



# 2021 Citizens' Perceptions and Expectations Survey Report

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Section One

# Introduction and background




**The SIVIO Institute conducts the Citizens' Perceptions and Expectations Survey (CPE) annually as part of a multifaceted analysis to determine the levels of citizen satisfaction with the Government of Zimbabwe's performance. In this case study, we measure the levels of satisfaction at national and local government stages. Thus far, we have conducted the Citizens' Perceptions and Expectations Survey twice: the first survey in 2018 and the second one in 2019. This is the third CPE survey and it builds on the previous studies highlighting evidence collected from the country's 10 provinces.**

As a nation, Zimbabwe is grappling with multifaceted challenges mainly stemming from the political and economic crises, which in turn, have a bearing on governance, democracy and the standards of policy reforms. Partisan based polarisation continues to be one of the most significant challenges that have hindered the prospects of securing a consensus on the national question. The situation has been worsened by an increasing number of corruption allegations amongst officeholders, unending rumours of squabbles amongst political leaders in the two major political parties, failure of social service delivery and a pervasive atmosphere characterised by discontent and unhappiness across society. The state-citizens relationship seems to be dominated by a culture of disengagement and distrust. With the country seemingly in a perpetual elections mode, democracy has become synonymous solely with elections. Even the Government of Zimbabwe's vision

for democracy as captured in its Vision 2030 strategic development, only makes reference to holding free and fair elections. This implies that democracy can only be attained if the country is able to hold free and fair elections. Democracy cannot be understood outside the delivery of equally important social services such as public health, affordable housing, provision of clean water and road maintenance. Yet, in contemporary Zimbabwe, these services have been heavily compromised. It is against this background that we sought to gather evidence on citizens' perceptions and expectations of their central and local government. The study shows a cross section of views from the intricately linked lenses of employment status, gender and age, and presents data on citizens' participation in public policy processes, their assessments of the government, local service delivery, government priorities and their perceptions of government achievements.





Section Two

# Methodology

The study utilised quantitative research methods to elicit responses from a large pool of respondents across Zimbabwe's 10 provinces. All enumerators were trained to administer the questionnaire in October 2021. The training covered the objectives of the study, respondent recruitment through random sampling, operationalization of terms

and questions and applicable research ethics. Data was collected over a 21-day period between October and November 2021. The raw data export from Survey Monkey was analysed in SPSS 28.0 mainly for multiple-response analysis and cross tabulations of key variables relevant to the study



Section Three

# Description of the Sample





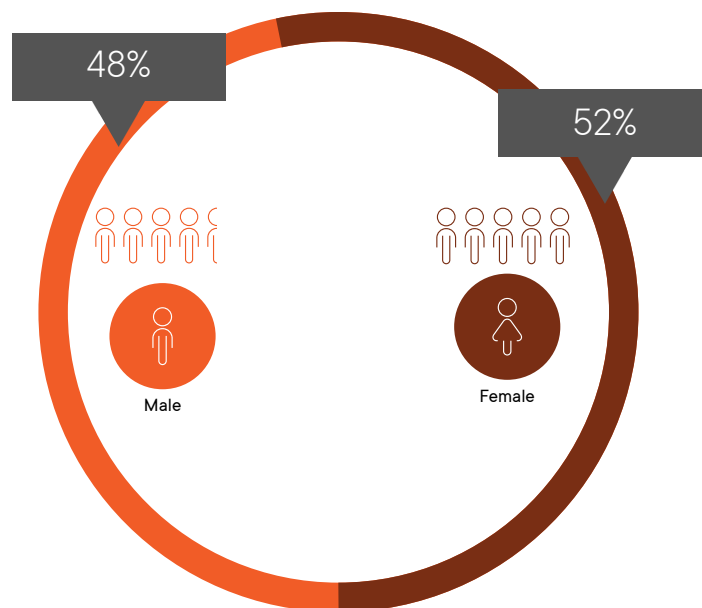
The sample was drawn from the adult population spread across the country, defined as aged 18 years and above at the time of data collection. We initially targeted 1200 responses but we received a total of 1505 responses. We proceeded to filter out all incomplete responses and were left with 1319 complete responses which had all the questions and responses entered and saved correctly.

### 3.1 Gender of respondents

We made a conscious effort to ensure gender parity in our respondent selection and we managed to secure a near 50–50 gender parity. From the 1319

respondents 52% were female and 48% male. This is captured in Figure 1 below:

Figure 1: Gender of respondents

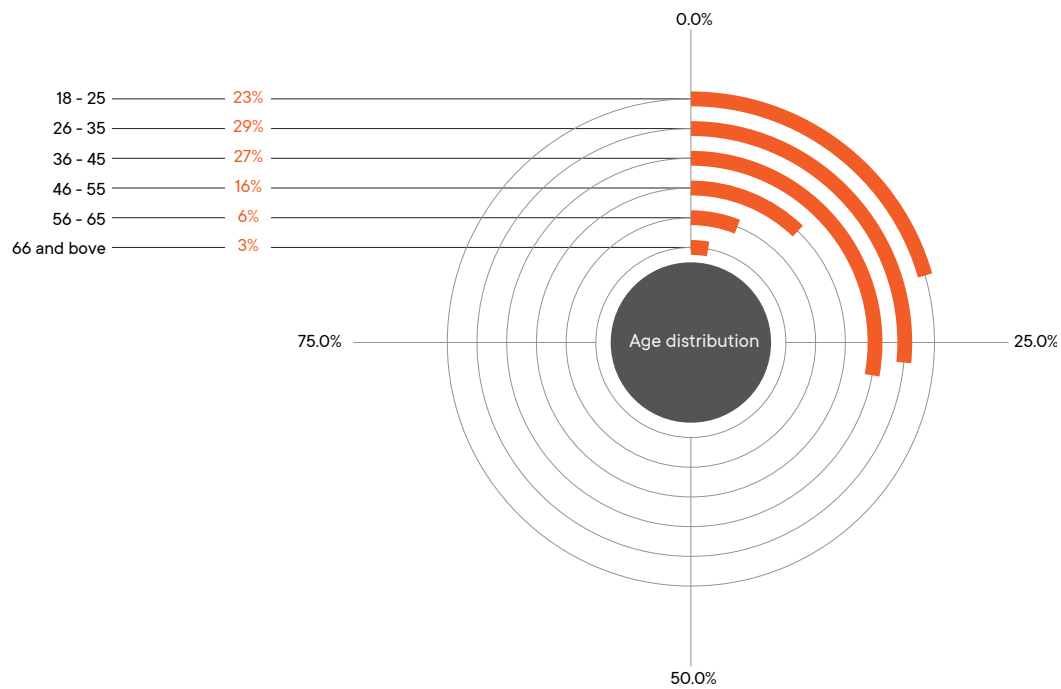


### 3.2 Respondents' age and marital status

The 26–35 years age group contributed the largest portion to the sample (29%), closely followed by the 36–45 age cohort which contributed 27% and the 18–35 years cohort which made up 23% of the sample. The 46–55 years age cohort contributed

12% while the 56–65 years cohort made up 6% of the sample, and the 65 and above age cohort made up the remaining (3%) of the sample. Figure 2 below shows the age distribution of study respondents.

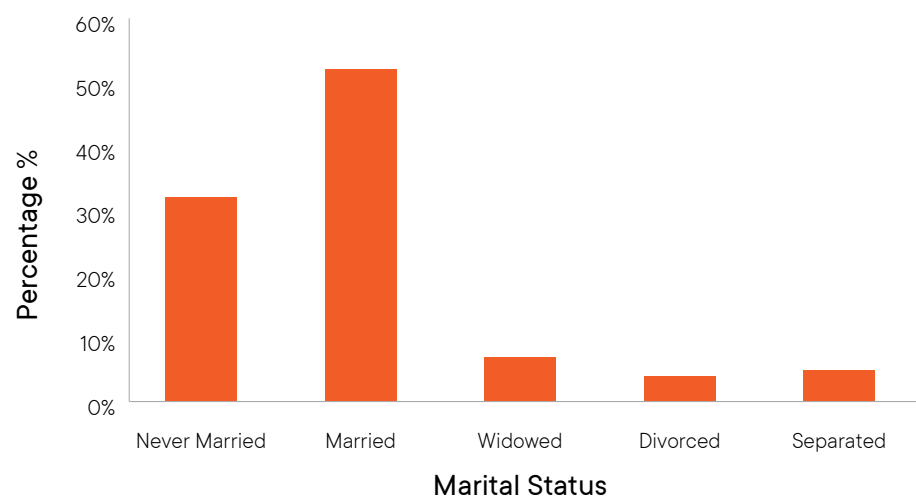
**Figure 2: Age distribution of respondents**



The sample's age distribution is very similar to the national population pyramid that was compiled in the previous Inter-Censal Population Report of 2017 which reflects Zimbabwe as a youthful population. In terms

of marital status, 52% of the sample indicated that they were married, 32% were never married, 7% were widowed, 5% separated and 4% were divorced (see Figure 3 below).

