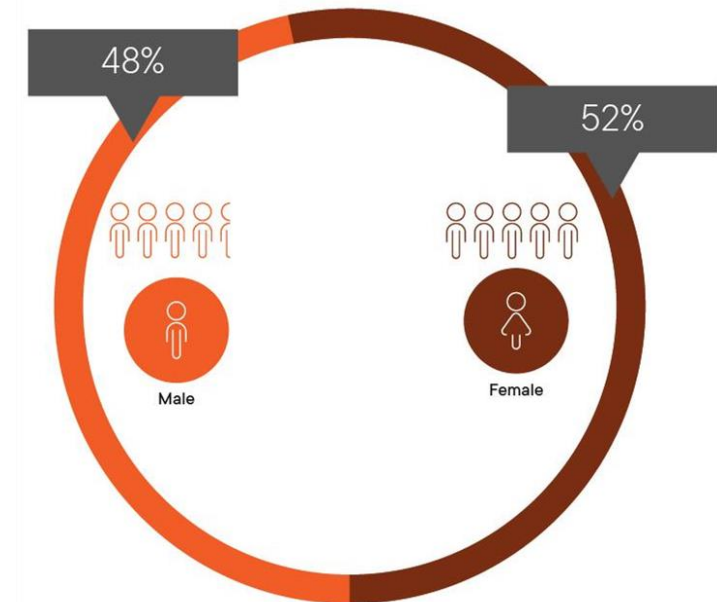
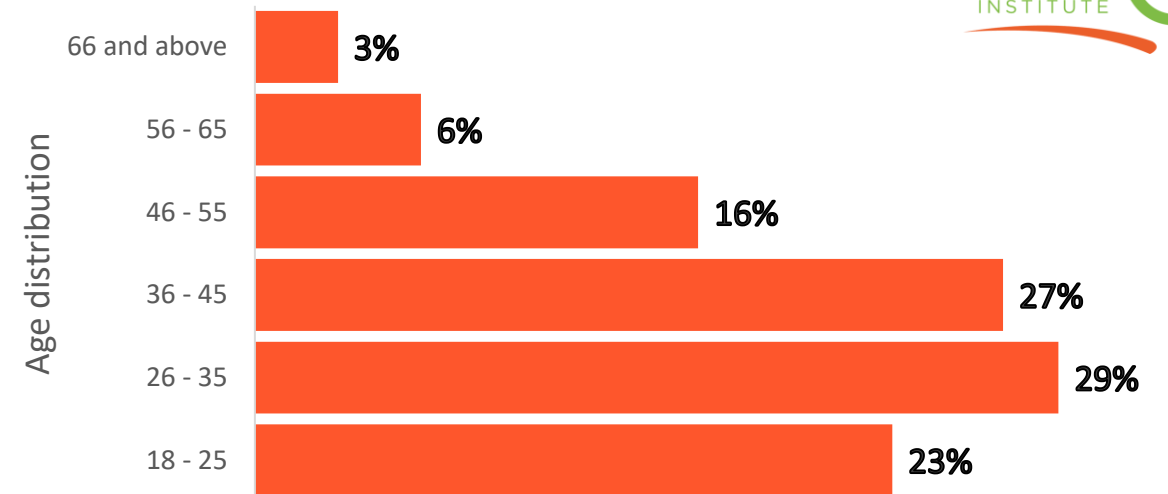
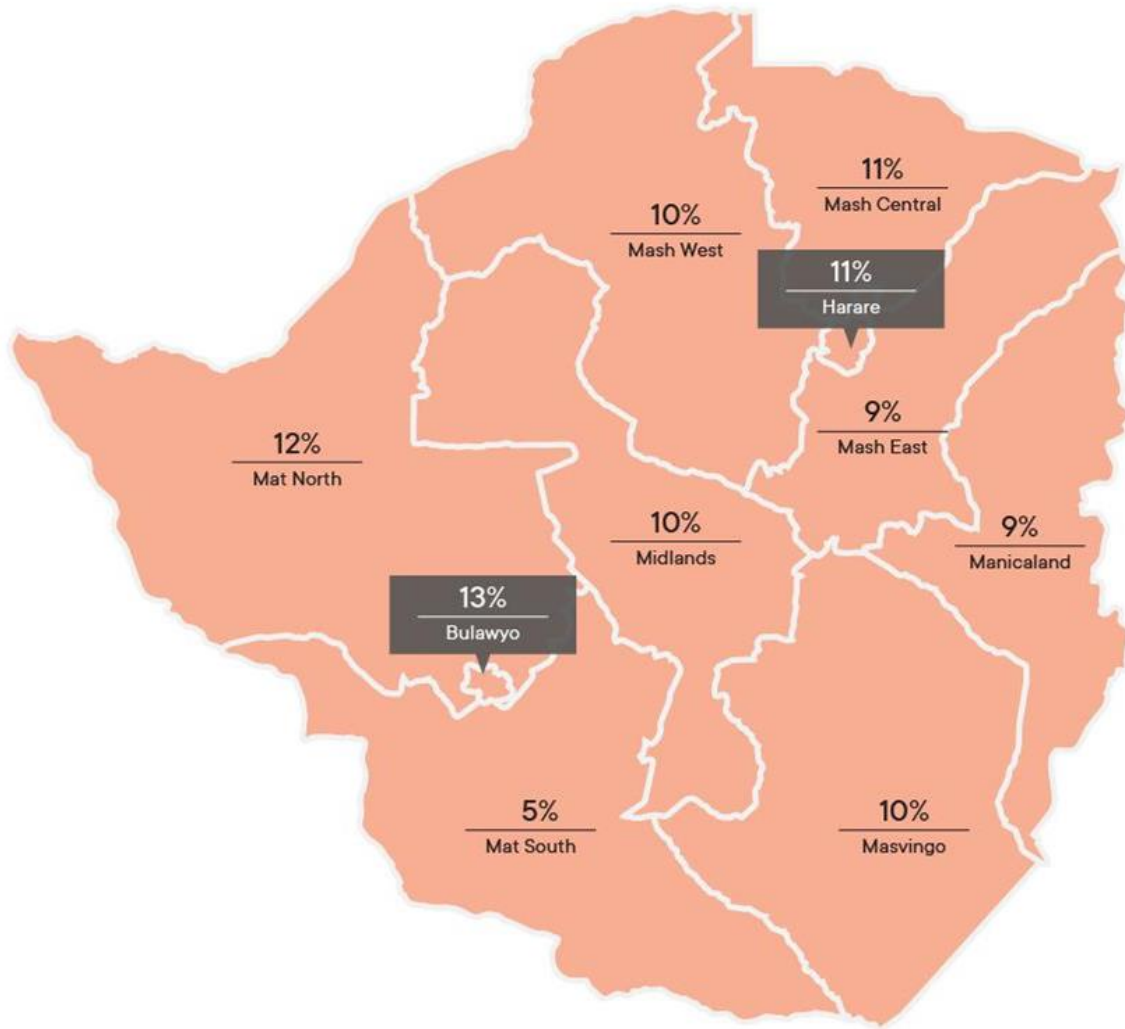


