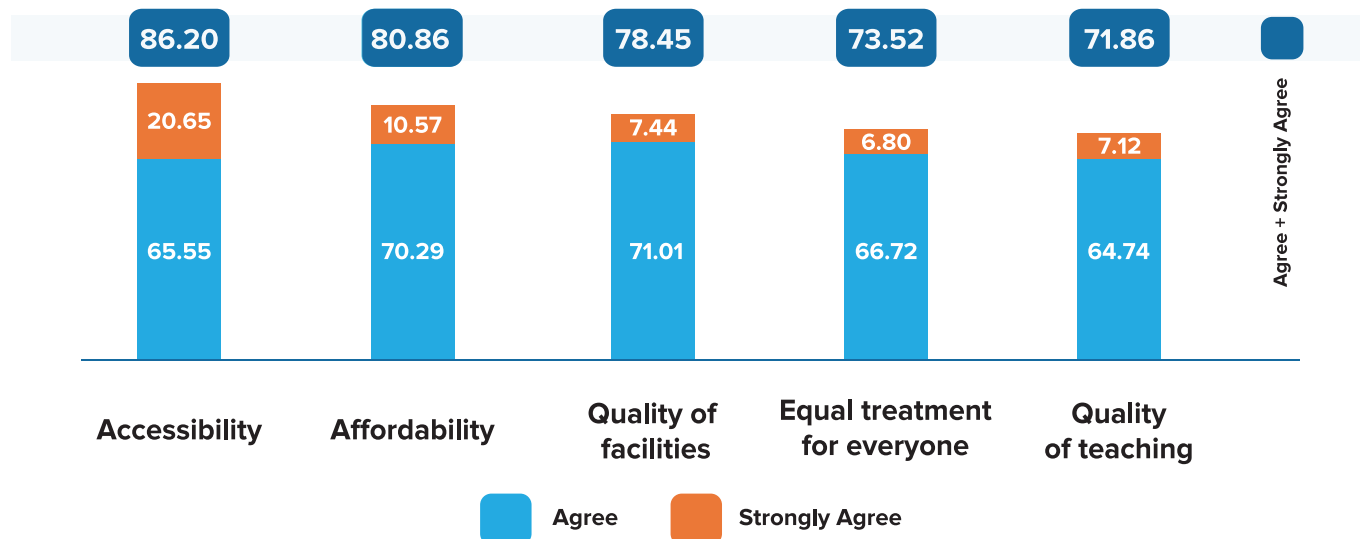
■ Agree  ■ Strongly Agree

**4.6 Last experience of receiving government services (identification/civil registration) in the past 12 months (%)**

| Category | Value |
|---|---|
| Certificate of Birth or Death | 47.80 |
| National Identity Card | 26.13 |
| Citizenship Certificate | 12.18 |
| Passport | 6.90 |
| Driving License | 3.34 |
| Certificate of Marriage or Divorce | 0.95 |
| TIN | 0.58 |
| Other Documents | 2.13 |
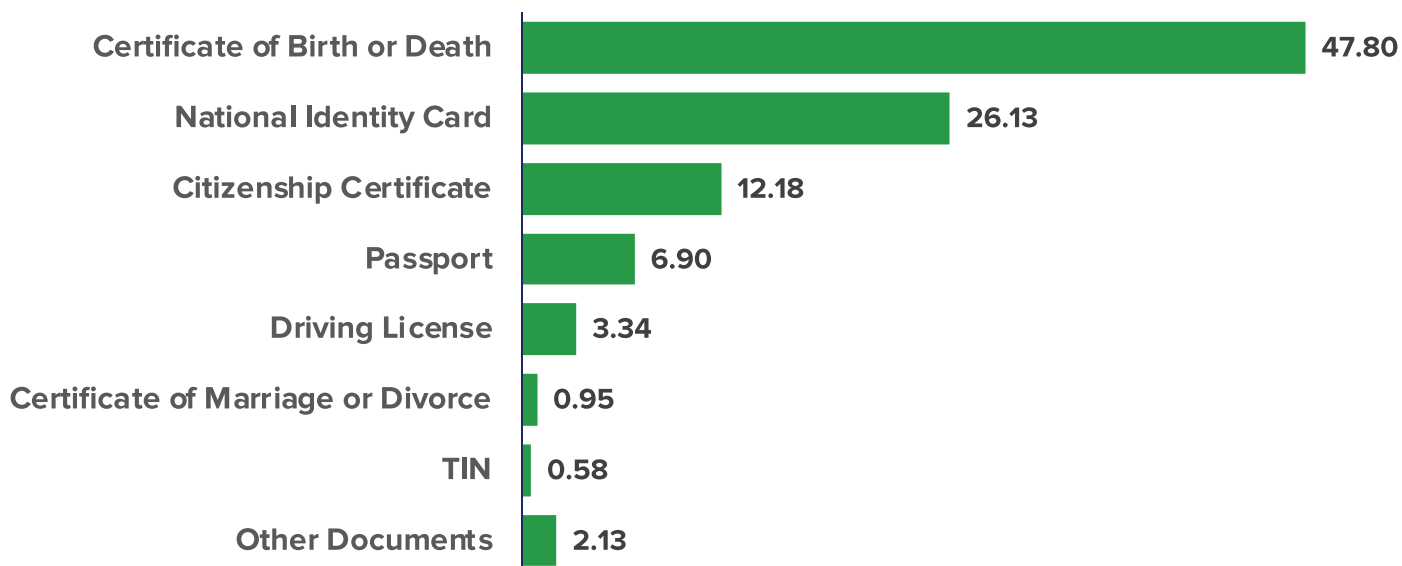
**4.7 Proportion of population who responded positively (i.e. 'strongly agree' or 'agree') with government services (identification/civil registration) (%)**

| | Accessibility | Affordability | Effective service delivery process | Equal treatment for everyone | Timeliness |
|---|---|---|---|---|---|
| Agree + Strongly Agree | 78.12 | 86.28 | 62.60 | 56.26 | 51.28 |
| Strongly Agree | 10.14 | 10.12 | 5.99 | 3.87 | 3.90 |
| Agree | 67.98 | 76.16 | 56.61 | 52.39 | 47.38 |

Legend: Agree (blue), Strongly Agree (orange)
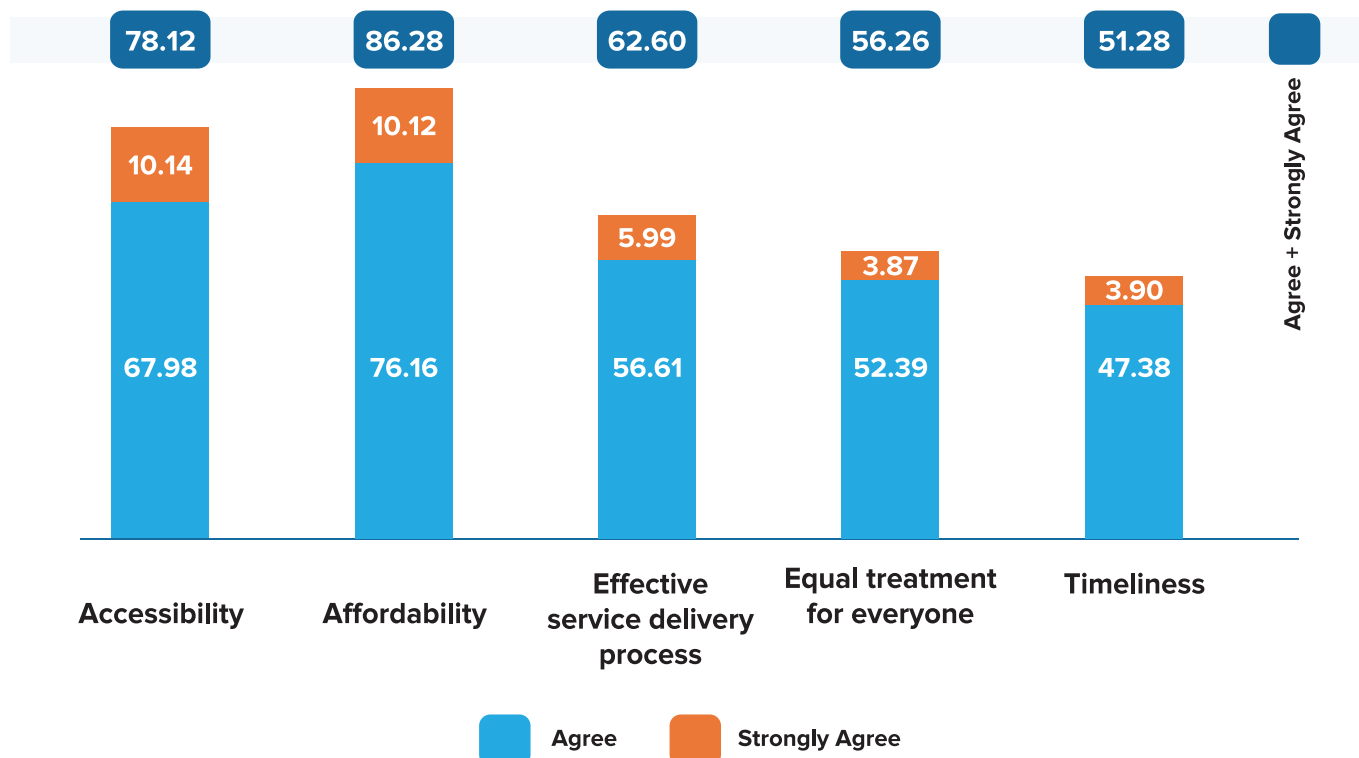
**4.8** Proportion of population who are satisfied (i.e. 'Very Satisfied' or 'Satisfied') with public services (healthcare, education and government services) overall (%)