**Figure 3: Marital Status of Respondents**





### 3.3 Literacy and levels of education

The majority (96%) of the study's respondents reported they could read and write. As high as 51% completed Secondary School and 42% reported Tertiary Education as

the highest level of education which they completed. This aptly tallies with Zimbabwe's historically famed high literacy levels.

Figure 4: Literacy level

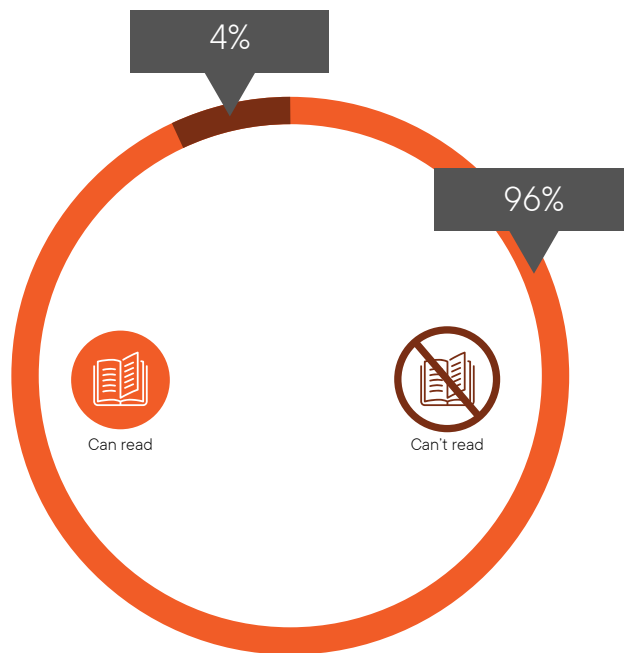
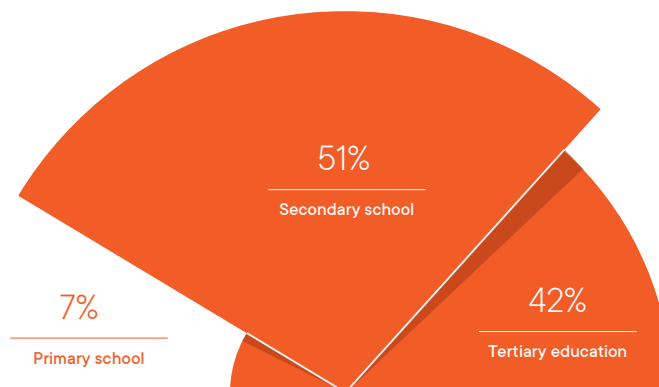


Figure 5: Highest Level of Education Attained



We spoke to respondents in all of the country's 10 administrative provinces. Each province had 2 enumerators one of them covering a rural area and the other one covering an urban area. Each of the

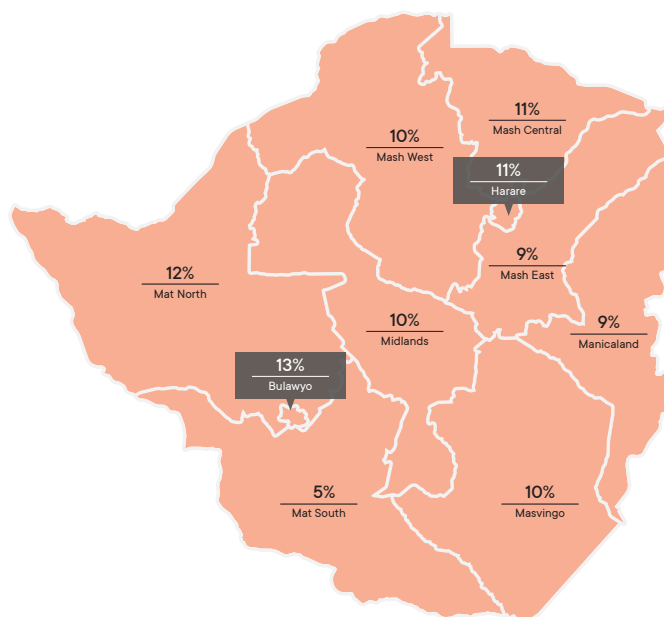
enumerators used a questionnaire that was administered via the Survey Monkey online platform. The in-province urban, peri-urban and rural data collection sites are shown in Table 1 below:

**Table 1: Province and location of respondents**

Province	Locations
Bulawayo	Bulawayo Urban Bulawayo: Cowdray Park
Matabeleland North	Binga Binga
Masvingo	Nemamwa, Bhuka Masvingo Urban
Matabeleland South	Plumtree, Figtree, Umzingwane, Esigodini, Gwanda, Collen Bawn, West Nicholson, Filabusi
Midlands	Shurugwi and Zvishavane Gweru Urban
Harare	Glenview, Glen Norah, Highfields Belvedere, Marimba, Budiro, Mufakose
Mashonaland Central	Chiweshe, Bindura
Mashonaland West	Norton Chinhoyi: Alaska, Gunhill, Ruvimbo Banket, Mhangura
Manicaland	Mutasa, Hauna, Honde Valley Mutare Urban

We had a largely even spread of respondents across the 10 provinces with Bulawayo making up 13% of the sample of 1319 respondents, followed by Matabeleland North with 12%. Mashonaland Central, Harare and Midlands respectively contributed 11%

to the sample and were closely followed by Mashonaland West and Masvingo, each with 10%. Manicaland and Mashonaland West had 9% each and finally Matabeleland South which had the smallest sample of 5%.

**Figure 6: Province of residence**

Each province was allocated a quota of 120 respondents, and this translated to 10% of the targeted sample of 1200. However, due to the relative ease of recruiting respondents, the enumerators were able to get more than their targeted number of respondents enabling the sample size to reach 1319 valid and complete responses.

### 3.5 Employment status and sectors of employment

Out of the 1319 respondents, 861 respondents making up 65% of the sample were employed and the remaining 458 respondents, making up 35% of the sample, were unemployed.

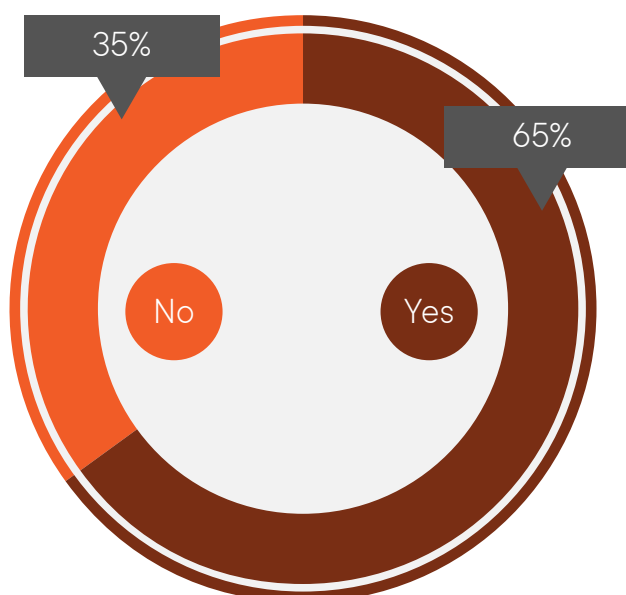
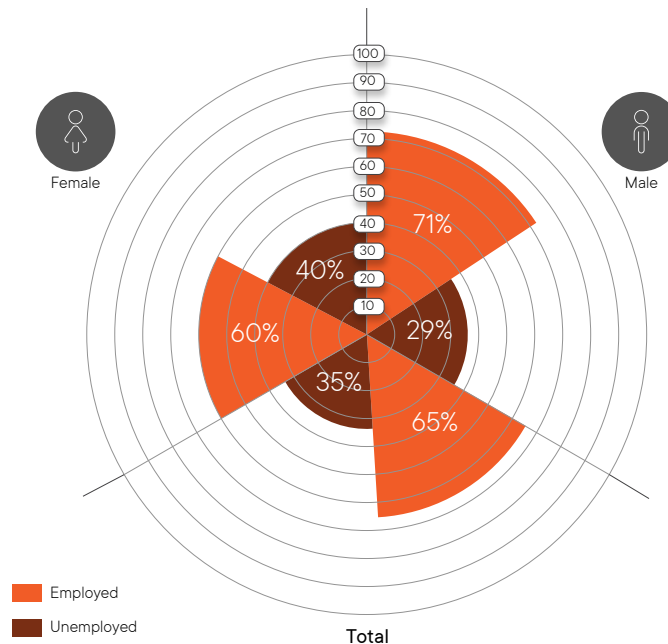
**Figure 7: Are you employed?**