# 2021 Citizens' Perceptions and Expectations Survey Report



# Distribution of sample







# Citizens and Public Policy Processes

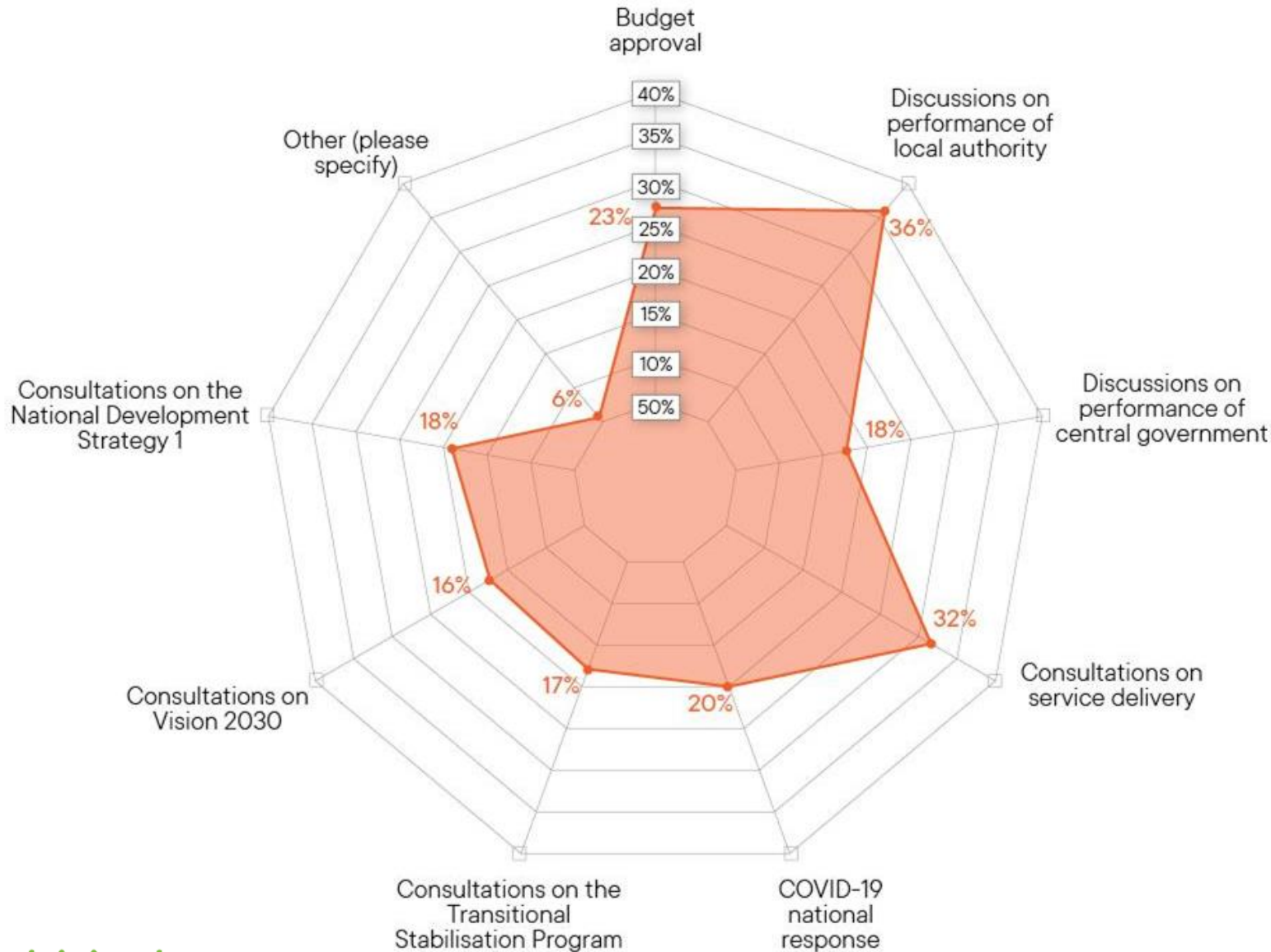
# Participation in Public Policy Processes

Do you think there is adequate scope/ room for you to make an input?



An overwhelming 62% of the 1319 respondents responded “No”, because they felt they did not have room/scope to make input