| | Healthcare | Primary Education | Secondary Education | Government Services (identification/civil registration) |
|---|---|---|---|---|
| Satisfied + Very Satisfied | 74.09 | 83.64 | 81.10 | 62.69 |
| Very Satisfied | 4.68 | 7.02 | 4.99 | 4.05 |
| Satisfied | 69.41 | 76.62 | 76.11 | 58.64 |

Legend: Satisfied (green), Very Satisfied (orange)
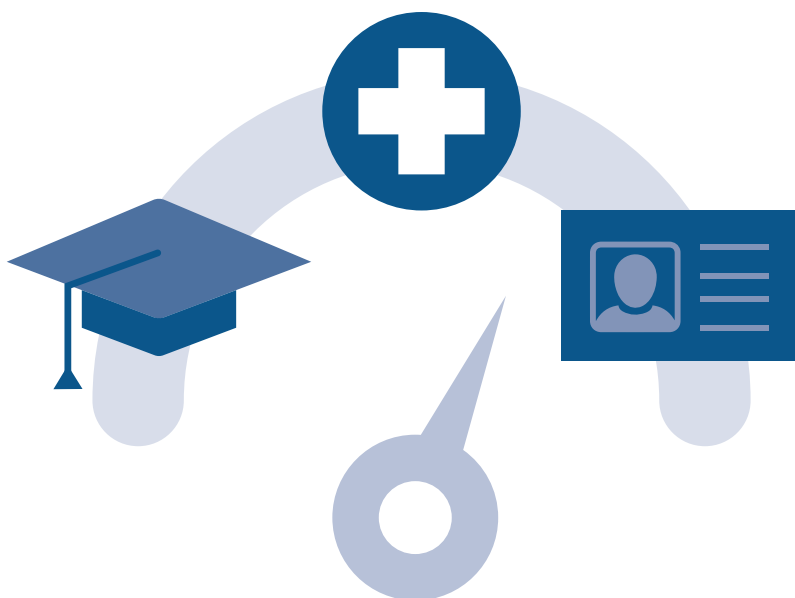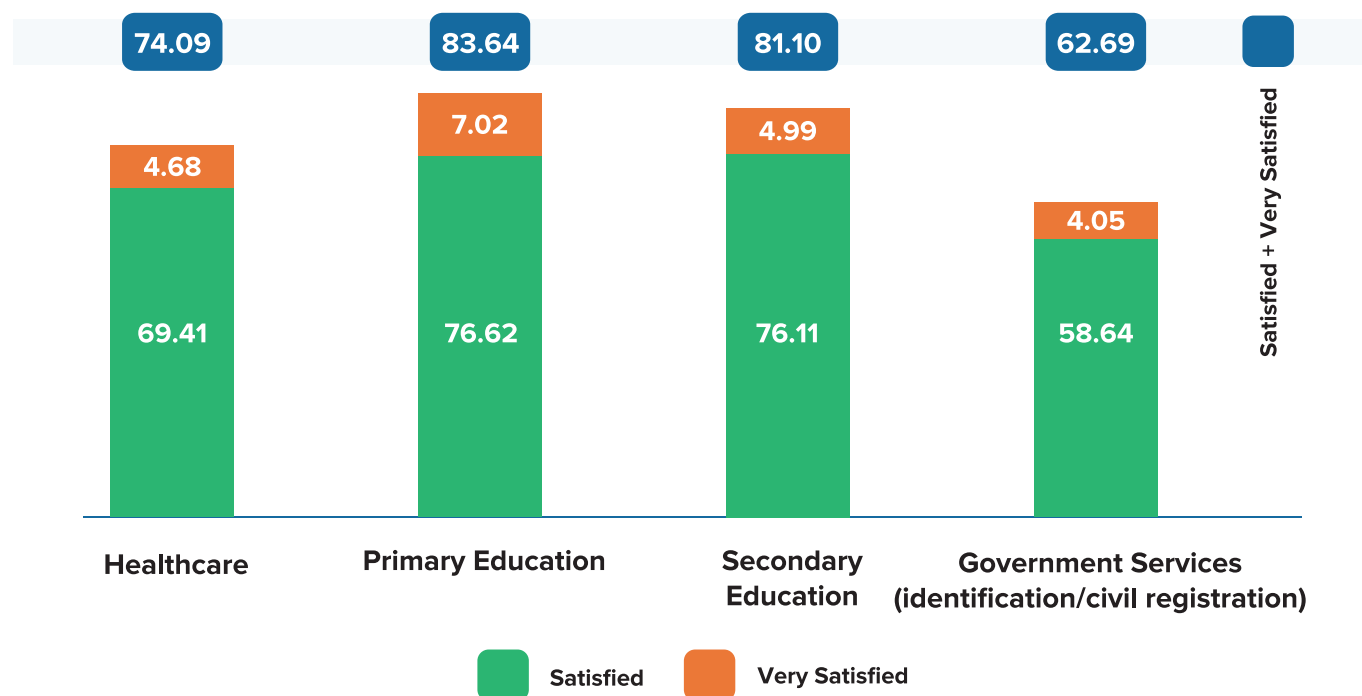
# Chapter 5

# BRIBERY, CORRUPTION

This chapter is defined as the percentage of persons who either paid at least one bribe (money, gift or counter-favour in return for a service) to a public official or were asked for a bribe by a public official, in the last 12 months, as a percentage of persons who had at least one contact with a public official in the same period.

**5.1 Proportion of population who had at least one contact with a public official for service in the last 12 months by location and sex (%)**

