

CITIZEN (CRC) SURVEY

NCC

2018 Survey Results

2018 SURVEY METHOD

- ◆ Scientific random sampling used for households in CC wards.
- ◆ **500** citizens surveyed in January
 - ◆ 400 taxpaying citizens by CC tax collectors
 - ◆ 100 slum residents by community workers
- ◆ Technical assistance in survey sample, data input, data analysis, report by CGP GICD

CC SURVEY – 5 TOPICS

1. *Citizen satisfaction* with services
2. How citizens receive *CC information*
3. How citizens use *CC website, SMS, and Facebook*
4. *Citizen grievances* about CC services
5. *Citizen volunteering* for community
6. Citizen views on *services needing improvement*

2018

1. CITIZEN SATISFACTION

Finding:

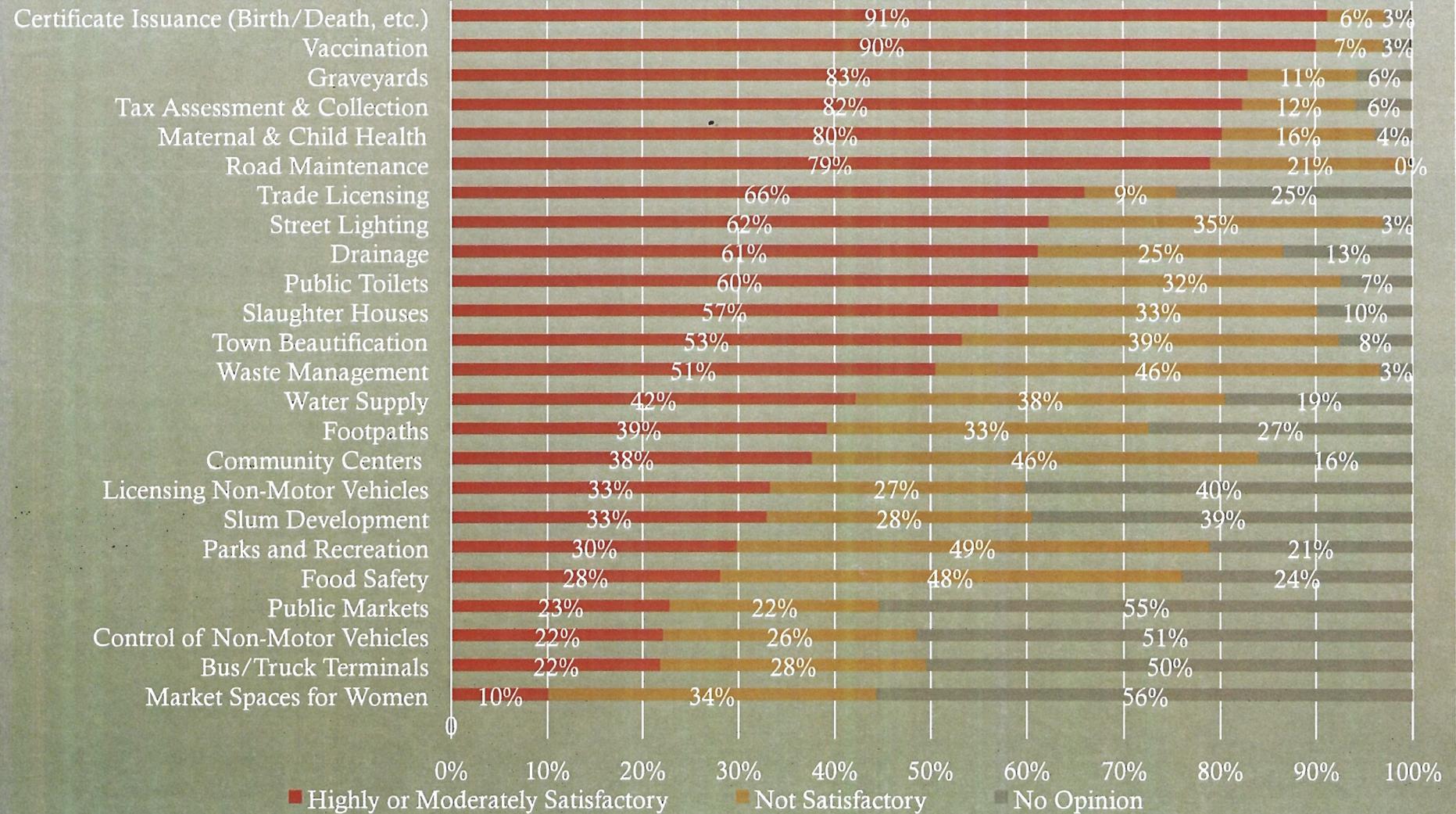
Citizens overall are satisfied with many CC services.