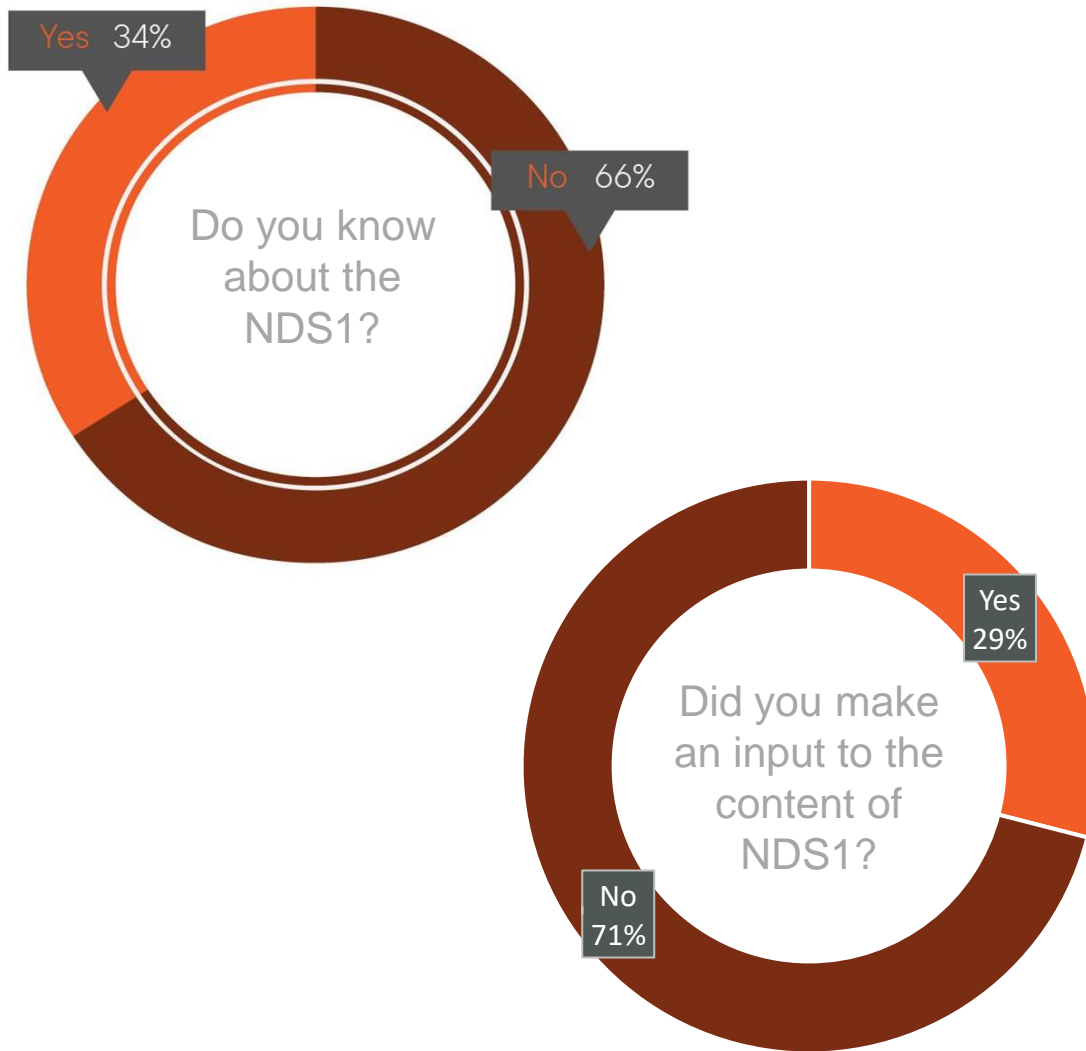
# Process of participation



Areas respondents participated **most**:

1. Discussions on performance of local authorities (36%)
2. Consultations on improvement of service delivery (32%)
3. Budget approval (23%)
4. COVID-19 national response (20%)

# National Development Strategy 1 : 2021- 2025 (NDS1)



Transitioned from Transitional Stabilisation Programme (TSP) 2018 - 2020 to [National Development Strategy \(NDS1\)](#) implemented 2021 - 2025

**Aim:** Steering the country towards becoming an empowered and prosperous upper-middle-income country by 2030

Areas most are familiar with:

1. Economic Growth and stability (42%)
2. Devolution (31%)

Areas few are familiar with:

13. Social Protection (9%)
14. Housing Delivery (6%)

# Vision 2030

**Vision 2030 Aim** : To become a knowledge-driven and industrialised upper-middle-income economy by the year 2030.

Most known pillars:

1. Micro, Small and Medium Enterprises	45%
2. Infrastructural Development	43%

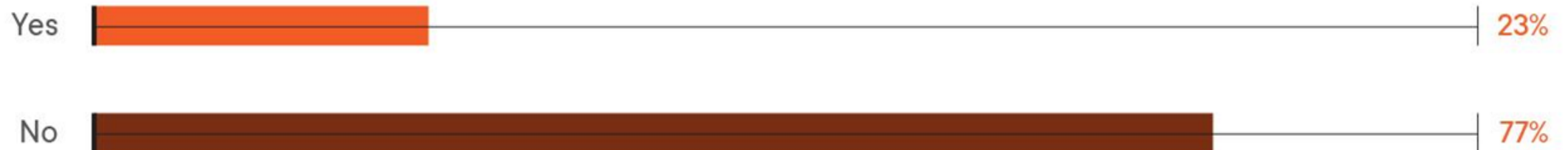
Least known pillars:

8. Governance	15%
9. Sport, Recreation, Arts and Culture	12%

## Do you know about Vision 2030?



## Did you participate or make an input into the content of Vision 2030?





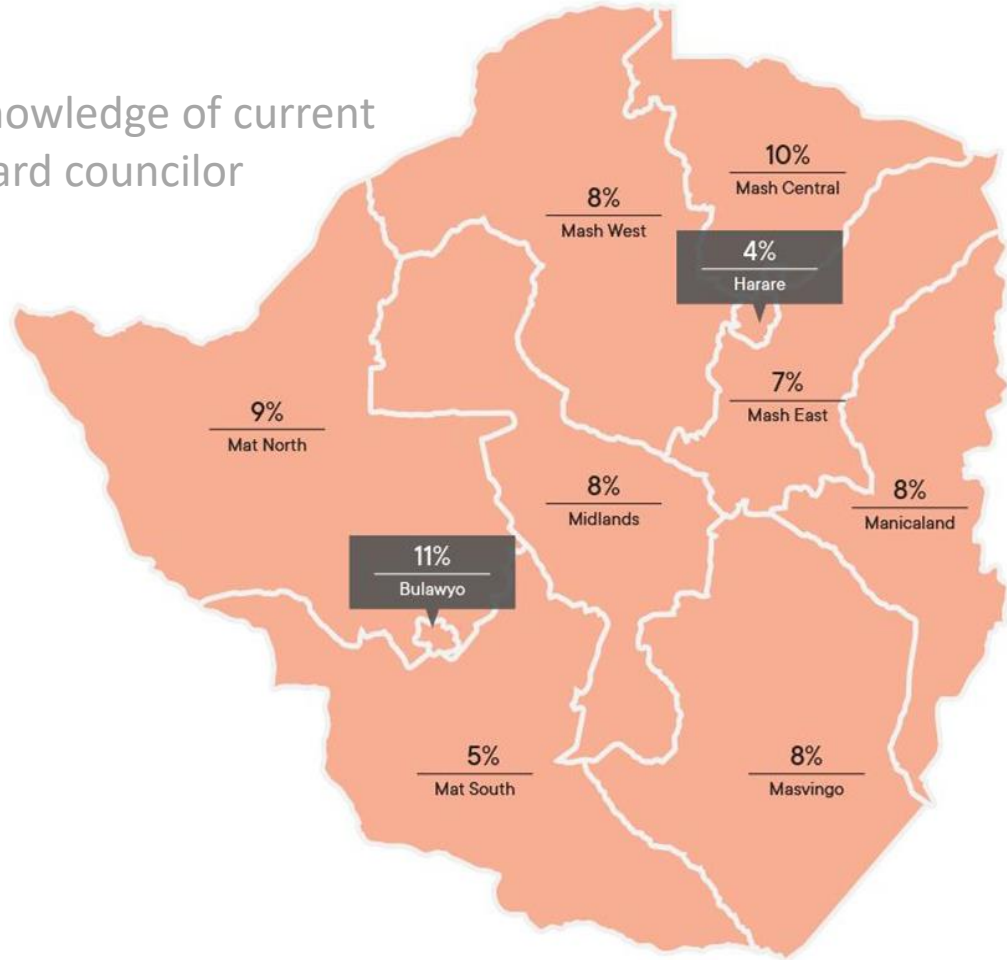


# Citizens and Local Government Processes

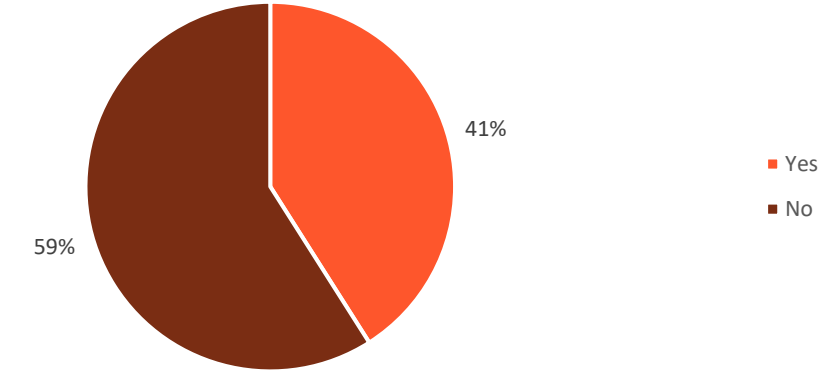


# Knowledge of political representatives

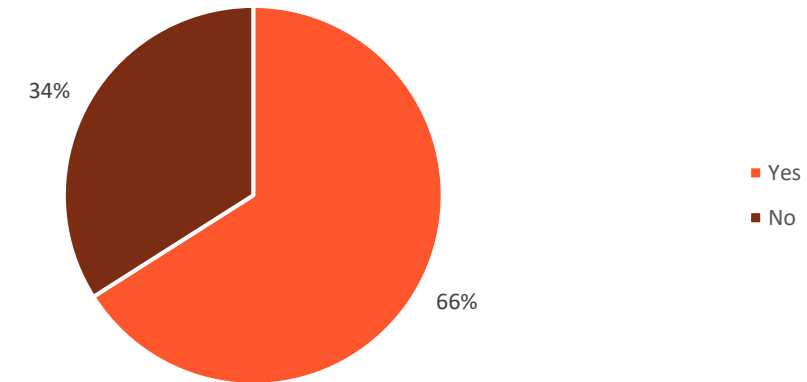
Knowledge of current ward councilor



Knowledge of current Senator



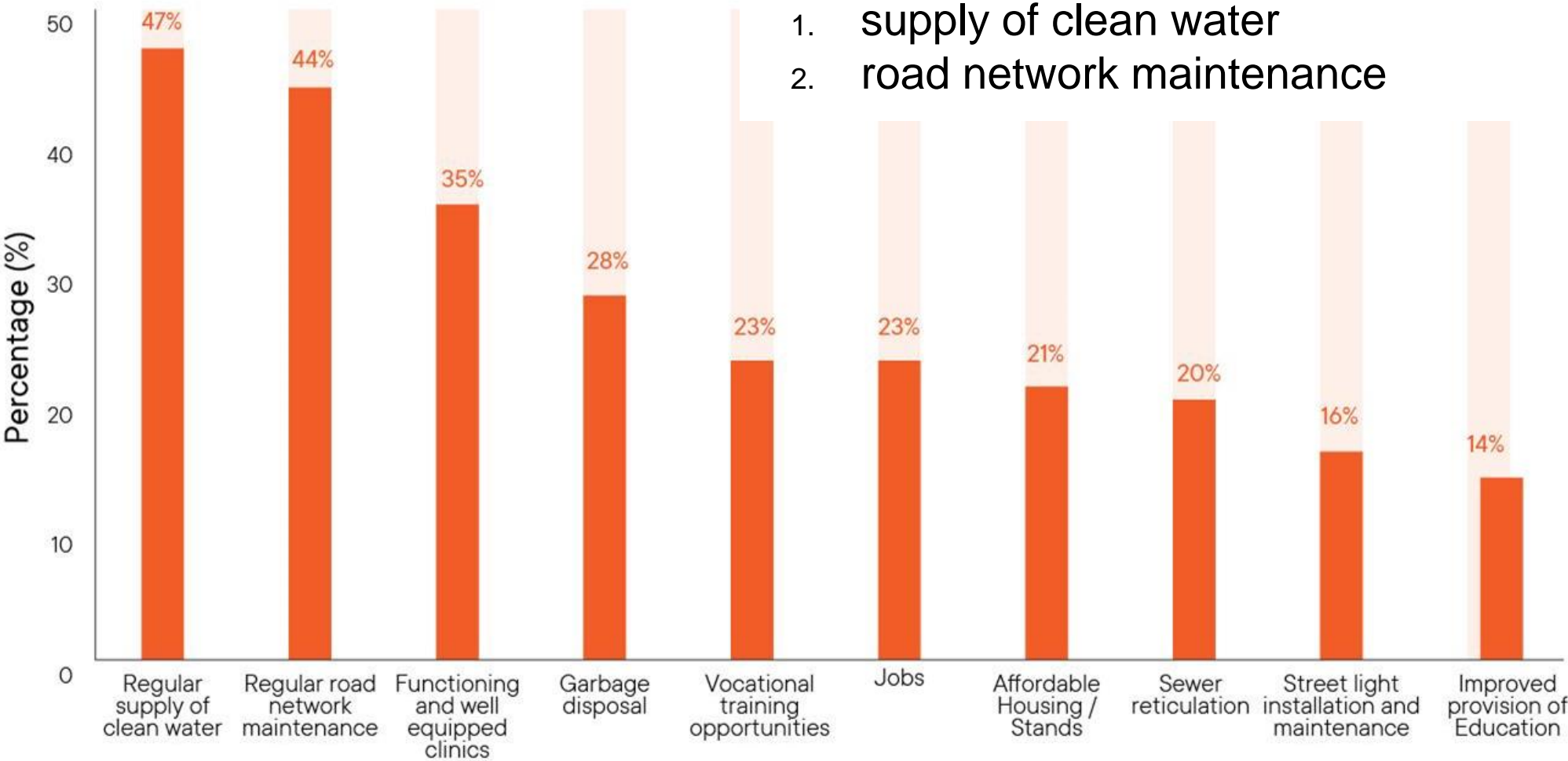
Knowledge of current Member of Parliament