Rural
50.39

Urban
52.32

National
51.00

Male
61.43

Female
41.85
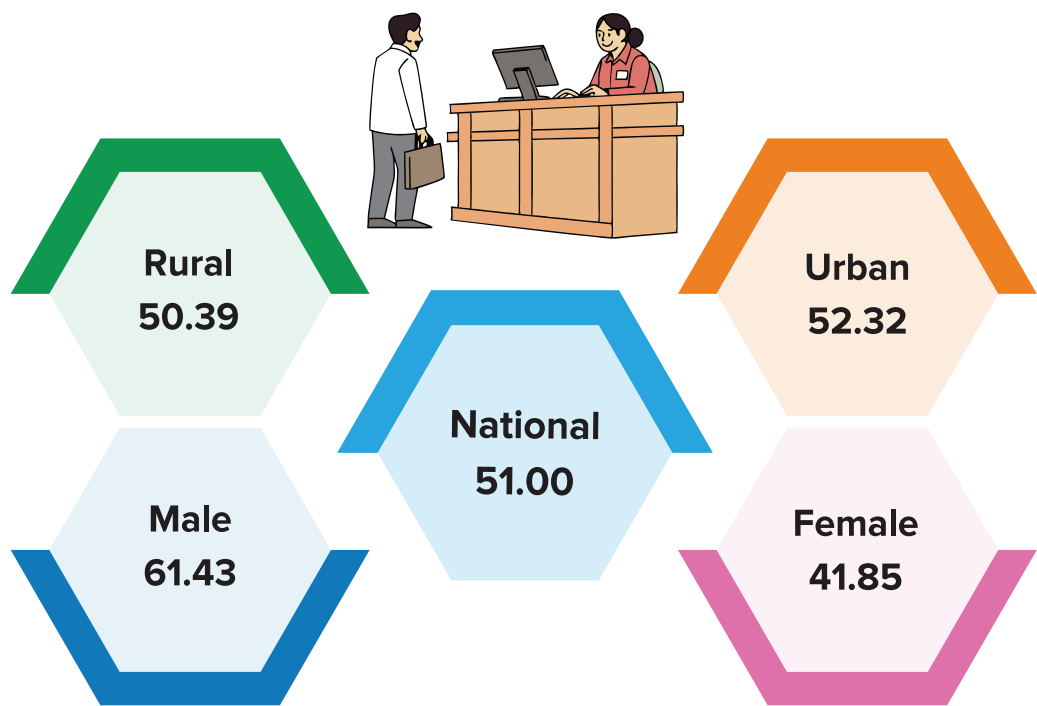
**5.2 Proportion of population paid bribe who contacted to any public officials in the last 12 months by location and sex (%) (SDG 16.5.1)**

31.67
National

32.27
Rural

30.41
Urban

38.62
Male

22.71
Female
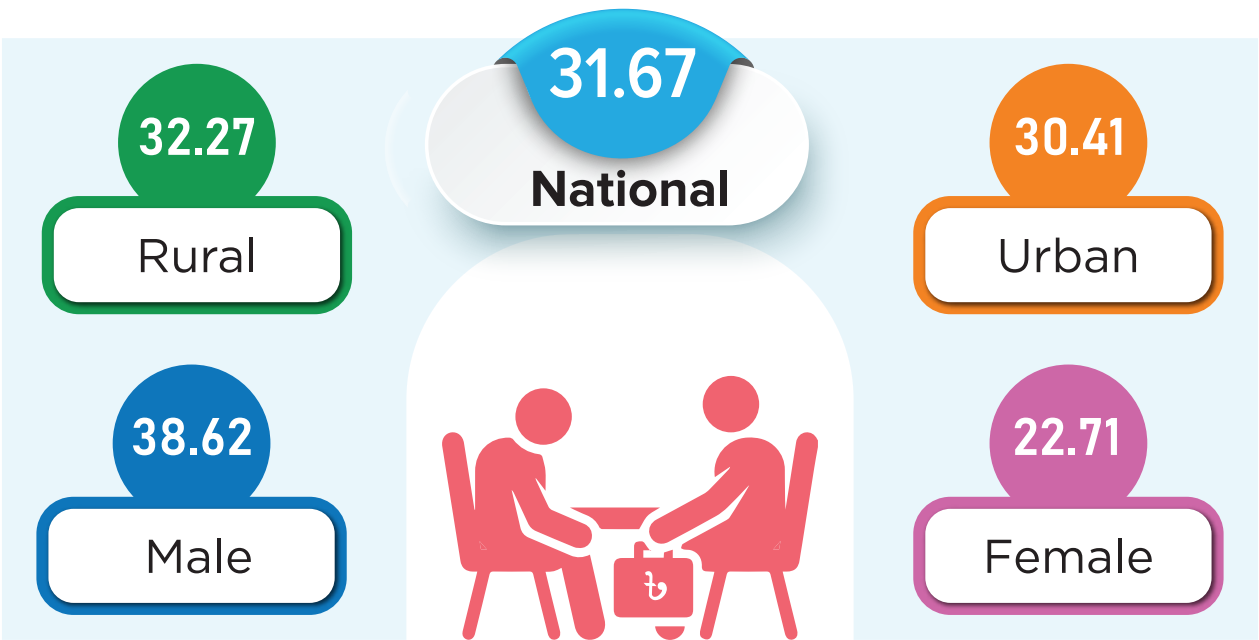
## 5.3 Proportion of population who paid bribe to a public official to receive a government service in the last 12 months (%)

| Office | % |
|---|---|
| BRTA office | 63.29 |
| Law enforcement agencies | 61.94 |
| Passport office | 57.45 |
| Land registry (cadastre) office | 54.92 |
| Judges or magistrates, prosecutors (government lawyers), and others | 53.77 |
| Land Record/ Acquisition/ Settlement office | 51.40 |
| Accounts Office | 44.68 |
| Customs, excise, and VAT office | 35.37 |
| Local government office (union parishad/paurashava/upazila) | 32.91 |
| District/ Upazila Election Office | 26.04 |
| Social security or welfare (Office of Social Services, Office of Women) | 19.20 |
| Public utility office (electricity, water, gas, sanitation, etc.) | 18.41 |
| Elected local government representatives | 14.94 |
| Income tax or revenue office | 14.08 |
| District/ Upazila Administration | 11.33 |
| Agricultural office | 9.07 |
| Doctors, nurses or other healthcare officials at a public clinic or hospital | 8.05 |
| Elected Members of Parliament | 7.91 |
| Government/ autonomous banks and insurance office | 2.98 |
| Teachers or other officials at public schools, colleges, madrasahs or universities etc. | 2.94 |
| Anti-Corruption Commission | 1.99 |

## 5.4 Proportion of population who paid bribe to government officials by types of gift-item/bribe offered for receiving public services* (%)



Money 98.48

Food or drink 4.14

National

Valuable goods /items 0.27

Exchange with another service or favour 1.00

*Percentage is calculated from multiple responses

## 5.5 Proportion of approaches to demand bribe for receiving public services by location (%)

| | National | Rural | Urban |
|---|---|---|---|
| Direct request from the official | 32.55 | 34.70 | 27.78 |
| The official indirectly requested a payment | 21.63 | 20.93 | 23.19 |
| A third person requested the extra payment | 32.64 | 31.10 | 36.03 |
| Nobody asked for it, I did it to facilitate/accelerate the procedure | 9.76 | 9.75 | 9.79 |
| Nobody asked for it, it was a sign of appreciation for a service provided | 3.42 | 3.52 | 3.20 |

○ National  ○ Rural  ○ Urban

# Chapter 6

# ACCESS TO CIVIL JUSTICE

This chapter is to focus on one step of the process and in particular on the accessibility of justice institutions and mechanisms (both formal and informal) to those who have experienced a justiciable problem.

## 6.1 Proportion of population who have experienced a dispute in the past two years by location and sex (%)

**16.16** National

**16.05** Rural

**16.40** Urban

**21.32** Male

**11.63** Female

## 6.2 Proportion of the population who have experienced a dispute in the past two years who accessed a formal or informal dispute resolution mechanism by location and sex (%)