Services with <u>HIGH</u> Levels of Satisfaction		Services with <u>LOW</u> Levels of Satisfaction	
Certificate Issuance (Birth, etc.)	91%	Market Spaces for Women	10%
Vaccination	90%	Bus/Truck Terminals	22%
Graveyards	83%	Control of Non-Motor Vehicles	22%
Tax Assessment and Collection	82%	Public Markets	23%
Maternal and Child Health	80%	Food Safety	28%

2018

1. CITIZEN SATISFACTION

Citizen Satisfaction with CC Services



2018

1. CITIZEN SATISFACTION

Finding:

Low-income citizens and slum residents are also satisfied but...

- **Low income citizens** - More satisfied with mother and child health services.
- **Slum residents** - More dissatisfied with community centers and public toilets.

- **All citizens** - Dissatisfied with parks and recreation and public community centers *when those citizens with no opinion are excluded.*

2018

2. CC INFORMATION

Finding:

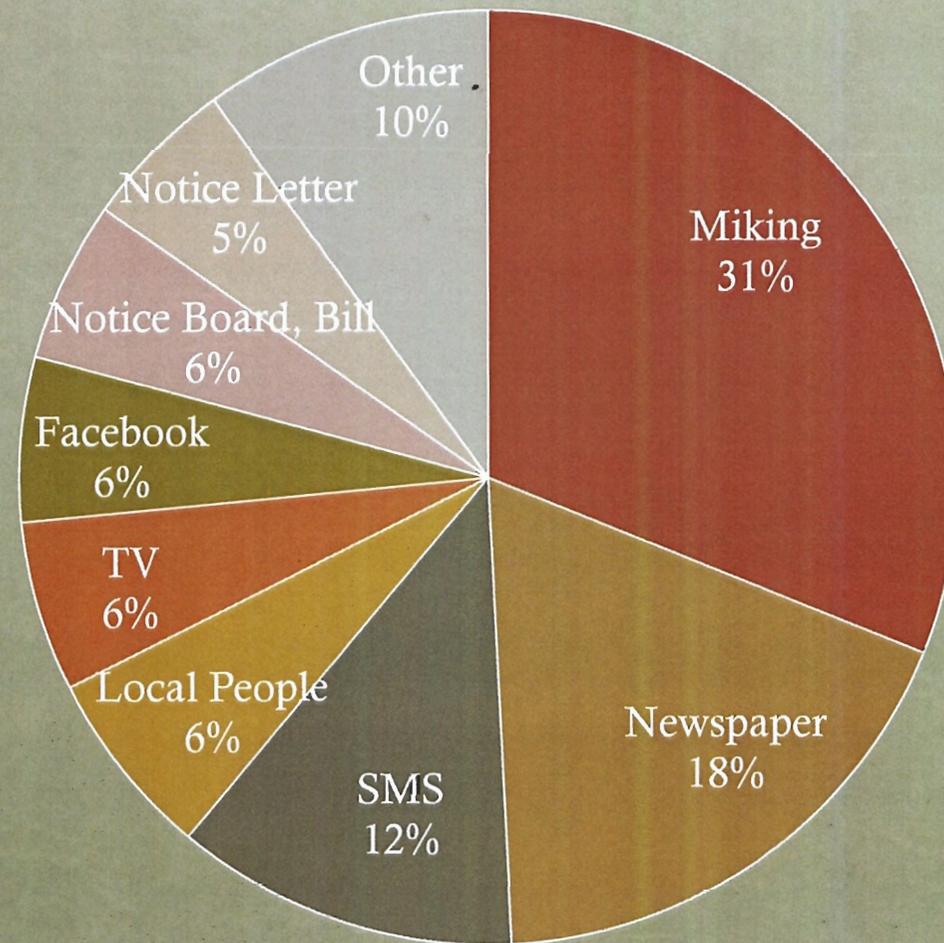
Miking, newspapers, SMS and TV are top sources of CC information for citizens.