# Citizen Expectations of Local Councils/ Authorities

The top two expectations from local councils are

- 1. supply of clean water
- 2. road network maintenance



Respondents expectations from local councils

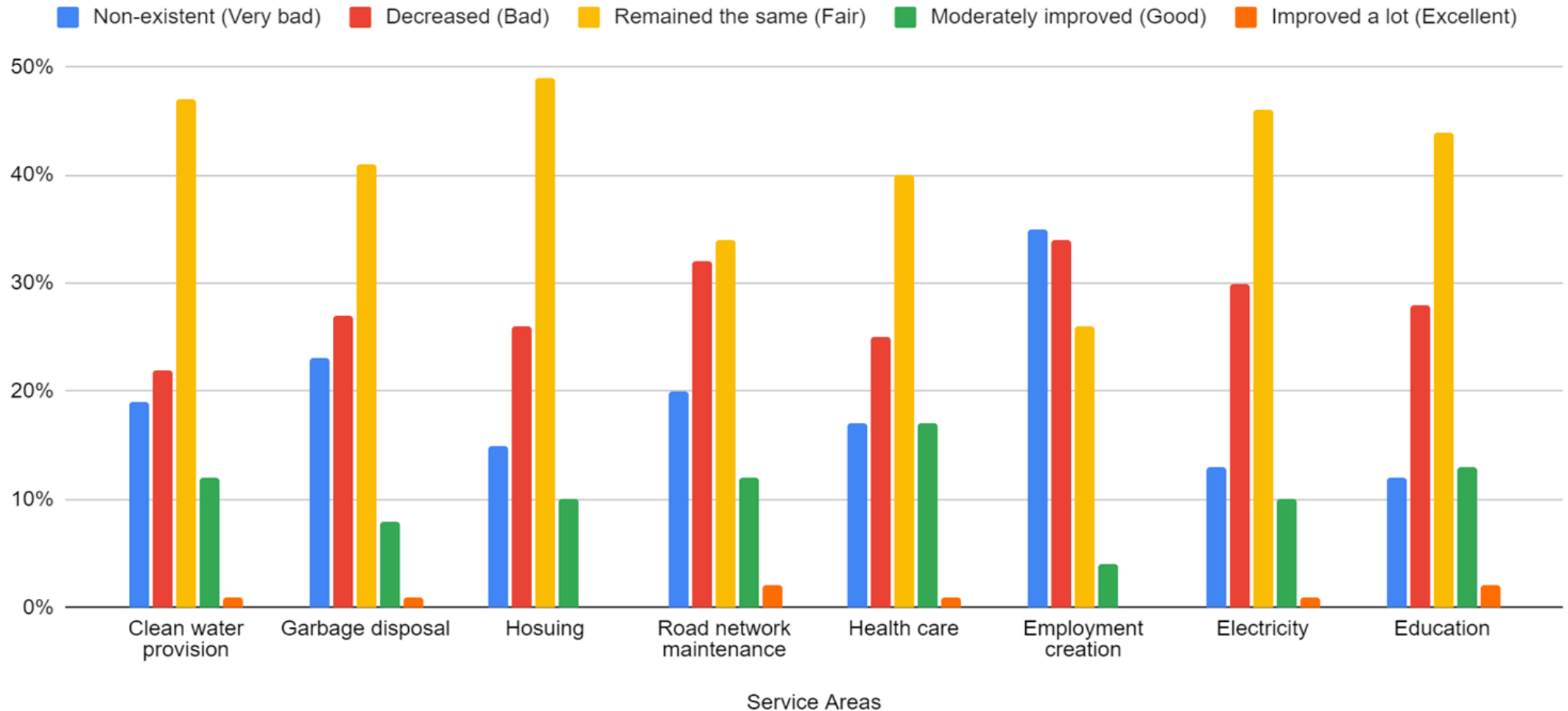
# Rating of Local Council Service Delivery