**83.60** National

**83.92** Rural

**82.91** Urban

**85.48** Male

**80.57** Female

Formal* **41.34**

Informal* **68.96**
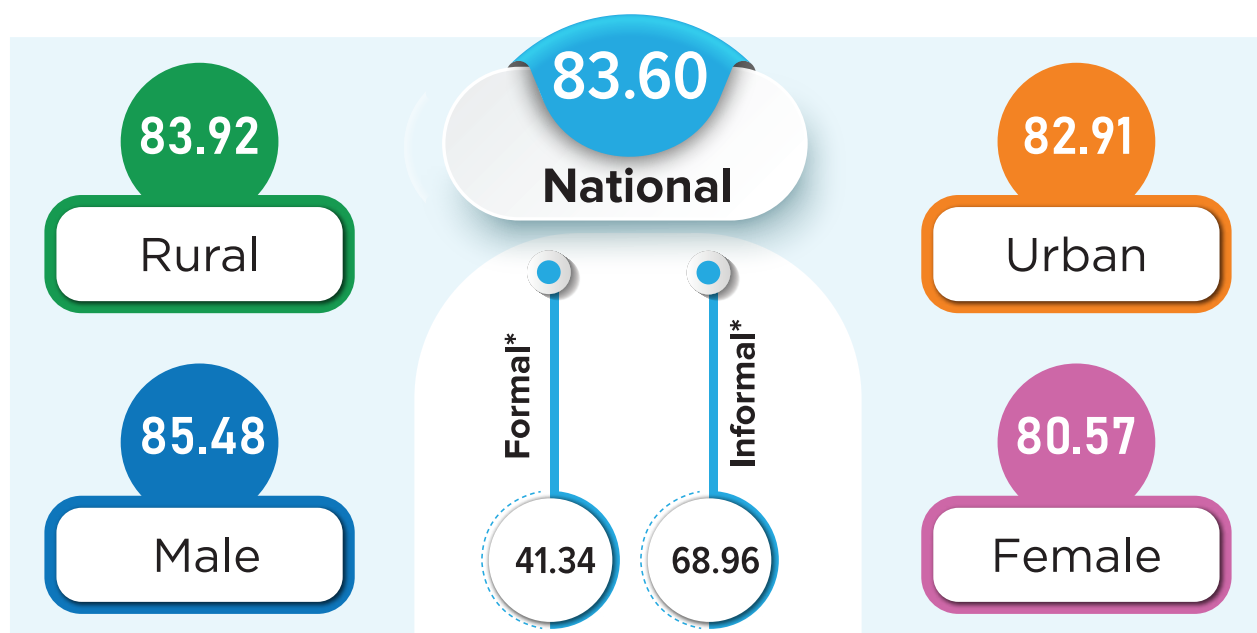
*Multiple responses were taken for formal or informal dispute resolution mechanism

## 6.3 Proportion of population experiencing different types of dispute in everyday life in the past two years (%)

| Type of Dispute | National | Rural | Urban |
|---|---|---|---|
| Land, or buying and selling property | 10.66 | 11.10 | 9.70 |
| Housing such as problems with a landlord or tenant over rent; damage or repairs; or eviction | 1.37 | 1.27 | 1.61 |
| Family issues like divorce, child support, child custody, or a will | 1.77 | 1.77 | 1.78 |
| Compensation for injuries or illness caused by an accident, poor workplace conditions, or wrong medical treatment | 0.36 | 0.28 | 0.52 |
| Employment or labor such as being dismissed unfairly, problems obtaining wages or benefits, or harassment | 0.87 | 0.61 | 1.43 |
| Government payments including cash transfers, pensions, education grants, or disability benefits | 0.34 | 0.29 | 0.44 |
| Government and public services other than payments including problems accessing healthcare and education, problems obtaining ID or other personal government documents, lack of access to water or electricity | 0.53 | 0.57 | 0.45 |
| Other goods and services such as problems related to poor professional services, faulty goods | 0.33 | 0.37 | 0.23 |
| Money, debt or financial services such as being unable to pay bills or debts, or problems collecting money owed to you | 1.42 | 1.41 | 1.44 |
| Environmental issues affecting you, your property or your community such as land or water pollution, waste dumping | 1.53 | 1.34 | 1.92 |
| Neighbourhood disputes, including problems with neighbours over noise, vandalism, or consumption of alcohol or drugs on the streets | 1.88 | 1.52 | 2.65 |

## 6.4 Proportion of population who went to resolve their experienced disputes through formal or informal authority by location (%)

**Formal**

**Court**
- National: 33.19
- Rural: 34.91
- Urban: 29.49

**Law enforcement (Police etc)**
- National: 19.44
- Rural: 18.49
- Urban: 21.47

**Government or local government or other formal designated authority**
- National: 13.90
- Rural: 13.14
- Urban: 15.52

**Other formal complaints or appeal process**
- National: 1.24
- Rural: 1.27
- Urban: 1.17

**Informal**

**Community leader or authority (such as village elder, or local leader)**
- National: 61.09
- Rural: 64.43
- Urban: 53.91

**Lawyer, solicitor, paralegal**
- National: 21.73
- Rural: 22.70
- Urban: 19.66

**Other external help, such as mediation, conciliation, arbitration**
- National: 19.35
- Rural: 18.72
- Urban: 20.69

**Religious leader or authority**
- National: 5.11
- Rural: 3.86
- Urban: 7.79

**Other person or organisation**
- National: 4.26
- Rural: 2.71
- Urban: 7.59

**Legend:** National, Rural, Urban

# Chapter 7

# DISCRIMINATION

This chapter is to measure the prevalence of discrimination based on the personal experience reported by individuals. It is considered an outcome indicator helping to measure the effectiveness of non-discriminatory laws, policy and practices for the concerned population groups.

**7.1 Proportion of population reporting having felt discriminated against or harassment in the previous 12 months by sex (%)**
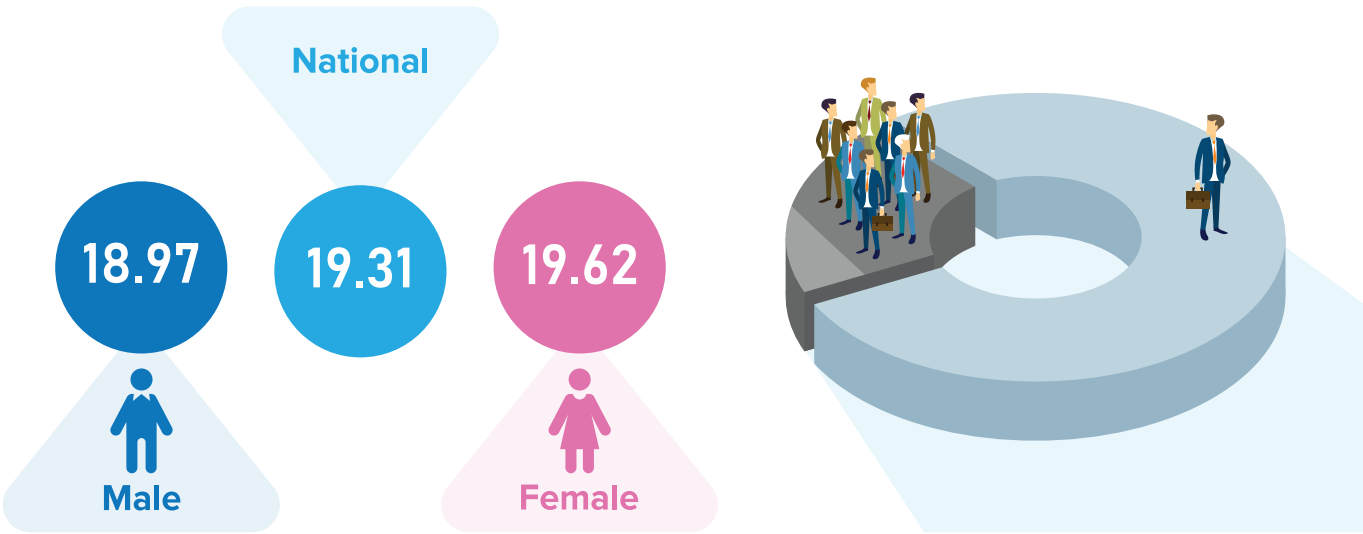
National

18.97 — Male

19.31

19.62 — Female

**7.2 Proportion of population reporting having felt discriminated against or harassment in the previous 12 months by location (%)**

Rural

18.07

22.01

Urban

## 7.3 Proportion of population reporting having felt discriminated against or harassment in the previous 12 months on grounds of discrimination by sex (%)