- **Low-income citizens** – Similar results to all citizens.
- **Slum residents** - Relied more on miking and local people than others.
- **Facebook** listed as information source by about 6% of all citizens.

2018

2. CC INFORMATION

SOURCES OF CC INFORMATION - ALL CITIZENS



2018

3. CC WEBSITE...

Finding:

Slum residents (1%) had visited the CC website least when compared to all citizens (9%).

Finding:

Website users want the ability to

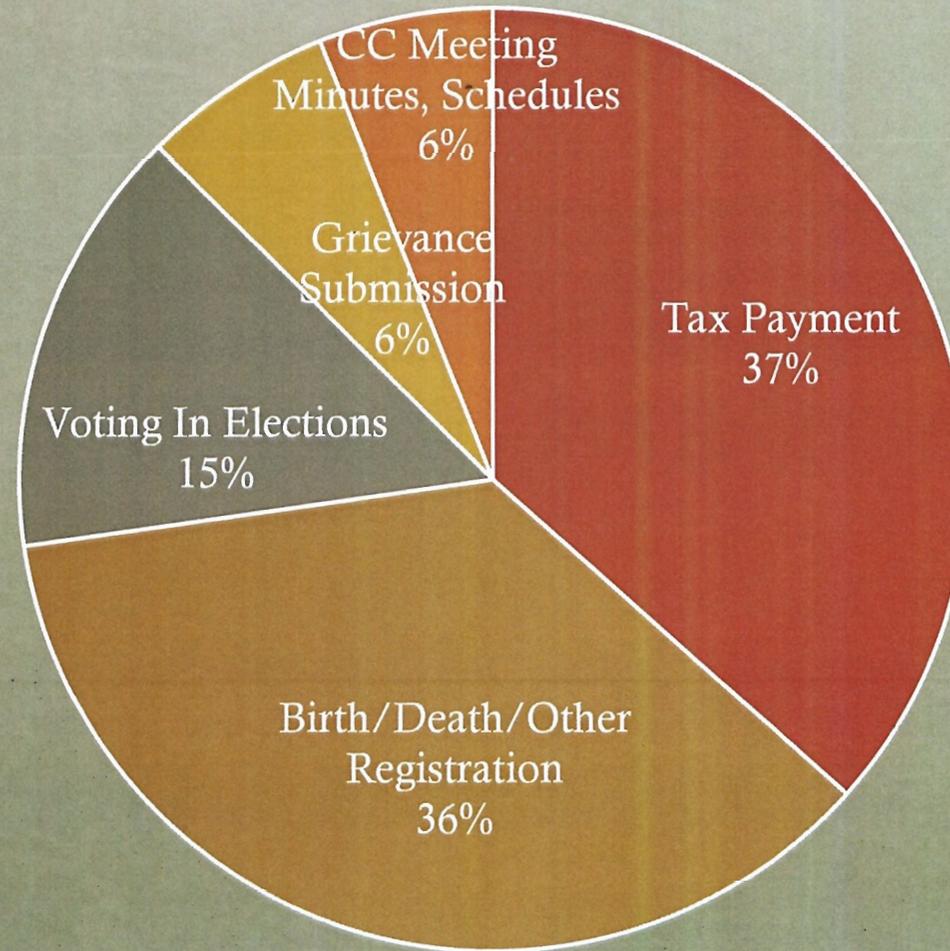
- pay taxes
- register births and deaths, and
- vote in elections

for reasons of greater convenience (65%) and less corruption (35%).

2018

3. CC WEBSITE...

REQUESTED WEBSITE SERVICES - ALL CITIZENS



2018

3. CC SMS...

Finding:

Some citizens received SMS from the CC on Eid

sanitation and tax payment.

- More citizens reported receiving SMS this year (25%) than last year (13%).
- No slum residents reported receiving SMS.