Highest Service Delivery Rating

1. Education
2. Health care

Lowest Service Delivery Rating

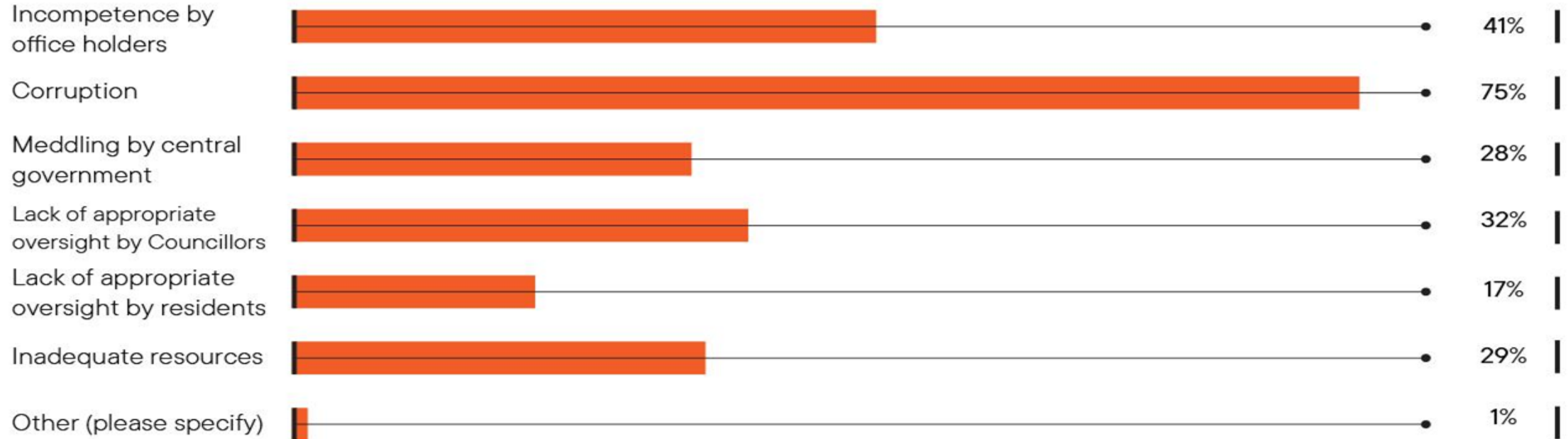
7. Garbage disposal
8. Employment creation





# Constraints faced by local councils

## Hindrances to the effective operation of councils



75% of respondents identified corruption as a hindrance to the operation of councils



# Perceptions of Central Government's Performance

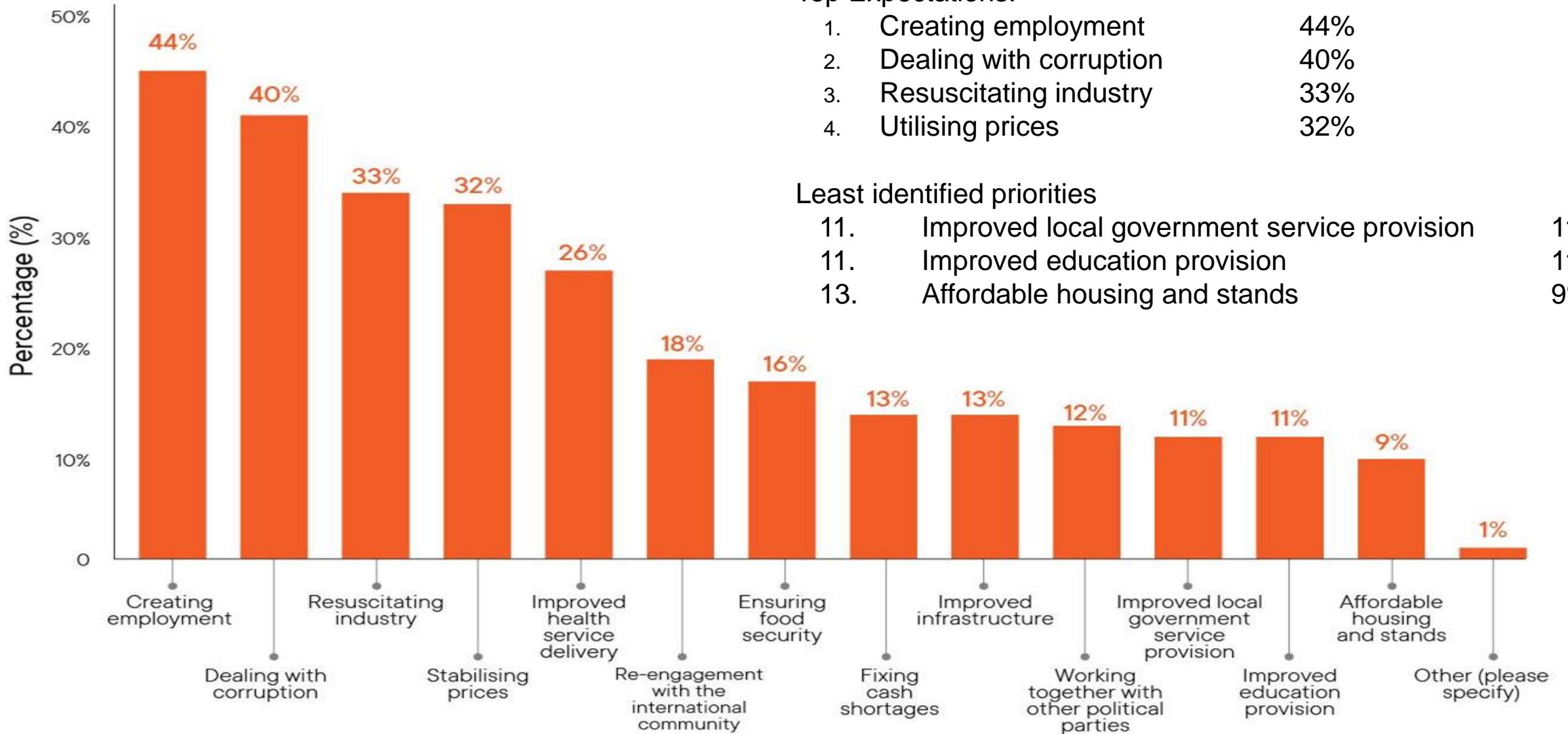
# Citizens Expectations of Central Government