**Socio-economic status**
- National: 6.82
- Male: 7.70
- Female: 6.06

**Sex**
- National: 4.47
- Male: 1.00
- Female: 7.53

**Political opinion**
- National: 4.25
- Male: 6.72
- Female: 2.08

**Disability or health status**
- National: 3.65
- Male: 3.22
- Female: 4.03

**Ethnicity, colour, language**
- National: 3.03
- Male: 2.49
- Female: 3.50

**Geographic location or place of residence**
- National: 2.69
- Male: 3.03
- Female: 2.39

**Age**
- National: 2.65
- Male: 2.11
- Female: 3.13

**Marital and family status**
- National: 2.20
- Male: 1.17
- Female: 3.11

**Religion**
- National: 0.54
- Male: 0.75
- Female: 0.35

**Other* form of discrimination or harassment**
- National: 0.95
- Male: 1.01
- Female: 0.90

Legend:
- National
- Male
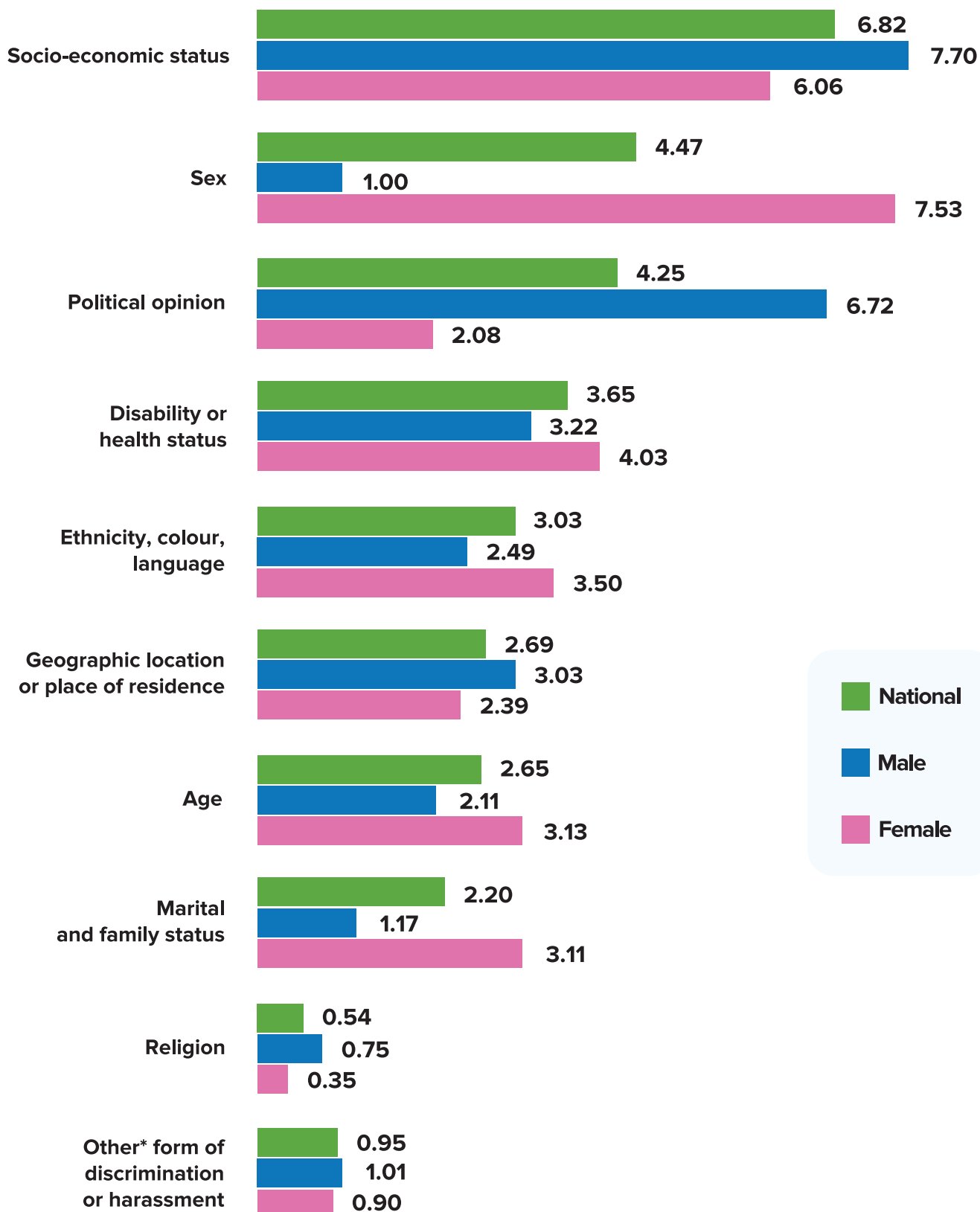- Female

*sexual orientation or gender identity and others

## 7.4 Proportion of population reporting having felt discriminated against or harassment in the previous 12 months in different types of situations/places by sex (%)
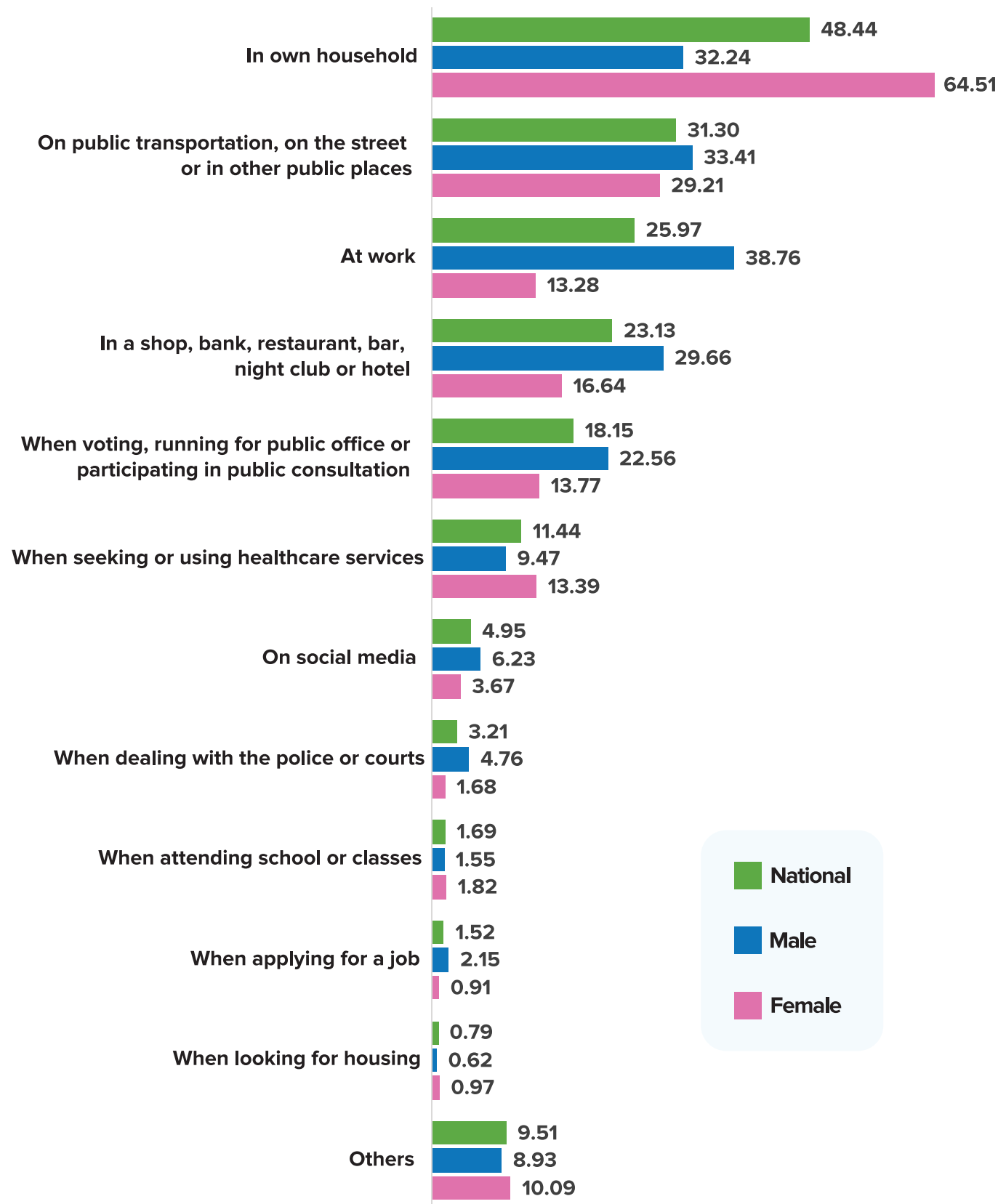


| Situation/Place | National | Male | Female |
|---|---|---|---|
| In own household | 48.44 | 32.24 | 64.51 |
| On public transportation, on the street or in other public places | 31.30 | 33.41 | 29.21 |
| At work | 25.97 | 38.76 | 13.28 |
| In a shop, bank, restaurant, bar, night club or hotel | 23.13 | 29.66 | 16.64 |
| When voting, running for public office or participating in public consultation | 18.15 | 22.56 | 13.77 |
| When seeking or using healthcare services | 11.44 | 9.47 | 13.39 |
| On social media | 4.95 | 6.23 | 3.67 |
| When dealing with the police or courts | 3.21 | 4.76 | 1.68 |
| When attending school or classes | 1.69 | 1.55 | 1.82 |
| When applying for a job | 1.52 | 2.15 | 0.91 |
| When looking for housing | 0.79 | 0.62 | 0.97 |
| Others | 9.51 | 8.93 | 10.09 |

