



# 2024 Citizens Perceptions and Expectations Survey Report

SIVIO Institute conducted its fifth Citizens' Perceptions and Expectations survey in October 2024, one year after Zimbabwe's 2023 elections. The survey assessed citizens' satisfaction with government performance and expectations for the future.

# Methodology and Sample

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## Random Sampling

1,272 respondents across 10 provinces, balanced for gender and rural/urban representation

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## Demographics

51% youth (18-35), 94% literate, 87% educated beyond primary school

3

## Employment

37% employed, 30% self-employed, 28% unemployed, 5% pensioners





# Executive Summary

- **Participation**

- Only 25% of respondents were involved in policy formulation.
- The **Engagement Gap** is more pronounced at the central government level compared to local governance.
- Better engagement in local governance due to accessibility and responsiveness.
- 65% of respondents felt there was no scope for participation, up from 60% in 2023.
- Despite 64% voting in 2023 elections, low participation in public processes persists.

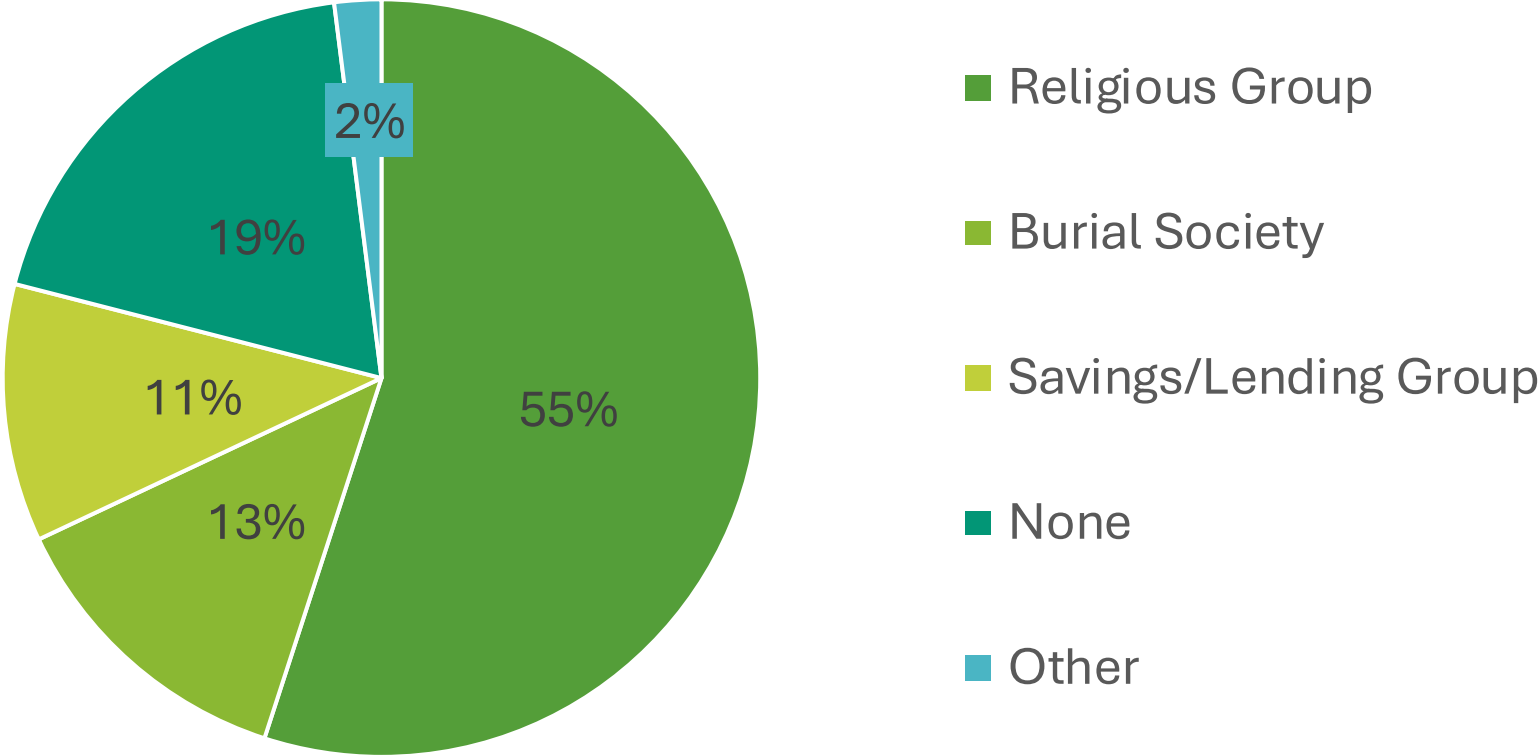
- **Associations**

- 55% of respondents are part of religious groups.
- Less than 13% participate in other social, economic, and political associations.
- Vibrant associations indicate quality interaction and engagement. Challenges in fostering interactions beyond elections.

- **Government Performance**

- Continued disappointment with both local and central governments, rated 'low' to 'medium.'
- Moderate improvements in roads, bridges, and infrastructure noted.
- Government improvements do not align with citizens' top priorities like employment, industry resuscitation, and health services.
- Emphasis on enhancing democracy and aligning government actions with citizen priorities.