## Top Expectations:

- |    |                         |     |
|----|-------------------------|-----|
| 1. | Creating employment     | 44% |
| 2. | Dealing with corruption | 40% |
| 3. | Resuscitating industry  | 33% |
| 4. | Utilising prices        | 32% |

## Least identified priorities

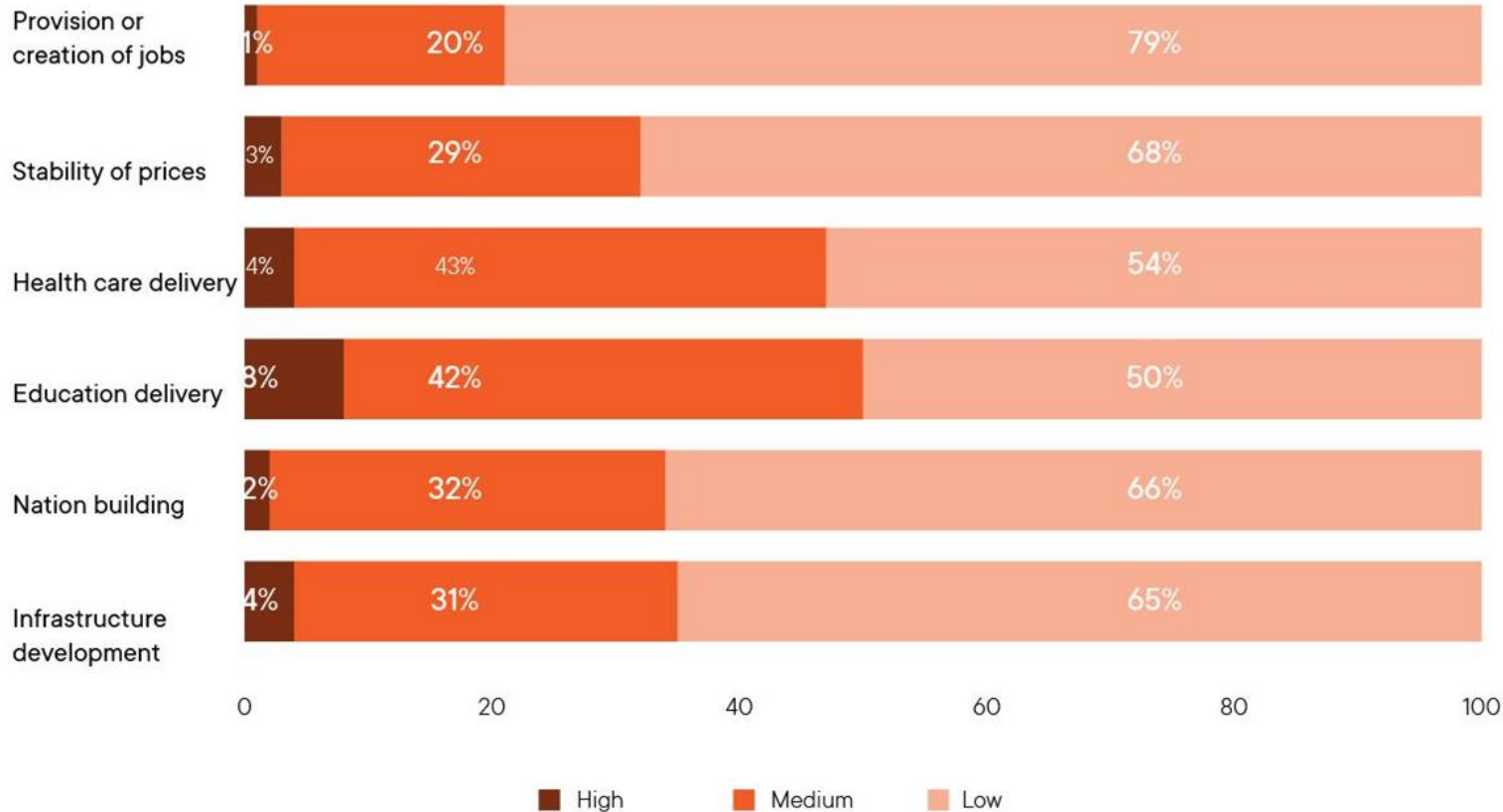
- |     |   |     |
|-----|---|-----|
| 11. | Improved local government service provision | 11% |
| 11. | Improved education provision                | 11% |
| 13. | Affordable housing and stands               | 9%  |





# Rating Government Performance

The ratings show that respondents generally rated the government's performance as **Low** because the government performed abysmally on many aspects,