## 7.5 Proportion of population who reported their experience of discrimination or harassment to authority (%)

**Reporting**

**Did not report** | **94.63**

**5.35** | **Reported**

Police and other law enforcement agencies — **2.82**

Union, staff committee, professional association — **0.23**

Employer/head of organization — **0.46**

Non-governmental organisation (NGO)/ charity/community organization — **0.06**

National Human Rights Commission — **0.06**

Private lawyer/independent legal services (such as BELA, BLAST, Ain o Salish Kendra etc.) — **0.65**

Others — **1.63**

# 16 PEACE, JUSTICE AND STRONG INSTITUTIONS

# SDG INDICATORS

# SUSTAINABLE DEVELOPMENT GOALS (SDGs) INDICATORS

| SDG indicators | Location | | | Sex | |
|---|---|---|---|---|---|
| | **National** | **Rural** | **Urban** | **Male** | **Female** |
| SDG 16.1.4: Proportion of population that feel safe walking alone around the area they live after dark | 84.81 | 85.30 | 83.75 | 89.53 | 80.67 |
| SDG 16.3.3: Proportion of population who have experienced a dispute in the past two years and who accessed a formal and or informal dispute resolution mechanism, by type of mechanism | 83.60 | 83.92 | 82.91 | 85.48 | 80.57 |
| Formal | 41.34 | 41.70 | 40.57 | 44.57 | 36.13 |
| Informal | 68.96 | 69.64 | 67.51 | 69.44 | 68.18 |
| SDG 16.5.1: Proportion of population who had at least one contact with a public official and who paid a bribe to a public official or were asked for a bribe by those public officials during the previous 12 months | 31.67 | 32.27 | 30.41 | 38.62 | 22.71 |
| SDG 16.6.2: Proportion of population satisfied with their last experience of public services | | | | | |
| Healthcare | 72.69 | 72.60 | 72.89 | 71.83 | 73.35 |
| Primary Education | 81.56 | 81.37 | 82.12 | 81.33 | 81.74 |
| Secondary Education | 78.18 | 77.11 | 80.05 | 77.99 | 78.33 |
| Government Services (identification/civil registration) | 66.91 | 66.71 | 67.40 | 66.36 | 67.89 |
| SDG 16.7.2: Proportion of population who believe decision-making is inclusive and responsive | 24.62 | 24.47 | 24.91 | 29.21 | 20.42 |
| SDG 16.b.1/10.3.1: Proportion of population reporting having personally felt discriminated against or harassed in the previous 12 months on the basis of a ground of discrimination prohibited under international human rights law | 19.31 | 18.07 | 22.01 | 18.97 | 19.62 |

# ANNEXURE

# ANNEX I

## CONCEPTS AND DEFINITIONS

**Population**
Population is the complete collection of all elements (individuals, items, or data points) that have some common characteristic defined by the purpose of a statistical study.

**Household**
Household is a dwelling unit where one or more persons live and eat together under a common cooking arrangement. Household is considered to consist of all the people who live in a single housing unit, regardless of their relationship with each other. This includes family members, roommates, or other individuals who share a living space.

**Household Member**
Household members are permitted family members, as well as, boarders, servants and other employees who often live in the household and take food together. These also include persons temporarily away from the household, persons whose usual place of residence was elsewhere but found staying with the household at the time of enumeration have not deemed a member of the household.

**Household Head**
Head of household means a member of the household who is the decision-maker regarding the different activities of the household. This household is also being run under his/her command. A person may be considered the head due to age, gender, being the main income earner, or for other reasons. However, there is no fixed requirement that the head must be the eldest or the main earner.

**Household Size**
Household size refers to the average number of household members.

**Perception of Safety (SDG Indicator 16.1.4)**
This indicator refers to the proportion of the adult population who feel safe walking alone in their neighbourhood after dark.

**Neighbourhood**
The indicator aims to capture fear of crime in the context of people's everyday lives. It does so by limiting the area in question to the "neighbourhood" or "area they live in".

**After Dark (or at night)**
The indicator should specifically capture a respondent's feelings and perceptions when walking alone after dark. Darkness is one of the factors individuals perceive as important when assessing whether a situation is dangerous.

**External Political Efficacy (SDG Indicator 16.7.2)**
This indicator refers to the concept of 'political efficacy', where it defines the proportion of population who believe decision-making is inclusive and responsive, by sex, age, disability and population group.

**Political Efficacy**
Feeling that political and social change is possible and that the individual citizen can play a part in bringing about this change.

**External Efficacy**
The individual's belief in the responsiveness of the political system, i.e. policy-making processes and government decisions that respond to public demands or preferences.

**Decision-making**
It refers to decision-making in the public governance realm (and not all decision-making).

**Inclusive Decision-making**
Decision-making processes that provide people with an opportunity to "have a say", that is, to voice their demands, opinions and/or preferences to decision makers.

**Responsive Decision-making**
Decision-making processes where politicians and/or political institutions listen to and act on the stated demands, opinions and/or preferences of people.

**Satisfaction with Public Services (SDG Indicator 16.6.2)**
This indicator measures levels of satisfaction with people's last experience with public services, in the three service areas of health care, education and government services (identification/civil registration).

**Healthcare Services**
Healthcare services focus on respondents' experiences (or that of a child in their household who needed treatment and was accompanied by the respondent) with primary healthcare services (over the past 12 months) – that is, basic healthcare services provided by a government/public health clinic/hospital or covered by a public health system. Attributes of these services focus on 1) Accessibility (related to geographic proximity, delay in getting an appointment, waiting time to see a doctor on the day of appointment); 2) Affordability; 3) Quality of facilities; 4) Equal treatment for everyone; and 5) Courtesy and treatment (attitude of healthcare staff).

**Education Services**
Education services focus on respondents' experience with the public school system over the past 12 months, that is, if there are children in their household whose age falls within the age range spanning primary and secondary education in the country. Attributes of education services focus on 1) Accessibility (with a focus on geographic proximity); 2) Affordability; 3) Quality of facilities; 4) Equal treatment for everyone; and 5) Effective delivery of service (quality of teaching).

**Government Services**
It focuses exclusively on two types of government services: 1) Services to obtain government-issued identification documents (such as national identity cards, passports, driver's licenses and voter cards) and 2) Services for the civil registration of life events such as births, marriages and deaths. Attributes of government services focus on 1) Accessibility; 2) Affordability; 3) Equal treatment for everyone; 4) Effective delivery of service (delivery process is simple and easy to understand); and 5) Timeliness.

**Bribery and Corruption (SDG Indicator 16.5.1)**
This indicator is defined as the percentage of persons who either paid at least one bribe (money, gift or counter-favour in return for a service) to a public official or were asked for a bribe by a public official, in the last 12 months, as a percentage of persons who had at least one contact with a public official in the same period.

**Bribery**
It is defined as promising, offering, giving, soliciting, or accepting an undue advantage to or from a public official or a person who directs or works in a private sector entity, directly or indirectly, in order that the person act or refrain from acting in the exercise of his or her official duties.

**Access to Civil Justice (SDG Indicator 16.3.3)**
It refers to the ability of people to defend and enforce their rights and obtain just resolution of justiciable problems in compliance with human rights standards; if necessary, through impartial formal or informal institutions of justice and with appropriate legal support.

**Dispute**
A dispute can be understood as a justiciable problem between individuals or between individual(s) and an entity. Justiciable problems can be seen as the problems giving rise to legal issues, whether or not they are perceived as being "legal" by those who face them, and whether or not any legal action was taken as a result of the problem.

**Dispute Resolution Mechanism**
Any process or institution—formal or informal—used by individuals to try to resolve a dispute or legal problem.