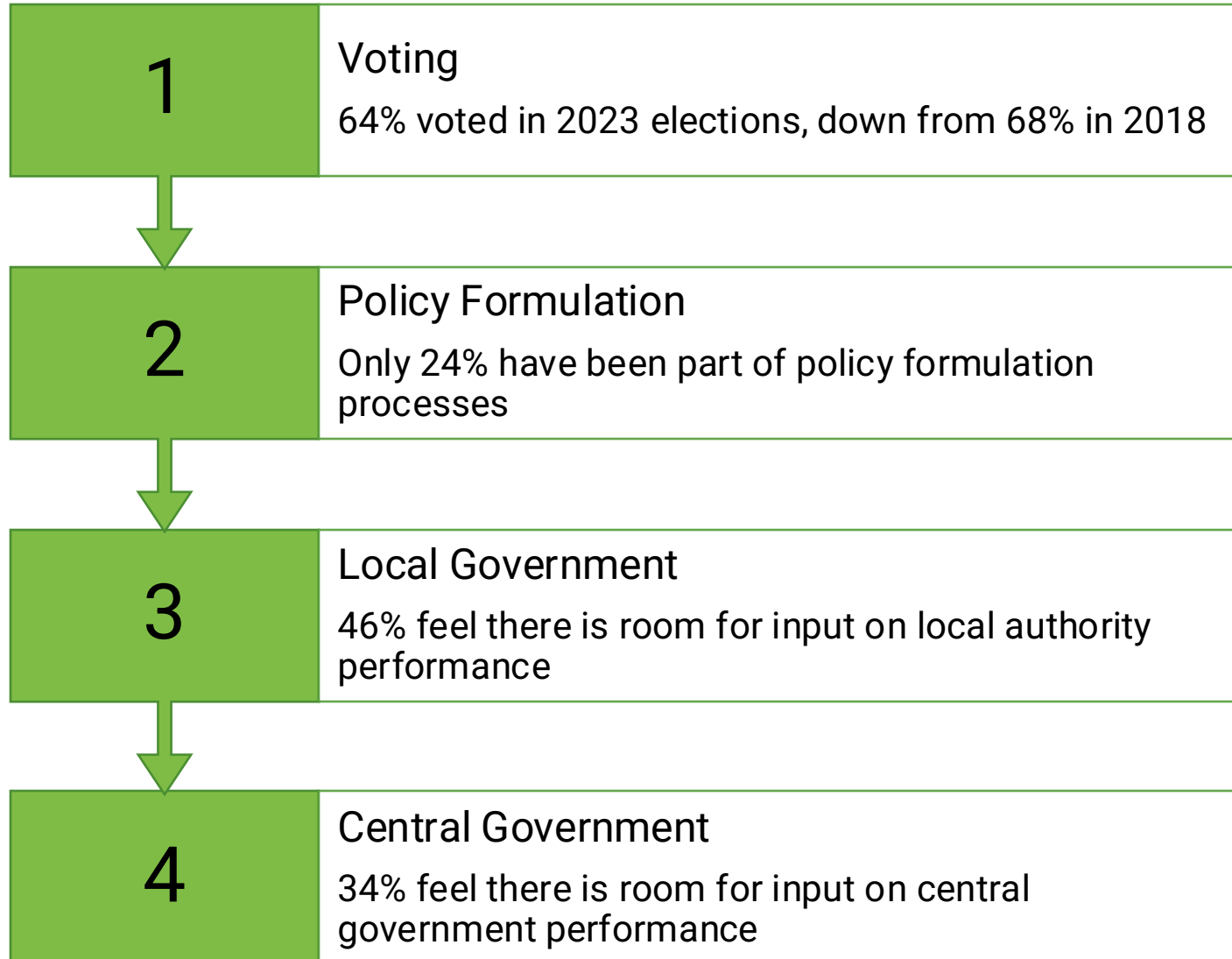
# Community Engagement



Most citizens (55%) belong to religious groups, with limited engagement in other associations. 19% belong to no associations at all.



# Participation in Public Processes



# Assessment of Local Government

## Performance Rating

- 50% rate performance as "Medium", 44% as "Low" since 2023 elections

## Top Performing Areas

- Education, road maintenance, clean water supply (all scoring below 3/5)

## Hindrances

- 36% cite corruption, 20% incompetence, 16% central government meddling

# Assessment of Central Government

## Performance Rating

- 53% rate performance as "Low", 42% as "Medium" since 2023 elections

## Top Performing Areas

- Infrastructure development, education delivery

## Hindrances

- 44% cite corruption, 17% incompetence, 10% ineffective leadership

# Citizens Priorities for Government

## Employment Creation

- 62% prioritise job creation

## Health Delivery

- 37% want improved healthcare

## Price Stabilisation

- 34% prioritise economic stability

## Industry Resuscitation

- 21% want industrial revival

## Corruption

- 20% prioritise anti-corruption efforts



# Vision of a Successful Zimbabwe

## Well-Paying Jobs

- 26% define success as many citizens having well-paying jobs

## Thriving Industries

- 17% envision open and exporting industries

## Economic Stability

- 15% prioritise stable and affordable prices of goods

## Effective Healthcare

- 14% want clinics and hospitals that can save lives

Citizens across demographics consistently prioritize economic opportunities, industrial growth, price stability, and improved healthcare as key indicators of Zimbabwe's success.



# Read the full report



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