Provision or creation of jobs  
79% rated LOW

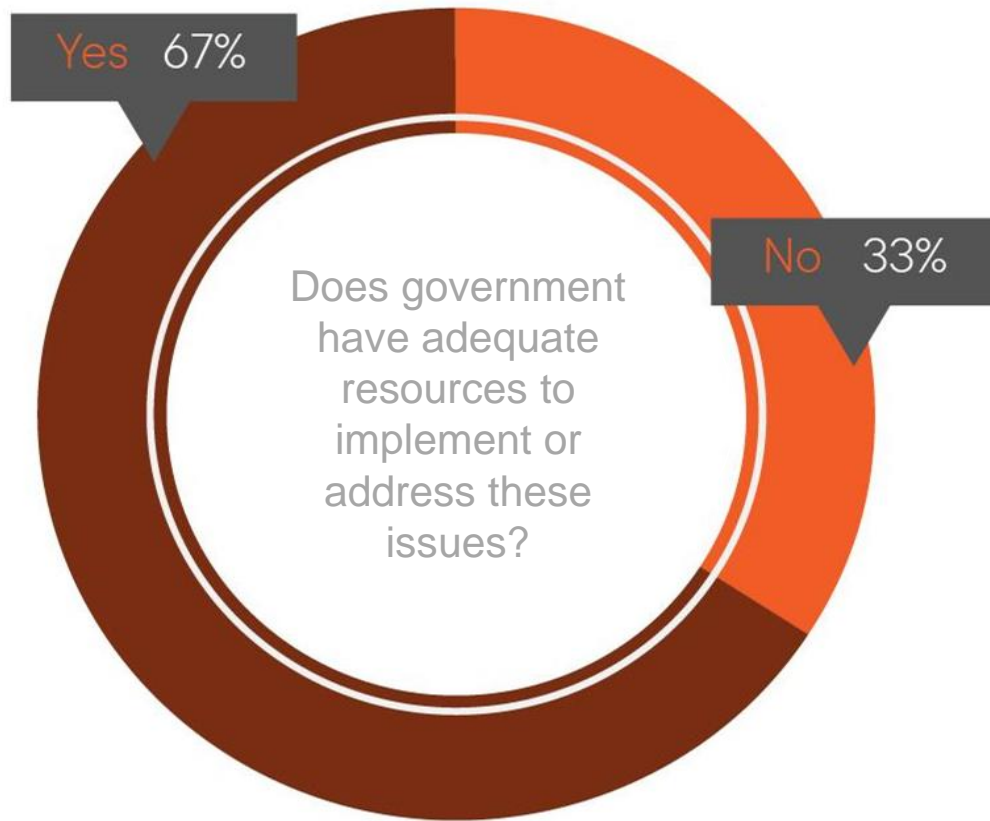
Stability of prices  
68% rated LOW

Nation Building  
66% rated LOW

Health care delivery  
43% rated MEDIUM

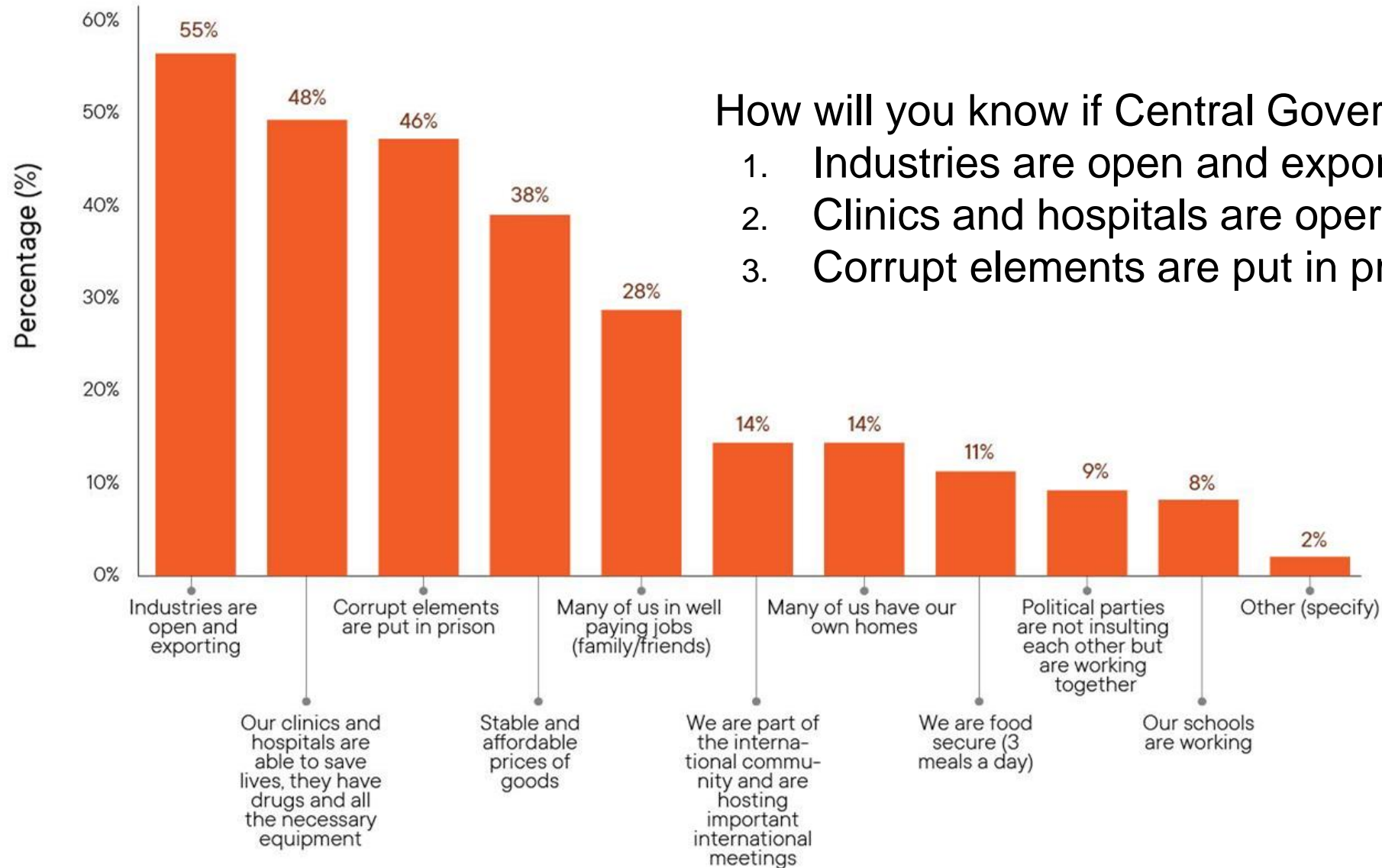
Education delivery  
42% rated MEDIUM  
8% rated HIGH

# Constraints faced by government



Hindrances to the effective operation of government

# Measure of Success



How will you know if Central Government is doing well?

1. Industries are open and exporting 55%
2. Clinics and hospitals are operating well 48%
3. Corrupt elements are put in prison 46%





# Conclusion

## ***Some of the trends that arose from the study***

1. Most respondents live with family or friends under rental accommodation.
2. The majority these respondents have not had an opportunity to make an input in public policy processes. Their lack of involvement further illustrates the challenges associated with making public participation a reality.
3. Tangible service delivery has progressed slowly to the effect that government's performance has consistently been rated as Low.
4. The respondents believe that government's dismal performance is due to corruption, ineffective leadership and incompetence.

## **Our previous reports**

[New Dispensation? Bravado, Incoherencies, and Costly Blunders](#) (July 2019)  
[Dancing on the Same Spot](#) (May 2020)



# 2021 Citizens' Perceptions and Expectations Survey Report