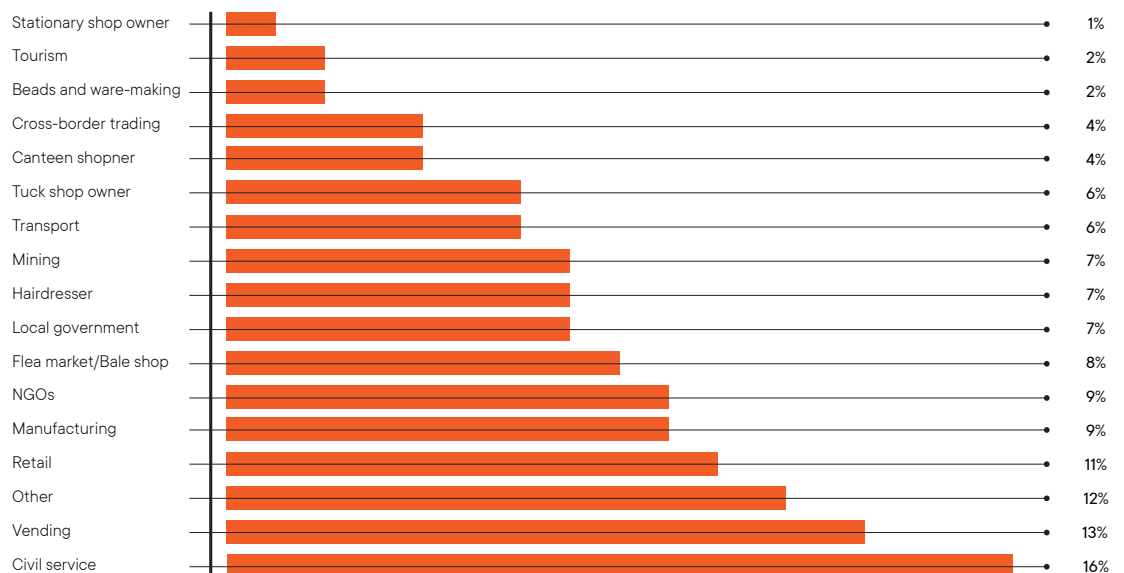
Figure 8: Gender and Employment status cross tabulation



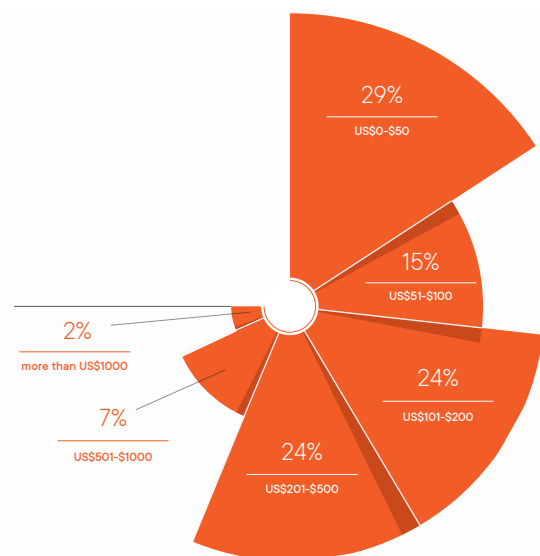
We ran a cross tabulation of Gender and Employment sector in SPSS and the data shows that among the 65% who are employed out of the overall sample, 71% of male respondents are employed and 60% of women are employed. These percentages show a gendered dimension to the employment patterns in the country.

Across the sample, the Civil service had the most respondents: (16%) who identified it as the best match for their sector of employment, this was followed by Vending

(13%), Other (12%), Retail (11%), Manufacturing and NGOs (9%). On the bottom end, Stationary shop owner made up 1% of the sample, Tourism as well as Beads and weave making constituted 2% of the sample, and Cross border trading and Canteen Shop Owner services were respectively identified by 4% of the sample. When looked at in conjunction with the figures for Hairdresser (7%) and Flea market/bale shop (8%), the findings point to the high levels of informal sector employment in Zimbabwe.

**Figure 9: Best match for sector of employment**

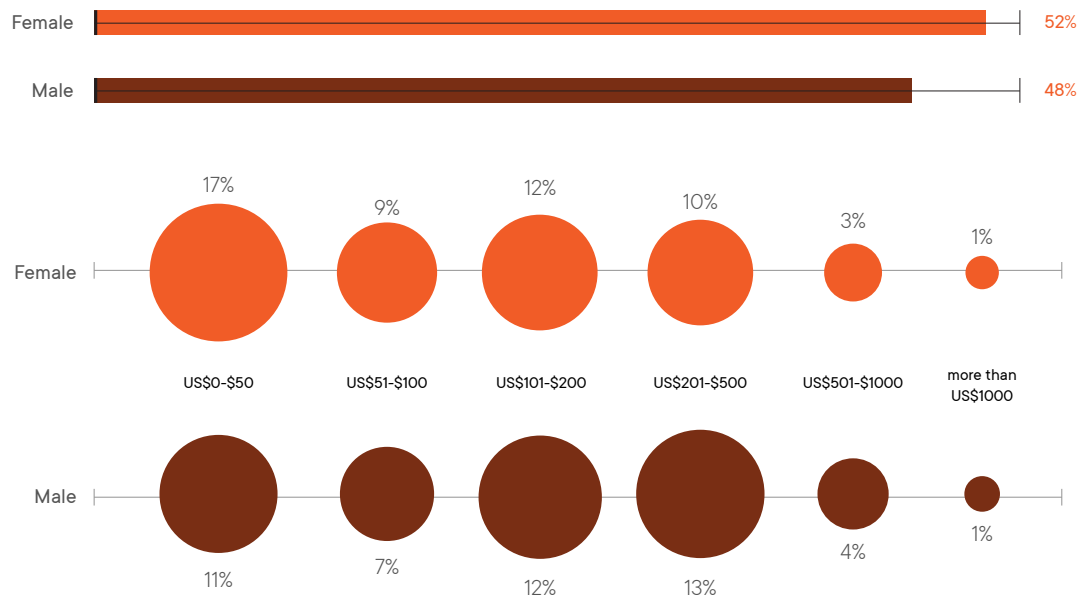
Respondents were asked to indicate their monthly income bracket based on their earnings from the previous three months and the majority (29%) earned between US\$0–\$50, while 24% fell in the US\$101–\$200 and US\$201–\$500 salary bracket. Of the overall sample, 15% reported earning between US\$51–\$100 while 7% earned between US\$501–\$1000. Only 2% of the sample earned more than \$1000.

**Figure 10: Monthly income**

We also ran a cross tabulation for Gender and Income and according to the results, women (17%) dominate in the lowest income bracket of US\$0–\$50 with less men (11%) earning in this bracket. Men and women are at par (12%) in the US\$101–\$200 bracket

and in the More than \$1000 (1% for women and men respectively). Men (13%) are slightly more than women (13%) in the US\$201–\$500 bracket. There is little difference between women (3%) and men (4%) in the US\$501–\$1000 income bracket (see Figure 11 below).