Finding:

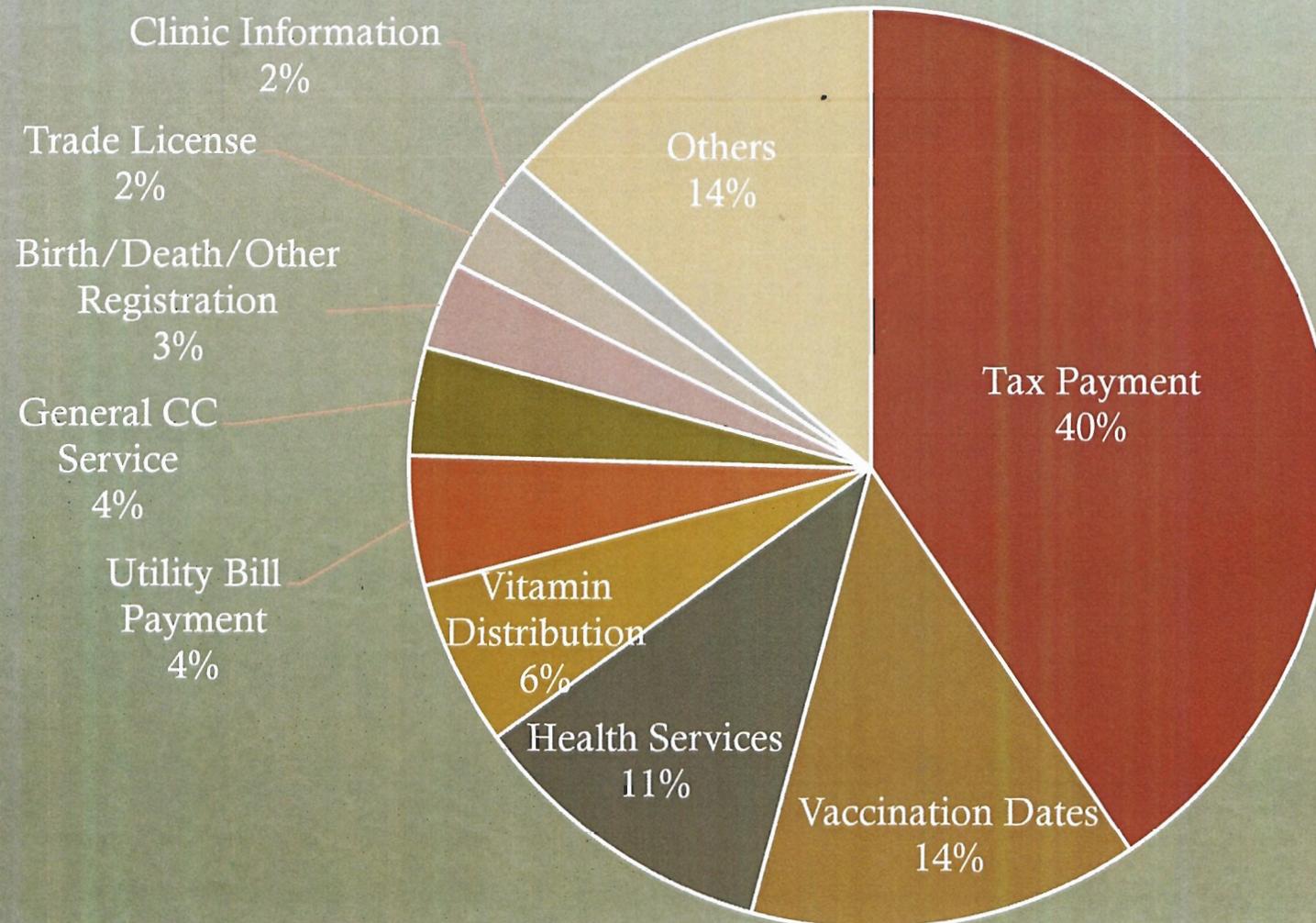
In future, citizens would like to

- pay taxes via SMS, and
- receive information on vaccinations and health services including vitamin distribution.

2019

3. CC SMS...

REQUESTED SERVICE BY CC SMS – ALL CITIZENS



2018

3. CC FACEBOOK

Finding:

Most citizens (60%) use Facebook including those in the low-income group.

2018

4. CITIZEN GRIEVANCES

Finding:

Overall 30% of citizens had contacted the CC with grievances...

