

This Fact Sheet provides a summary of findings from the four (4) Citizens' Perceptions and Expectations (CPE) Surveys that SIVIO Institute has done since 2018. The surveys were done in 2018, 2019, 2021 and 2023.

THEMATIC ISSUE

1. Level of Participation in Public Processes - One of the hallmarks of best practice in democracy is participation in elections and engaging with policy-making processes.

SUMMARY

High levels of participation in elections.

- In 2023, 78% indicated that they had registered to vote; 79% said they would vote.
- In 2018, 80% were registered to vote, and of those registered to vote, 68% had voted before.

Low levels of participation in public policy processes

- In 2023- only 18% of citizens indicated that they had participated in a policy formulation process; 82% said that they had never participated.

Trend is similar across previous CPE surveys:

- In 2021 only 38% of citizens felt that there was scope to participate in public policy processes,
- In 2019 - 60% had not been involved in public processes.

There has been very limited citizen participation in public policy processes since 2018 and over the years the levels of participation have declined.

2. Level of Knowledge of Public Officials and Assessment of their Performance

Respondents were asked if they were aware of their public officials.

- In 2023, 83% of citizens knew which political party their Ward Councillor was from; 89% knew which party their MP was from and 67% knew which party their Senator was from.
- In 2021 78% knew their Ward Councillor; 66% knew their MPs and 41% knew their Senator.
- In 2019 most citizens (77%) knew their Ward Councillor.

The most well know public officials by citizens were Ward Councillors.

THEMATIC ISSUE

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3. Local Government Performance

In 2023 most citizens ranked the performance of their elected representative as ranging between Poor to Very Poor since 2018

- Ward Councillor – 47% (Poor to Very Poor); 30% (Satisfactory)
- MP – 51% (Poor to Very Poor); 33% (Satisfactory)
- Senator – 56% (Poor to Very Poor); 33% (Satisfactory)

Citizen Rating of Performance – High, Medium, Low

- 2023 citizens rated the performance of their local authority since 2018 as:
 - 48% Low
 - 48% Medium
 - 4% High

The majority of citizens felt that the quality-of-service provision had either remained the same, decreased or was non-existent.

- 2023 – *Worst performing area(s)* – 50% or more citizens felt that performance in the areas of food security, road maintenance, street lighting, employment creation by local authorities had decreased or was non-existent

Best performing area – clean water and borehole provision – 19% of citizens felt performance had improved

- 2021 – *Worst performing area(s)* – 69% of citizens rated employment creation by local authorities as decreased or was non-existent; 52% rated Road network maintenance as the 2nd worst area of performance

Best performing area – Healthcare provision – 18% of citizens felt performance had improved.

- 2019 most citizens (over 50%) thought the service delivery of local authorities to be poor – i.e., decreased/non-existent – *Worst performing area(s)* – healthcare; employment creation and electricity provision – over 80% of citizens rates performance as poor.

Best performing area – Garbage disposal – 15% of citizens felt performance had improved

- 2018 – Overall, 36% of citizens felt that local service delivery had remained the same; 43% felt that service was poor – i.e., decreased/ non-existent; 16% felt that there was an increase in performance.

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4. Factors inhibiting the effectiveness of Local Authorities

Corruption ranked highest as the major constraint affecting performance of local government.

- 2023, 2021, 2019 and 2018 (39%, 49%, 79%, and 32% respectively)
- The second factor hindering proper service delivery has been identified as Incompetence by office holders. (23%, 28%, 46%, and 17% respectively).
- Inadequate resources are one other factor identified (14%, 18%, 42%, and 7% respectively)

5. Local Government Priorities (what do citizens want local authorities to prioritise)

Clean water delivery has been identified as the major service local authorities should prioritize by citizens:

- 2023 - 66%
- 2021 - 47%
- 2019 - 82%
- 2018 - 47%
- 2021, 58% of citizens said councils should focus on ensuring that clinics are fully functional and well-equipped.
- 2019, 46% of citizens felt local authorities need to focus on Regular Road Maintenance. In 2023 45% feel the same way.
- In 2018, 47% of the respondents highlighted regular supply of clean water as a priority over fully functional and well-equipped clinics (6%).

6. Rating of Central Government Performance

Central Government performance's rating varied based on a four-point scale - High, Medium, Low, and Indifferent. 2023

- 4% High
- 39% Medium
- 57% Low

Worst performing areas:

- Resuscitation of industry - 75% rated performance as decreased/non-existent.
- Stability of prices - 73% rated performance as decreased/non-existent.
- Provision/creation of jobs - 72% rated performance as decreased/non-existent.

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Best performing area

- Infrastructure Development – 17% of citizens saw improvement.

2021

- 1% High
- 36% Medium
- 63% Low

Worst performing areas:

- Provision/creation of jobs – 79% rated performance as low.
- Stability of prices – 68% rated performance as low.
- Nation building – 66% rated performance as low.

Best performing area

- Education Delivery – 8% of citizens rated performance as high.

2019

- 1% High
- 9% Medium
- 90% Low

Worst performing areas:

- Stability of prices – 93% rated performance as low.
- Provision/creation of jobs – 93% rated performance as low.
- Health care provision – 88% rated performance as low.

Best performing area – Education Delivery – 5% of citizens rated performance as high.

2018

- 2% High
- 16% Medium
- 65% Low
- 17% Indifferent

7. Rating of Central Factors inhibiting effective Central Government Performance

- No. 1- Corruption identified as the major impediment to government performance across 2023, 2021, 2019 and 2018 (49%, 78%, 81% and 29% of citizens identified as key factor limiting government performance).
- No. 2 – Ineffective Leadership (13%, 42%, 48% and 16% respectively).
- No. 3 – Incompetence (13%, 37%, 42% and 13% respectively).

Sanctions ranked 4th in 2023, 5th in 2021 and 7th in both 2019 and 2018 by citizens as a factor inhibiting the performance of central government.

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8. Central Government Priorities

CITIZENS' TOP 4 PRIORITIES FOR GOVERNMENT 2018 - 2023

Rank	2018	2019	2021	2023
1	Creating employment	Stabilising prices	Creating employment	Creating employment
2	Stabilising prices	Dealing with corruption	Dealing with corruption	Dealing with corruption
3	Fixing cash shortages	Fixing cash shortages	Resuscitating industry	Improved health delivery
4	Dealing with corruption	Resuscitating industry	Stabilising prices	Stabilising prices

9. What do citizens think success looks like for Zimbabwe

In 2023

- Many citizens would be in well-paying jobs.
- Industries are open and exporting.
- Stable and affordable prices of goods

In 2021

- Industries are open and exporting.
- Clinics and hospitals are able to save lives, and they have drugs and all the necessary equipment.
- Corrupt elements are put in prison.

In 2019

- Our clinics and hospitals are able to save lives, they have drugs and all the necessary equipment
- Stable and affordable prices of goods
- Industries are open and exporting

In 2018

- Stable and affordable prices of goods
- Many citizens would be in well-paying jobs.
- Industries are open and exporting.
- Clinics and hospitals are able to save lives, they have drugs and all the necessary equipment.

To read all the CPE survey reports in full

NOTES

DATE

2018 CPE - <https://bit.ly/43vLyE9>

2019 CPE - <https://bit.ly/3OLqh5d>

2021 CPE - <https://bit.ly/3WGTm3u>

2023 CPE - <https://bit.ly/Slcpe2023>