Figure 11: Gender and income bracket cross tabulation

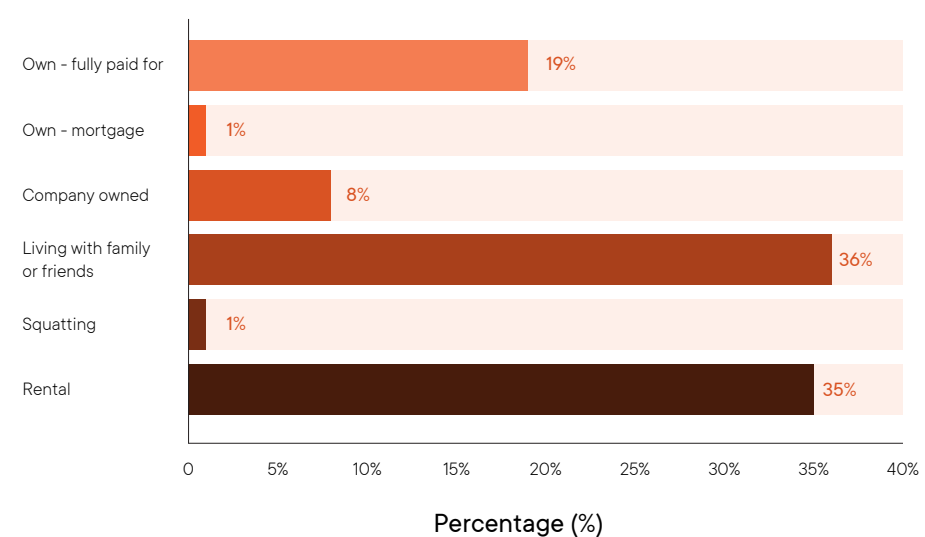


### 3.7 Accommodation status

Respondents were asked to best describe their Accommodation status. Respondents Living with family or friends were constituted 36% of the sample and respondents living in Rental accommodation were formed 35%

of the sample. A further 19% lived in Own-fully paid for accommodation. Those who lived in Company owned accommodation were 8% and those with Own-mortgage and Squatting were 1% respectively.

Figure 12: Best description of accommodation status

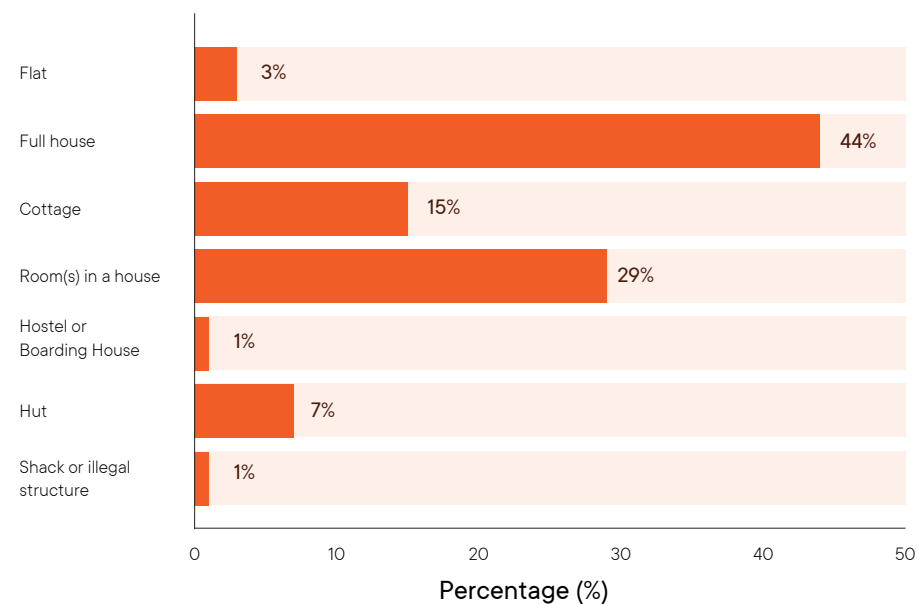




Closely tied to understanding the Best description of accommodation status is the Type of accommodation and for the purpose of this survey, Type of accommodation relates to the physical form of accommodation, for example, is it a flat, cottage, full house,

hostel, hut or shack. Among those we spoke to, 44% lived in a Full house and 29% lived in Room(s) in a house while 15% lived in a Cottage. A further 7% lived in a Hut, 3% in a Flat and 1% in a Hostel/boarding house and Shack or illegal structure respectively.

**Figure 13: Type of accommodation**



We also ran cross tabulations on Monthly income bracket, Accommodation Status, and Type of accommodation bracket so as to understand the connections between these variables and their impact on the respondents' accommodation. The majority of respondents earning between US\$0–\$50 were mainly Living with family or friends in a Full House (32%), in Room(s) in a house (12%), in a Hut (14%), as well as in a Rental in Room(s) in a house (14%). None of the respondents in this income bracket (US\$0–\$50) had their Own mortgage and only 9% lived in Own fully paid for accommodation in a Full House.

Respondents in the US\$51–\$100 income bracket had Rental accommodation in Room(s) in a house (27%) and With family or friends in a Full House (22%). The next highest percentage in this income bracket

lived in Own-fully paid for accommodation in a Flat (13%). This income bracket is minimally represented among those with Own mortgage owning a Flat or Full house (1%) respectively. In the US\$101–\$200 bracket, the largest group (31%), lived in Rental accommodation in Room(s) in a house, followed by 14% in Own-fully paid for living in a Full House and 12% Living with family or friends in a Full House. Only 2% had their Own-mortgage and 1% in this income bracket were Squatting.

Within the US\$201–\$500 monthly income bracket, 20% lived in a Full house which was Own-fully paid for, followed by 17% Living with family or friends in a Full house, 14% living in Rental Room(s) in a house and 12% living renting a Cottage. None of the respondents in this income bracket were

Squatting. In the US\$501–\$1000 income bracket, 39% lived in a Full House identified as Own-fully paid for while the majority lived in a Rental either in a Cottage (20%), a Full house (14%) or in Room(s) in a house (29%).

Most respondents lived in Own-fully paid for accommodation in the form of a Full House. Of these respondents, 73% belong to the More than US\$1000 salary bracket and 29% fall under the US\$501–\$1000. Respondents

in the US\$501–\$1000 bracket mostly live in Rental accommodation with 20% renting a Full house, 20% renting a Cottage and 12% renting Room(s) in a house. No respondents from these two top income brackets lived in a Hostel or Boarding House, a Hut or in a Shack or illegal structure. These figures point to the fact that the Accommodation status for respondents in these two high income brackets can be solely categorised as a Flat, Full house, Cottage and Room(s) in a house.

**Table 2: Monthly income bracket, Accommodation Status, Type of accommodation bracket cross tabulation**


Income bracket	Accommodation agreement	Type of accommodation						
		Flat	Full house	Cottage	Room(s) in a house	Hostel or Boarding House	Hut	Shack or illegal structure
US\$0–\$50	Own - Fully paid for	0%	9%	1%	0%	0%	1%	0%
	Own - Mortgage	0%	0%	0%	0%	0%	0%	0%
	Company owned	0%	1%	0%	2%	1%	2%	1%
	Living with family or friends	1%	32%	4%	12%	0%	14%	0%
	Squatting	0%	0%	0%	0%	0%	1%	1%
	Rental	1%	1%	3%	14%	2%	1	0%
US\$51–\$100	Own - Fully paid for	0%	13%	2%	0%	0%	1%	0%
	Own - Mortgage	1%	1%	0%	0%	0%	0%	0%
	Company owned	1%	0%	3%	4%	0%	0%	0%
	Living with family or friends	1%	22%	6%	7%	0%	3%	1%
	Squatting	0%	0%	0%	0%	0%	1%	0%
	Rental	2%	1%	8%	27%	1%	0%	0%
US\$101–\$200	Own - Fully paid for	0%	14%	3%	0%	0%	0%	0%
	Own - Mortgage	0%	2%	0%	0%	0%	0%	0%
	Company owned	0%	5%	2%	1%	0%	0%	0%
	Living with family or friends	1%	12%	2%	7%	0%	2%	0%
	Squatting	0%	0%	0%	0%	0%	0%	1%
	Rental	3%	6%	8%	31%	1%	0%	0%



Income bracket	Accommodation agreement	Type of accommodation						
		Flat	Full house	Cottage	Room(s) in a house	Hostel or Boarding House	Hut	Shack or illegal structure
US\$201-\$500	Own - Fully paid for	1%	20%	3%	1%	0%	0%	0%
	Own - Mortgage	0%	2%	0%	0%	0%	0%	0%
	Company owned	0%	5%	4%	3%	0%	0%	0%
	Living with family or friends	0%	17%	3%	3%	0%	2%	0%
	Squatting	0%	0%	0%	0%	0%	0%	0%
	Rental	2%	7%	12%	14%	1%	0%	0%
US\$501-\$1000	Own - Fully paid for	1%	29%	0%	0%	0%	0%	0%
	Own - Mortgage	0%	1%	0%	0%	0%	0%	0%
	Company owned	1%	8%	0%	0%	0%	0%	0%
	Living with family or friends	1%	9%	2%	0%	0%	0%	0%
	Rental	2%	14%	20%	12%	0%	0%	0%
More than US\$1000	Own - Fully paid for	4%	73%	0%	0%	0%	0%	0%
	Rental	4%	8%	8%	4%	0%	0%	0%

The results show the varied accommodation types and accommodation statuses as well as the differences in accommodation statuses and types afforded or chosen by people based on their monthly incomes.