- Tax payment, birth/death/other registration, and drainage were the most common topics

Finding:

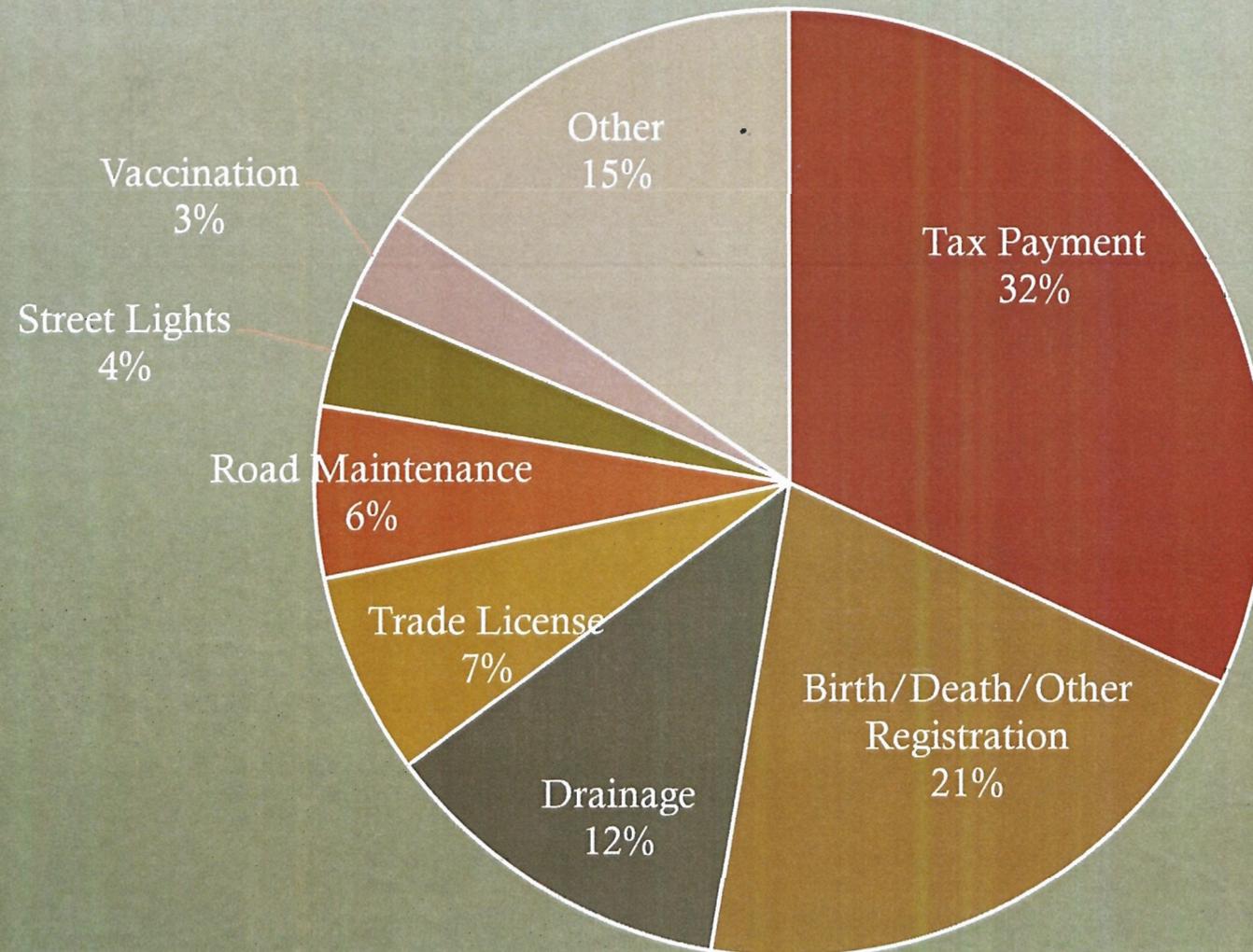
Almost all citizens (84%) with grievances who contacted the CC were satisfied with the response.

- Of those who did not contact the CC, most said they had no grievances (41%).

2018

4. CITIZEN GRIEVANCES

SUBJECT OF CITIZEN GRIEVANCES



2018

5. CITIZEN VOLUNTEERING

Finding:

Many citizens volunteer to help children's education and the poor, and participate in waste collection, awareness campaigns and community meetings.

- Volunteering for waste collection and recycling was less common among slum residents

Finding:

Almost all citizens (83%) surveyed said they would be willing to volunteer for community activities with existing or newly formed groups.