**Formal Dispute Resolution Mechanism**
Institutions or processes that are recognized, regulated, and often provided by the state. (e.g., courts, tribunals).

**Informal Dispute Resolution Mechanism**
Non-state or community-based systems that help people resolve disputes, often rooted in tradition, religion, or local practice. (e.g., community leaders, traditional justice, religious authorities).

**Discrimination (SDG Indicator 10.3.1/ 16. b.1)**
It is defined as proportion of population reporting having personally felt discriminated against or harassed in the previous 12 months on the basis of a ground of discrimination prohibited under international human rights law. This indicator is to measure the prevalence of discrimination based on the personal experience reported by individuals. It is considered an outcome indicator helping to measure the effectiveness of non-discriminatory laws, policy and practices for the concerned population groups.

**Discrimination**
Discrimination is any distinction, exclusion, restriction or preference or other differential treatment that is directly or indirectly based on prohibited grounds of discrimination, and which has the intention or effect of nullifying or impairing the recognition, enjoyment or exercise, on an equal footing, of human rights and fundamental freedoms in the political, economic, social, cultural or any other field of public life.

**Harassment**
Harassment in this context is a form of mistreatment of individuals that is (also) based on prohibited grounds of discrimination. Harassment may take the form of words, gestures or actions, which tend to annoy, alarm, abuse, demean, intimidate, belittle, humiliate or embarrass another or which create an intimidating, hostile or offensive environment.

While sexual harassment refers to intentional behaviour with a sexual connotation that is intended to intimidate victims but not necessarily reaching the threshold that one usually considers as violence, physical harassment refers to all other harassing behaviours that can cause fear for physical integrity and/or emotional distress, without any sexual connotation.

**Physical Violence**
The intentional or reckless application of physical force inflicted upon the body of a person. This includes serious and minor bodily injuries and serious and minor physical force.

**Sexual Violence**
Any unwanted sexual act, attempt to obtain a sexual act, or contact or communication with unwanted sexual attention without valid consent or with consent as a result of intimidation, force, fraud, coercion, threat, deception, use of drugs or alcohol, or abuse of power or of a position of vulnerability. This includes rape and other forms of sexual assault.

**Psychological Violence**
Psychological violence may be defined as any intentional and reckless act that causes psychological harm to an individual. Psychological violence can take the form of, for example, coercion, defamation, humiliation, intimidation, credible threats of violence, excessive verbal attacks or bullying, or harassment.

**Competent Authorities**
They include police, prosecutors or other authorities with competencies to investigate relevant crimes, while "other officially recognized conflict resolution mechanisms" may include a variety of institutions with a role in the informal justice or dispute resolution process (i.e. tribal or religious leaders, village elders, community leaders), provided their role is officially recognized by state authorities.

# ANNEX II

## SAMPLING METHODOLOGY AND SAMPLE COVERAGE

**Survey Design**
The survey was designed to gather reliable data on citizens' perceptions of safety issues, their experiences, and satisfaction with government services, the level of corruption, access to justice, and experiences of discrimination. It aimed to estimate these parameters at both the national and disaggregated levels, including local administrative divisions, rural/urban areas, and districts. To ensure a nationally representative sample covering different geographical areas while allowing for estimates at the lowest administrative level (district, division, rural, and urban), the sample size was determined at the sub-divisional level, with districts treated as independent domains for estimation purposes. The initial stratification was refined to enhance precision and representativeness, resulting in 64 distinct strata. The survey employed a stratified two-stage cluster sampling design. In the first stage of sampling from each of the 64 strata, 30 primary sampling units (PSUs), defined as enumeration areas, were randomly selected using the Integrated Multipurpose Sampling (IMPS) frame. In the second stage of sampling, in each selected PSU, households were first listed, and then 24 households were systematically selected from the household list.

**Sample Size Determination**
The sample size for each of the 64 strata was calculated independently to provide separate estimates for each domain. Since the goal was to generate domain-specific estimates, the sample size was determined for each domain using the following formula:

$$n = \frac{z_{\alpha/2}^2 p(1-p)}{d^2} \times deff$$

where, p=expected true proportion (corruption)=31.32% (from SDG metadata), $z_{\alpha/2}$= is the value of the standard normal distribution allowing $\alpha$=5% level of significance=1.96, d=margin of error=0.05, deff=design effect=2.0. The minimum required sample size per stratum (district) was approximately 720 households, including an 8.0% allowance for non-response. This resulted in a total sample size of 46,080 households across all strata. Additionally, since one of the survey objectives was to provide gender-disaggregated estimates (male and female), one male and one female aged 18 years and above were selected per household using a simple random sampling method, yielding a total 92,160 sample size of the respondents.

**Response Rate and Sample Coverage**
Table A1 provides an overview of the survey's coverage and response rates at both the household and individual respondent levels, disaggregated by location and sex. The survey achieved high household coverage, with response rates exceeding 99% across all locations. The table also shows the number of sampled eligible respondents (age 18 years and above), interviewed respondents, and the respondent response rates, broken down by sex (Male and Female). Similar to household coverage, the respondent response rates are also very high, ranging from 97.8% to 99.0% from male to female. Finally, the estimates are produced from 84807 respondents.

**Table A1: Household and Respondent Coverage by Location and Sex**

| | Household (HH) Coverage | | | Respondent Coverage | | | | | | | | |
| | | | | Sampled Eligible Respondents* | | | Interviewed Respondents | | | Response Rate (%) | | |
| Locality | Sample HH | HH | Rate (%) | Male | Female | Both | Male | Female | Both | Male | Female | Both |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| National | 46080 | 45888 | 99.6 | 40778 | 45389 | 86167 | 39894 | 44913 | 84807 | 97.8 | 99.0 | 98.4 |
| Rural | 33528 | 33411 | 99.7 | 29573 | 33072 | 62645 | 28912 | 32720 | 61632 | 97.8 | 98.9 | 98.4 |
| Urban | 12552 | 12477 | 99.4 | 11205 | 12317 | 23522 | 10982 | 12193 | 23175 | 98.0 | 99.0 | 98.5 |

*age of 18 years and above*

## Sampling Weights

Given that the CPS 2025 survey employed a two-stage sampling design, survey weights were calculated to ensure an accurate representation of the target population. Inverse probability weighting was applied to account for unequal selection probabilities, correcting potential biases in the sample and improving the validity of the estimates. As the PSU was selected from the IMPS frame, the first stage of selection probability was calculated for each domain based on the selection of 30 PSUs from the list of IMPS. This selection probability was then integrated with the IMPS weighting to calculate the weight for PSU selection in the first stage of sampling. The weighting for the second stage of sampling is then calculated from the selection probability of households in each PSU. Household weights were then derived by integrating these PSU weights with second-stage household selection probabilities, adjusted for non-response. Finally, the individual respondent weights, separately for male and female, were calculated by incorporating the selection probability of the eligible respondents from each household, adjusting for their non-response, to the household selection weight. The estimates using the individual weights were then reported.

## Survey Tools and Monitoring of Data Collection

The Citizen Perception Survey (CPS) 2025 in Bangladesh employed a semi-structured questionnaire for data collection. The survey tools were developed in alignment with the globally recognized Sustainable Development Goals (SDGs) framework, with special emphasis on SDG 16 (Peace, Justice, and Strong Institutions). Each phase of the survey—data collection, analysis, and reporting—followed international standards and methodologies prescribed by the United Nations (UN). To ensure data reliability, comparability, and policy relevance, the survey incorporated technical guidelines from UNDP, UNODC, and OHCHR. The questionnaire was digitized using a Computer-Assisted Personal Interview (CAPI) system, which enhanced real-time data monitoring and quality control. The CAPI platform also enabled multi-tiered data validation and daily progress tracking during fieldwork. This rigorous methodology ensured the generation of high-quality, nationally representative insights, supporting evidence-based policymaking and tracking Bangladesh's progress toward SDG 16 targets.