A group of people are gathered outdoors in a rural, arid setting. In the background, a man in a red and black plaid shirt stands holding a rolled-up document. In the middle ground, two men are seated on wooden chairs; one in an orange shirt looks down, while the other in a white and grey striped shirt looks upwards with a smile. To the right, a woman in a pink shirt and red headwrap is partially visible. In the foreground, two women are seated on the ground, looking towards the camera. The woman on the left wears a blue and white plaid shirt, and the woman on the right wears a white shirt and a colorful headwrap. The background shows dry, scrubby vegetation under a clear sky.

Section Four

# Citizens and Public Policy Processes



## 4.1 Scope/room for participation

Studies have generally revealed that limited citizen participation in public policy processes works as a barrier to co-ownership of policies and policy outcomes. The respondents in this study were asked if they had adequate room to make an input towards public policy processes and to identify the areas where they had the adequate scope to make this input. An overwhelming 62% of the 1319 respondents responded “No”, because they felt they did not have room/scope to make input while 38% indicated “Yes”.

Figure 14: Do you think there is adequate scope / room for you to make an input towards public policy processes?



A cross tabulation of Which area do you have adequate room/scope to make an input towards policy? and Province of residence shows a generally even distribution of perceptions on the room/scope to contribute towards policy processes. There are no significant differences across provinces. In terms of the policy areas, the majority of respondents (42%) felt that they had room in Discussions on performance of

local authorities and in Consultations on improvement of service delivery (38%). Respondents indicated that they had the least room in Discussions on performance of central government (19%) and in Budget approval (20%). A minor percentage: 14% of the respondents highlighted that they had the least room to discuss policy issues categorised as Other.

**Table 3: Province\*Which area do you have scope/room to make an input towards public policy processes? cross tabulation**

Province	Budget approval	Consultations on improvement of service delivery	Discussions on performance of local authorities	Discussions on performance of central government	COVID-19 national Response	Development of national processes	Other
Bulawayo	1%	4%	5%	2%	2%	1%	1%
Harare	2%	4%	3%	2%	1%	2%	2%
Manicaland	2%	6%	9%	6%	3%	4%	1%
Mashonaland Central	3%	4%	3%	1%	1%	7%	1%
Mashonaland West	1%	3%	3%	2%	3%	1%	2%
Mashonaland East	3%	5%	4%	2%	1%	7%	0%
Masvingo	0%	1%	2%	0%	1%	0%	5%
Matabeleland North	1%	2%	3%	1%	2%	1%	1%
Matabeleland South	2%	4%	3%	0%	2%	2%	2%
Midlands	5%	6%	7%	5%	4%	4%	0%
Total	20%	38%	42%	19%	20%	27%	14%

We cross tabulated Gender, Age of respondent, Employment Status, Highest Level of Education, and Province of residence and established that 20% of males and 18% of the study's respondents felt that they had adequate scope/room to make an input towards public policy processes. In terms of age, the 26–35 and 36–45 years age groups were formed the highest demography (12%) to indicate that they had adequate scope/room to make an input towards public policy processes. Only 1% of the 66 years and above age group felt they had such room. Within the employment status variable, 28% of the unemployed respondents indicated that they had room to contribute to policy

processes while 10% of the unemployed respondents felt that they did not have room/scope to make an input. In response to the same question, 20% of the respondents that had Tertiary education as their highest level of education attained, reported that they had room/scope for discussion and 17% of those that attained Secondary School as their highest level of education felt that they had room to make an input on policy processes. The data shows no major differences across provinces although 7% of respondents residing in Manicaland and 6% in Midlands indicated that they had room to make an input on policy

**Table 4: Gender, Age, Employment Status, Education and Province\*Room to make input cross tabulation**

Variable	Dimensions of variables	Percentage of respondents indicating "Yes"
Gender	Female	18%
	Male	20%
Age	18 - 25	7%
	26 - 35	12%
	36 - 45	12%
	46 - 55	5%
	56 - 65	2%
	66 and above	1%
Employment status	Employed	28%
	Unemployed	10%
Education	Primary school	1%
	Secondary school	17%
	Tertiary education	20%
Province of residence	Manicaland	7%
	Midlands	6%
	Mashonaland East	4%
	Mashonaland Central	4%
	Harare	4%
	Matabeleland South	3%
	Mashonaland West	3%
	Masvingo	3%
	Bulawayo	2%
	Matabeleland North	2%

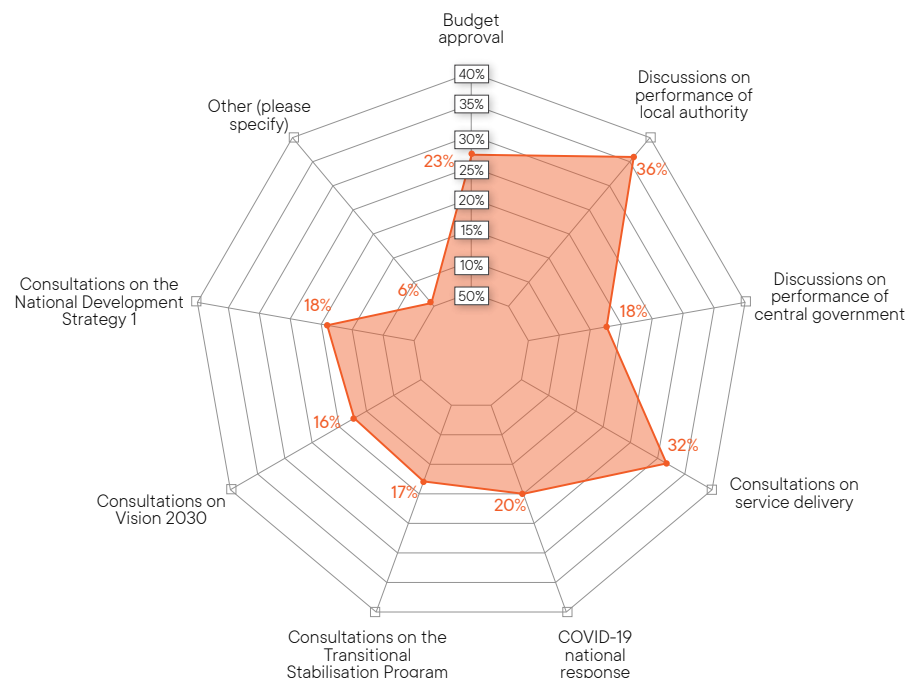
## 4.2 Processes of participation

The Discussions on performance of local authorities and Consultations on improvement of service delivery emerged as the two areas in which respondents participated the most with 36% and 32% respectively. The other processes that had

notable differences from the top two and the rest were Budget approval (23%) and COVID-19 national Response (20%). The distribution of the descriptions of processes of participation are shown in Figure 15 below.



Figure 15: Description of the process of participation



To establish potential relationships between the variables, we cross tabulated Gender and Description of processes of participation and established that male respondents (53%) were slightly more engaged in participating in policy processes than their female (47%) counterparts. Additionally, the highest percentage of respondents indicating a

single process of participation was 19% which was for male participation through Consultations on service delivery and 19% for male respondents for participation in Discussions on performance of a Local Authority while 17% was the highest for female respondents' participation in Discussions on performance of a Local Authority.