2018

5. SERVICES NEEDING IMPROVEMENT

Finding:

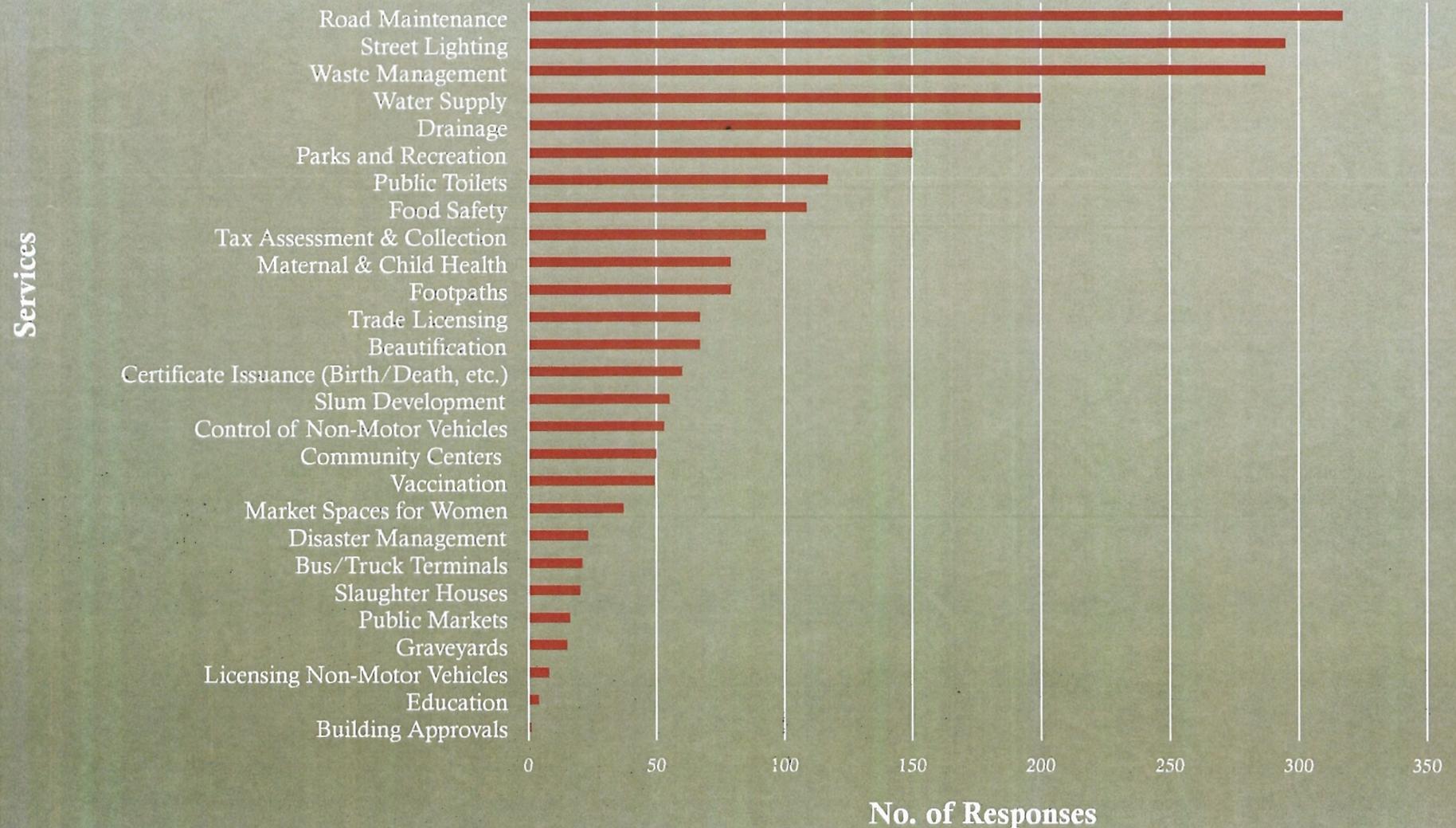
Citizens chose roads, streetlights, waste management, water supply, and drainage as the services most needing improvement.

- **For low-income citizens and slum residents –**
Public toilets were included among top services needing improvement.

2018

5. SERVICES NEEDING IMPROVEMENT

Services Most Needing Improvement - All Citizens



FOR DISCUSSION: POSSIBLE CC STEPS

Services with High Level of Satisfaction

- For Birth/Death/Other Certificates, Tax Assessment & Collection, Vaccination,...
- **Promote Access** – Zonal Offices, SMS, Website – to build positive image among citizens

SMS Messaging

- **Add Slum Residents** to SMS List (PRAP CDC and other...) to promote services to the poor

Services with High Dissatisfaction

- **Visible Improvements** over long term in Parks and Recreation, Public Community Centers, Waste Management

Other

THANK YOU