2021 Citizens’ Perceptions and Expectations Survey Report
Distribution of sample

Age distribution:
- 18 - 25: 23%
- 26 - 35: 29%
- 36 - 45: 27%
- 46 - 55: 16%
- 56 - 65: 6%
- 66 and above: 3%

Geographic distribution:
- Mash East: 10%
- Mash Central: 11%
- Harare: 11%
- Midlands: 10%
- Bulawayo: 13%
- Mash West: 10%
- Mat North: 12%
- Mat South: 5%
- Masvingo: 10%
- Manicaland: 9%
Citizens and 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%)

Do you know about the NDS1?
- Yes: 34%
- No: 66%

Did you make an input to the content of NDS1?
- Yes: 29%
- No: 71%
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?
- Yes 60%
- No 40%

Did you participate or make an input into the content of Vision 2030?
- Yes 23%
- No 77%
Citizens and Local Government Processes
Knowledge of current ward councilor:

Knowledge of current Senator:
- Yes: 41%
- No: 59%

Knowledge of current Member of Parliament:
- Yes: 66%
- No: 34%

Knowledge of political representatives
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

- 47% Regular supply of clean water
- 44% Regular road network maintenance
- 35% Functioning and well equipped clinics
- 28% Garbage disposal
- 23% Vocational training opportunities
- 23% Jobs
- 21% Affordable Housing / Stands
- 20% Sewer reticulation
- 16% Street light installation and maintenance
- 14% Improved provision of Education

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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

- Non-existent (Very bad)
- Decreased (Bad)
- Remained the same (Fair)
- Moderately improved (Good)
- Improved a lot (Excellent)
Constraints faced by local councils

Hindrances to the effective operation of councils

- Incompetence by office holders: 41%
- Corruption: 75%
- Meddling by central government: 28%
- Lack of appropriate oversight by Councillors: 32%
- Lack of appropriate oversight by residents: 17%
- Inadequate resources: 29%
- Other (please specify): 1%

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%
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
- **Infrastructure development**: 8% rated HIGH

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Constraints faced by government

Does government have adequate resources to implement or address these issues?

Yes 67%

No 33%

Hindrances to the effective operation of government
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 of 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)
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