**Table 5: Gender\*Process of participation cross tabulation**

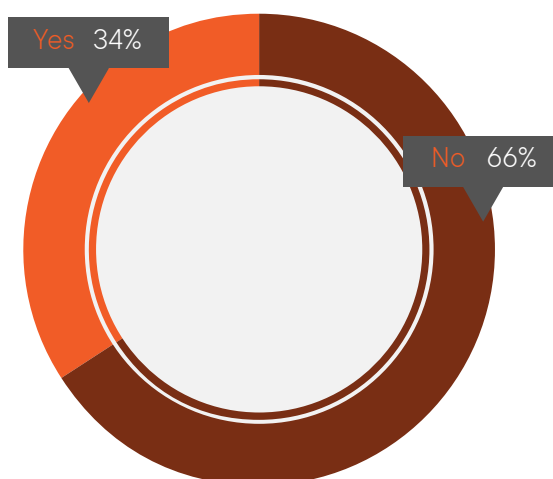
Process of participation	Gender	
	Female	Male
Budget approval	10%	13%
Discussions on performance of local authority	17%	19%
Discussions on performance of central government	9%	9%
Consultations on service delivery	13%	19%
COVID-19 national Response	11%	9%
Consultations on the Transitional Stabilisation Programs	8%	9%
Consultations on Vision 2030	7%	9%
Consultations on the National Development Strategy [NDS1]	8%	10%
Other	2%	4%
<b>Total</b>	<b>47%</b>	<b>53%</b>

### 4.3 National Development Strategy - NDS1

The Transitional Stabilisation Programme (TSP) was the framework guiding Zimbabwe's national development between 2018 and 2020. The government replaced the TSP with the National Development Strategy 1: 2021-2025 (NDS1) which seeks to steer the country towards becoming an empowered and prosperous upper middle-income

country by the year 2030. We asked study respondents if they knew about the NDS1 and 66% of respondents did not know about the National Development Strategy 1:2021-2025 (NDS1). The 34% that said they knew about the NDS1 were then asked to identify the priority areas of the development policy blueprint which they were familiar with.

**Figure 16: Do you know about the National Development Strategy 1: 2021-2025 (NDS1)?**



Almost half of the respondents (42%) were familiar with the Economic growth and stability priority with Devolution being listed by 31% of the respondents followed by Environmental Protection, Climate Resilience

and Natural Resource Management (28%) and then Transport, Infrastructure and Utilities (23%). None of the respondents were familiar with all of the priority areas.

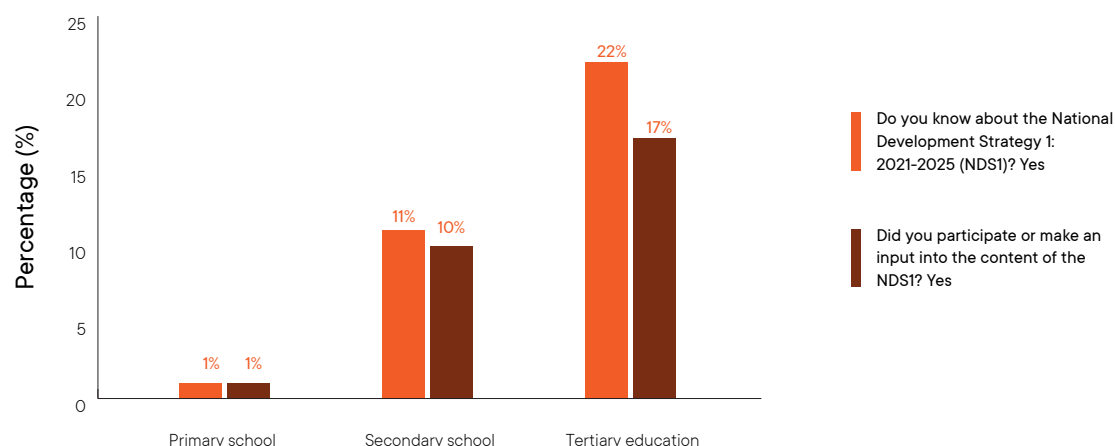
**Table 6: Priority areas of the NDS1 which respondents were most familiar with**

Priority areas of the NDS1 which respondents were most familiar with	Percentage
None of the above	0%
Economic Growth and stability	42%
Transport, Infrastructure and Utilities	23%
Governance	18%
Moving the Economy up the Value Chain and Structural Transformation	14%
Housing Delivery	6%
Devolution	31%
Health and Well-being	16%
Human Capital Development	13%
Environmental Protection, Climate Resilience and Natural Resource Management	28%
Food Security and Nutrition	22%
Image Building and International Engagement and Re-engagement	17%
Social Protection	9%
Digital Economy	20%
Youth, Sport and Culture	16%
All of the mentioned priority areas below	0%
Other (please specify)	0%

The majority (71%) of the respondents we spoke to did not participate or make an input into the content of the NDS1 and only 21% reported having made some input into NDS1 content. To establish the congruency between the "knowledge of NDS1" and participation in and/or making an input into the making of the strategy, we cross tabulated the Education variable with the question Did you participate or make an input into the content of the NDS1? Of the respondents with Tertiary education as

their highest educational qualification, 22% knew about the NDS1 and from these, 17% made some input into its content. Of the respondents who indicated Secondary school as their highest educational qualification, 11% knew about NDS1 and of these, 10% made some input into its content. Those that had Primary School as their highest level of education knew the least about NDS1 and had the lowest numbers in terms of participation in and/or making an input into the making of NDS1 (see Figure 17).

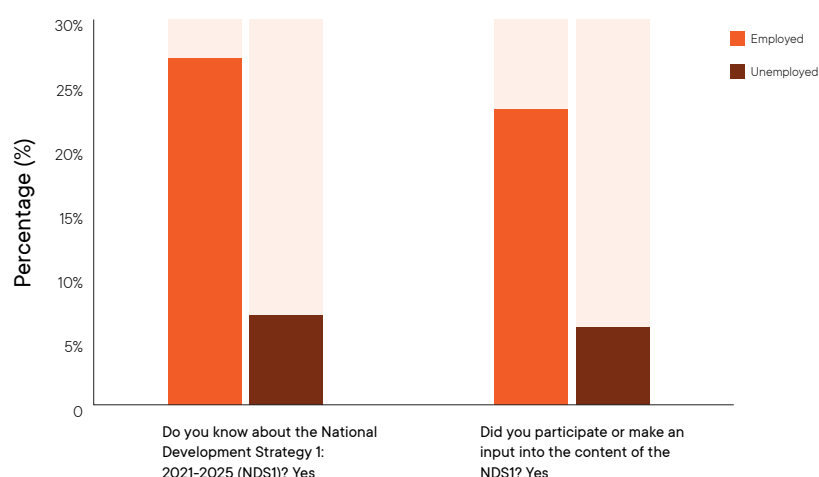
**Figure 17: Education\*Knowledge and participation in the NDS1: 2021-2025 cross tabulation**



An analysis of the responses using Employment status and “Yes” participated in NDS1 as variables showed a gulf in knowledge of, and participation in and/or making an input in the content of NDS1 between employed and unemployed respondents. More employed (27%) respondents than

unemployed respondents (7%) knew about NDS1. More employed respondents (23%) made an input into the content of NDS1 than unemployed respondents (6%). This suggests that employment status is an important factor for participation in key national development processes.

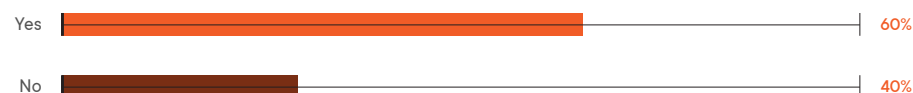
**Figure 18: Do you know about the National Development Strategy 1: 2021-2025 (NDS1)?**



## 4.4 Vision 2030

The country has a vision of becoming a knowledge driven and industrialised upper middle-income economy by the year 2030. This has been termed Vision

2030. Among the respondents we spoke to in the study, 60% knew of Vision 2030 while 40% were not aware of this vision.

**Figure 19: Do you know about Vision 2030?**

In analysing the responses about the knowledge of and contributing to the content of the NDS1, we cross tabulated Gender, Age of respondent, Education and Province of residence with responses

indicating “Yes” to the questions: Do you know about the National Development Strategy 1: 2021–2025 (NDS1)? and Did you participate or make an input into the content of the NDS1? (refer to Table 7 below)

**Table 7: NDS1 and Gender, Age, Education and Province of residence cross tabulation**

Dimensions of the variables		Do you know about the National Development Strategy 1: 2021–2025 (NDS1)?	Did you participate or make an input into the content of the NDS1?
		Yes	Yes
Gender	Female	16%	14%
	Male	18%	15%
Age	18 - 25	13%	5%
	26 - 35	18%	7%
	36 - 45	18%	7%
	46 - 55	9%	4%
	56 - 65	3%	1%
	66 and above	1%	0%
Education	Primary School	1%	1%
	Secondary School	11%	10%
	Tertiary Education	22%	17%
Province of residence	Bulawayo	10%	1%
	Manicaland	7%	3%
	Midlands	7%	1%
	Mashonaland West	7%	8%
	Harare	6%	2%
	Matabeleland North	6%	2%
	Mashonaland East	6%	1%
	Mashonaland Central	5%	2%
	Matabeleland South	4%	4%
	Masvingo	3%	0%



Across all dimensions of variables used in the cross tabulation Tertiary Education had the highest percentage of respondents indicating they knew about NDS1 followed by Age where the 26–35 and 36– 45 age categories each had 18%. Additionally, 18% of Male respondents indicated they knew about NDS1. There were no massive differences between Male (18%) and Female (16%) respondents in terms of their

knowledge about the NDS1. In terms of provinces, Bulawayo had the highest (10%) number of respondents that knew about NDS1, and there were no major differences across the provinces. The patterns across Gender, Age of respondent, Education and Province of residence were largely the same on the question of participation or making an input into the content of the NDS1.