# Distribution of Sample PSUs: CPS 2025

# ANNEX III

# Formulas of SDG 16 Indicators

## SDG INDICATOR 16.1.4

The question used in this survey is: How safe do you feel walking alone in your neighbourhood after dark? Answer options are typically: (1) Very safe, (2) safe, (3) unsafe (4) very unsafe, (98) Don't know (99) Prefer not to say. The proportion of population that feel safe is calculated by summing up the number of respondents who feel "very safe" and "safe" and dividing the total by the total number of respondents and multiplying by 100.

$$16.1.4 = \frac{\text{Number of respondents who feel very safe or safe walking alone after dark in their neighbourhood}}{\text{Total number of survey respondents}} \times 100$$

| How safe do you feel walking alone in your neighborhood after dark? | | SDG 16.1.4 |
|---|---|---|
| Safe | number | Calculated from above formula mentioned |
| Very Safe | number | |

## SDG INDICATOR 16.7.2

healthcare

1. NSOs first need to calculate the share of respondents who responded positively to each question (i.e. the cumulative percentage of respondents who responded 3-'some', 4-'a lot' or 5-'a great deal'). Accessibility
   For instance:

| 1. How much would you say the political system in [country X] allows people like you to have a say in what the government does? | | 2. And how much would you say that the political system in [country] allows people like you to have an influence on politics? | |
|---|---|---|---|
| 1- Not at all | | 1- Not at all | |
| 2- Very little | | 2- Very little | |
| 3- Some | a% | 3- Some | a% |
| 4- A lot | b% | 4- A lot | b% |
| 5- A great deal | c% | 5- A great deal | c% |
| % of those who responded positively (i.e. answer choices 3, 4 or 5) | X= a%+b%+c% | % of those who responded positively (i.e. answer choices 3, 4 or 5) | Y= a%+b%+c% |

2. Secondly, NSOs need to calculate the simple average of these two cumulative percentages. Continuing with the above example:

$$*Indicator\ 16.7.2= (X+Y)/2$$

## SDG INDICATOR 16.6.2

Reporting on SDG 16.6.2 should be done separately for each of the three service areas, (i.e. healthcare, education and others identification public services). Computation involves the computation and reporting of the following three estimates, for each service area:
1. The share of respondents who responded positively (i.e. 'strongly agree ' or 'agree') to each of the five attributes questions;
2. The simple average of positive responses for the five attribute questions combined; and
3. The share of respondents who say they are satisfied (i.e. those who responded 'very satisfied' or 'satisfied') in the overall satisfaction question.

**Calculation Procedure:**

| Attributes of healthcare services | Positive responses | Attributes of primary education services | Positive responses | Attributes of secondary education services | Positive responses | Attributes of government services | Positive responses |
|---|---|---|---|---|---|---|---|
| Accessibility | a% respondents 'strongly agree' or 'agree' | Accessibility | | Accessibility | | Accessibility | |
| Affordability | b% respondents 'strongly agree' or 'agree' | Affordability | | Affordability | | Affordability | |
| Quality of facilities | c% respondents 'strongly agree' or 'agree' | Quality of facilities | | Quality of facilities | | Effective service delivery process | |
| Equal treatment for everyone | d% respondents 'strongly agree' or 'agree' | Equal treatment for everyone | | Equal treatment for everyone | | Equal treatment for everyone | |
| Courtesy and treatment (Attitude of healthcare staff) | e% respondents 'strongly agree' or 'agree' | Effective delivery of service (Quality of teaching) | | Effective delivery of service (Quality of teaching) | | Timeliness | |
| Average share of positive responses on attributes of healthcare services | (a+b+c+d+e)/5 * Average of 5 components *INDICATOR 16.6.2 | Average share of positive responses on attributes of primary education services | (a+b+c+d+e)/5 * Average of 5 components *INDICATOR 16.6.2 | Average share of positive responses on attributes of secondary education services | (a+b+c+d+e)/5 * Average of 5 components *INDICATOR 16.6.2 | Average share of positive responses on attributes of government services | (a+b+c+d+e)/5 * Average of 5 components *INDICATOR 16.6.2 |
| Share of respondents satisfied with healthcare services overall | (a% 'very satisfied' + b% 'satisfied') *INDICATOR 16.6.2 =a+b | Share of respondents satisfied with primary education services overall | (a% 'very satisfied' + b% 'satisfied') *INDICATOR 16.6.2=a+b | Share of respondents satisfied with secondary education services overall | (a% 'very satisfied' + b% 'satisfied') *INDICATOR 16.6.2=a+b | Share of respondents satisfied with government services overall | (a% 'very satisfied' + b% 'satisfied') *INDICATOR 16.6.2=a+b |

## SDG INDICATOR 16.5.1

The indicator is calculated as the total number of persons who paid at least one bribe to a public official (or were asked for a bribe) in the last 12 months, over the total number of persons who had at least one contact with a public official in the same period, multiplied by 100.

$$\text{Bribery prevalence} = 100 \times \frac{B}{C}$$

where B refers to the number of people who paid a bribe to or were asked for a bribe by public official in the last 12 months, and C refers to the total number of people who had contact with public officials in the last 12 months.

## SDG INDICATOR 16.3.3

Number of persons who experienced a dispute during the past two years who accessed a formal or informal dispute resolution mechanism (numerator), divided by the number of those who experienced a dispute in the past two years minus those who are voluntarily self-excluded (denominator). The result would be multiplied by 100.

$$16.3.3 = \frac{\text{Numer of people who accessed formal or informal dispute resolution mechanism}}{\text{Number of people who experienced a dispute in the past 2 years and did not voluntarily self exclude}} \times 100$$

This is a survey-based indicator that emphasizes citizens' experiences over general perceptions. Both numerator and denominator are measured through sample surveys of the general population.

## SDG INDICATOR 16.b.1/10.3.1

$$\begin{array}{l}\text{Proportion of population} \\ \text{reporting experience of any form} \\ \text{of discrimination or harassment}\end{array} = \frac{\begin{array}{c}\text{Number of survey respondents who report* experience of any} \\ \text{form of discrimination or harassment during the last 12 months}\end{array}}{\text{Total number of survey respondents}} \times 100$$

*Here report means self report that anyone personally experienced

# Annex IV

## Teams Involved in Citizen Perception Survey (CPS) Project

| A. CPS Project Team | | |
|---|---|---|
| 1 | Mr. Rashed-E-Mastahub | Project Director, CPS Project, BBS |
| 2 | Mr. Mohammad Monirul Islam | Statistical Officer, CPS Project, BBS |
| 3 | Mr. Azizul Hoque | Statistical Officer, CPS Project, BBS |
| 4 | Mr. Showkat Hossain | Statistical Investigator, CPS Project, BBS |
| 5 | Mr. Md. Lal Mia | Doftari, CPS Project, BBS |
| 6 | Mr. Nazrul Islam | Computer Operator, CPS Project, BBS |
| 7 | Mr. Asif Foysal | Computer Operator, CPS Project, BBS |
| 8 | Mr. Riad Hossain | Computer Operator, CPS Project, BBS |
| 9 | Mr. Sanjoy Ghose | Computer Operator, CPS Project, BBS |
| 10 | Syed Khalilur Rahman | Support Staff, CPS Project, BBS |

| B. Consultant Associated with this Report | | |
|---|---|---|
| 1 | Dr. M. Shafiqur Rahman | Professor, ISRT, Dhaka University |

| C. Preliminary Report a and Tabulation Plan Preparing Team | | |
|---|---|---|
| 1 | Mr. Mohammad Abdul Kadir Miah | Director, Census Wing, BBS |
| 2 | Ms. Asma Akhter | Deputy Director, Demography and Health Wing, BBS |
| 3 | Mr. Md. Arif Hossain | Deputy Director, Census Wing, BBS |
| 4 | Mr. Mohammad Monirul Islam | Statistical Officer, CPS Project, BBS |
| 5 | Mr. Azizul Hoque | Statistical Officer, CPS Project, BBS |

| D. Data Validation, Analysis and Output Team | | |
|---|---|---|
| 1 | Mr. Kabir Uddin Ahmed | Director, Computer Wing, BBS |
| 2 | Mr. Md. Arif Hossain | Deputy Director, Census Wing, BBS |
| 3 | Mr. Md. Mahabub Alam | Deputy Director, Demography and Health Wing, BBS |
| 4 | Mr. Mohammad Monirul Islam | Statistical Officer, CPS Project, BBS |
| 5 | Mr. Azizul Hoque | Statistical Officer, CPS Project, BBS |