Table 8: Which areas of Vision 2030 are you most familiar with?

Which areas of Vision 2030 are you most familiar with?	Percentage
Micro, Small and Medium Enterprises	45%
Infrastructural Development	43%
Gender Equality and Women Empowerment	38%
Macro-Economic Stability and Financial Re-engagement	32%
Youth Development	27%
Inclusive Growth	18%
Social Development	18%
Governance Pillar	15%
Sport, Recreation, Arts and Culture	12%

Pertaining to the issue of focus areas, slightly less than half of all respondents were familiar with Micro, Small and Medium Enterprises (45%) followed by Infrastructural Development (43%), Gender Equality and Women Empowerment (38%) and Macro-Economic Stability and Financial

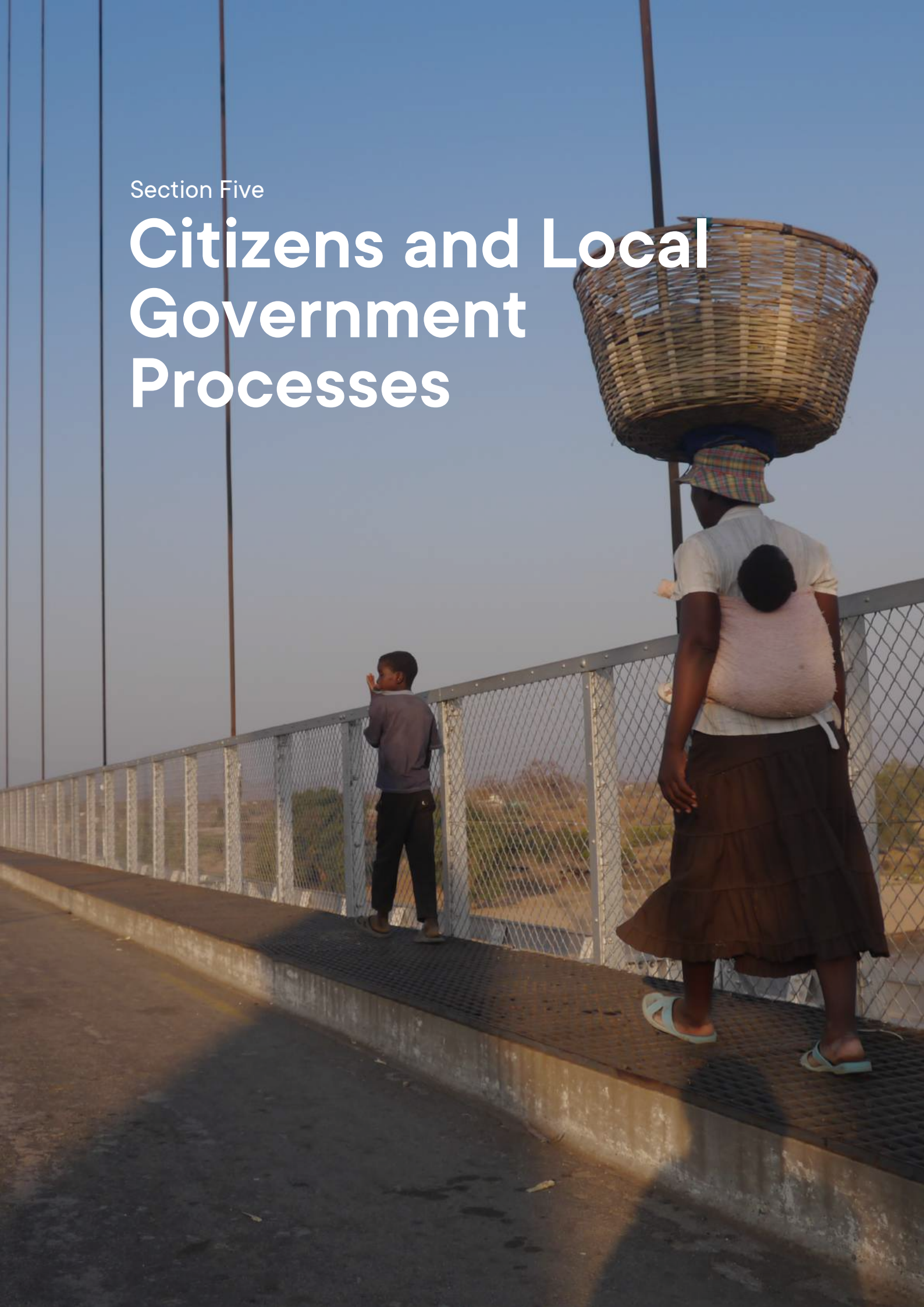
Re-engagement (32%). Of all the nine pillars of Vision 2030. Sport, Recreation, Arts and Culture was the least known pillar (12%), closely followed by the Governance pillar (15%). The majority of respondents (77%) did not participate or made an input into the content of Vision 2030.

Figure 20: Did you participate or make an input into the content of Vision 2030?



Section Five

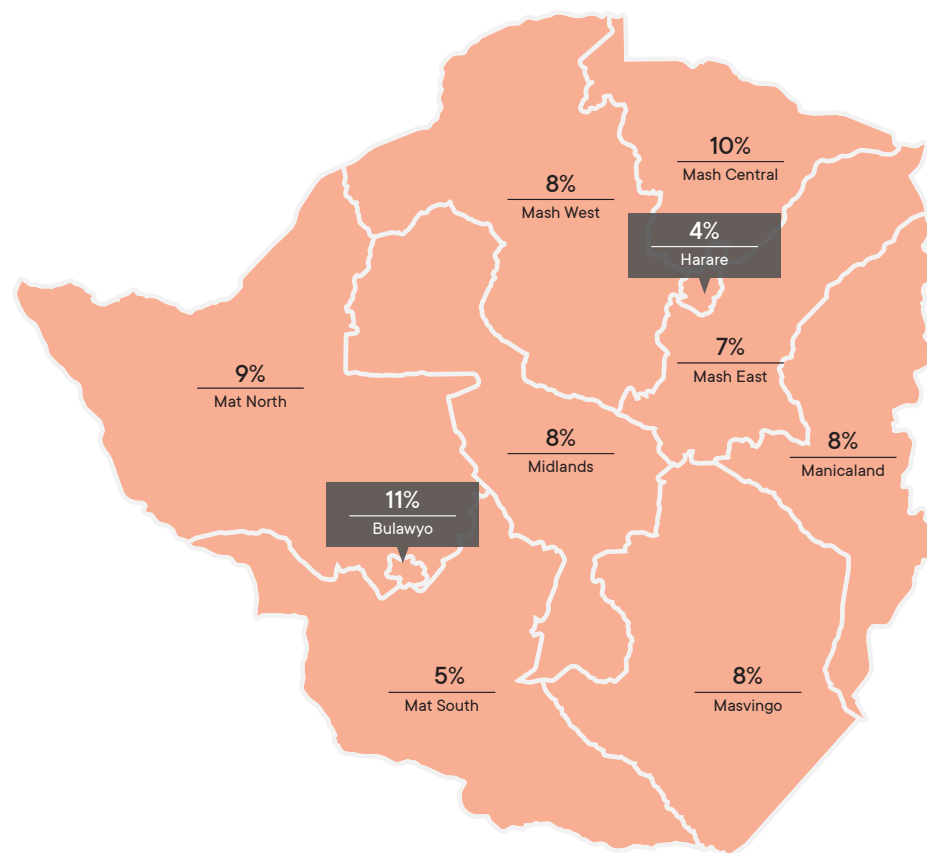
# Citizens and Local Government Processes



## 5.1 Democratic governance processes at the local level

We ran frequency cross tabulations isolating *Do you know your current ward councillor?* and *Did you vote in the last general elections?* with *Province of residence*, and *Age* as the variables of interest, to identify trends between the data. The results are tabulated in Figures 21 and 22 below.

Figure 21: Do you know your current ward councillor?



Bulawayo province had the most (11%) respondents reporting knowledge of their ward councillor followed by Mashonaland Central with 10% and Matabeleland North that had 9%. Harare had the least (4%) percentage of respondents who knew their councillor, followed by Matabeleland South (5%) and Mashonaland East (7%). There is need for further inquiry into the provincial dynamics around knowledge of,

and interaction with the ward councillors, as they are the first contact authority between citizens and Local Government. Knowledge and interaction are central to several aspects of the citizens-government relationship and service delivery. From the 1319 respondents, more than half (66%) knew their current Member of Parliament and 41% knew their current Senator.

**Table 9: Do you know your current MP and Senator?**

Response	Do you know your current Member of Parliament?	Do you know your current Senator?
Yes	66%	41%
No	34%	59%

Additionally, using Age as the key variable, we cross tabulated "Yes" Voted in the last general elections and Yes" responses to Do

you know your current Ward Councillor? The results of which are shown in the table below.

**Table 10: Age and Voting in last general elections, Knowledge of ward councillor**

Respondents' age	Did you vote in the last general elections?	Do you know your current Ward Councillor?
	Yes	Yes
18 - 25	11%	15%
26 - 35	25%	23%
36 - 45	24%	22%
46 - 55	11%	11%
56 - 65	6%	6%
66 and above	2%	2%

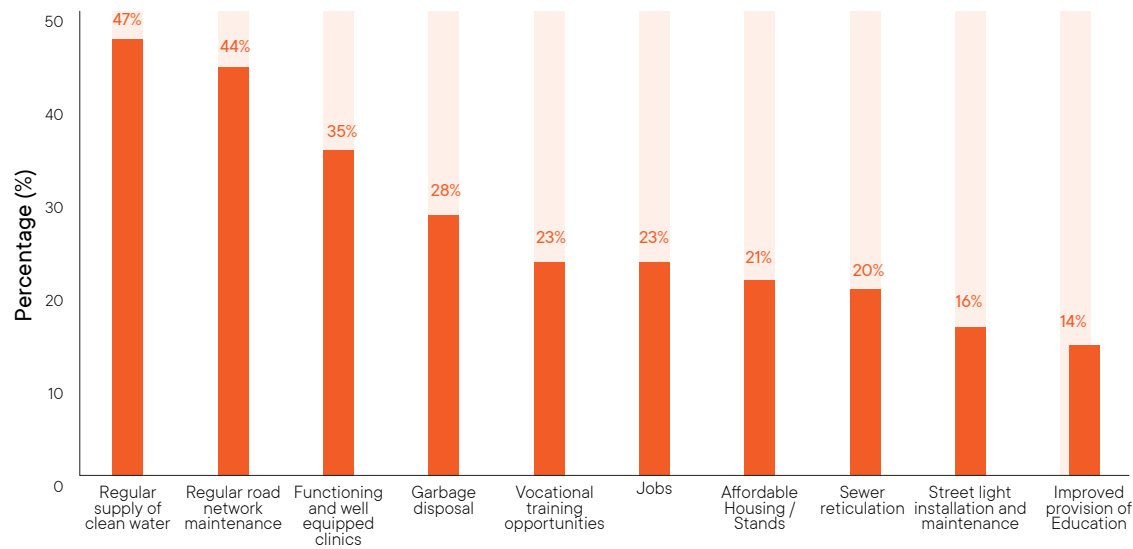
The 26–35years age cohort (25%) marginally edged the 36–45years age cohort (24%) on voting in the last general elections. The 26–35years age cohort (35%) also slightly edged the 36–45years age cohort (22%) in terms of knowledge of the current ward councillor. The 66 years and above group is the least active and has the lowest percentages on the two questions of voting in the last general elections and knowing the current Ward Councillor. Given Zimbabwe's demographic youth bulge, active citizenship including participation in local democracy and government processes by the younger population groups should be expected and actively promoted with models that catalyse youth participation and inclusion.

## 5.2 Local authorities: Service delivery, expectations, priorities and rating performance

We asked respondents to rank their priorities of service delivery issues. Approximately 47% cited the need for Regular supply of clean water, followed by Regular road network maintenance (44%) and Functioning and well-equipped clinics (35%). Other areas of service delivery that were high on the list of citizens' priorities included Garbage disposal (28%), Vocational training opportunities and Jobs (each with 23%). The priorities identified by the least number of respondents included Improved provision of education (14%) and Street light installation and maintenance (16%) (see Figure 22).



Figure 22: Respondents' expectations from local councils



The majority of respondents rated most of the aspects of service delivery by Local Authorities as Fair and Remained the same since the last elections, for example Housing (49%), Clean Water Provision (47%), Electricity (46%), Education (44%), Garbage Disposal (41%) and Health care (40%) (see Table 11). The respondents were not pleased with the quality of service delivery as evidenced by the relatively high percentages for service areas rated as Non-existent (Very bad), Decreased (Bad) and Remained the same (Fair) when compared to the service areas positively rated as Moderately improved (Good) and Improved a lot (Excellent).

In terms of the overall weighted average, Local Authorities were rated as doing the

best in the provision of Education (2.64), in Health care (2.61) and in Clean water provision as well as Housing, both at 2.56 overall out of a maximum possible weighted score value of 3. However, respondents rated local authorities' performance in Employment Creation as the worst (2.02 out of 3) compared to the other service areas under investigation. Employment creation was rated as Non-existent (Very bad) by 35% of the respondents, as Decreased (Bad) by 34% and Remained the same since the last elections as indicated by 46% of the respondents. Among all service areas rated as Moderately improved, Employment Creation was rated the lowest (4%). Additionally, none of the respondents rated Employment Creation as having Improved a lot (Excellent).

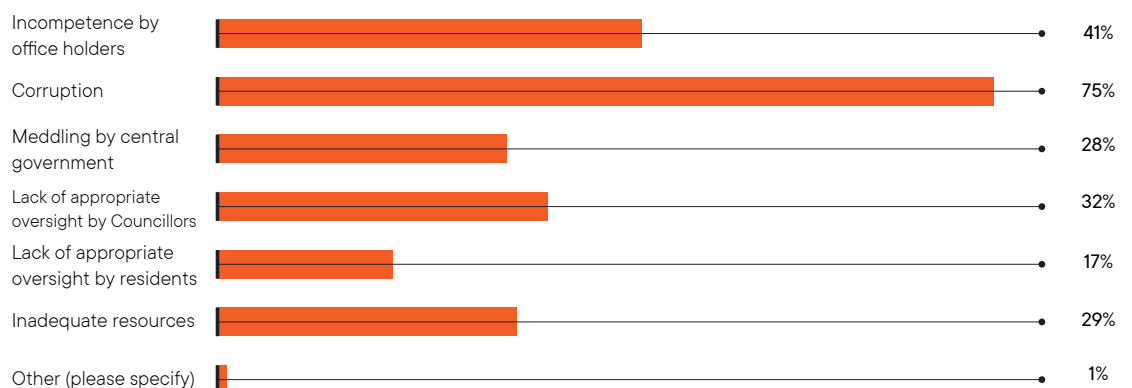
Table 11: Rating Local Authorities' service delivery since last elections

Service Areas	Non-existent (Very bad)	Decreased (Bad)	Remained the same (Fair)	Moderately improved (Good)	Improved a lot (Excellent)	Weighted Average [Out of 3]
Clean water provision	19%	22%	47%	12%	1%	2.56
Garbage disposal	23%	27%	41%	8%	1%	2.37
Housing	15%	26%	49%	10%	0%	2.56
Road network maintenance	20%	32%	34%	12%	2%	2.44
Health care	17%	25%	40%	17%	1%	2.61
Employment creation	35%	34%	26%	4%	0%	2.02
Electricity	13%	30%	46%	10%	1%	2.55
Education	12%	28%	44%	13%	2%	2.64

The survey sought to identify citizens' perspectives and experiences thus, we also asked respondents to identify, on the basis of their experiences and interactions with

local councils, the main factors that hindered councils from operating effectively. The responses are show in Figure 23 below:

Figure 23: Hindrances to the effective operation of councils



For 75% of the study respondents, Corruption was a major hindrance to the effective operation of councils, this was followed by Incompetence of office holders (41%), Lack of appropriate oversight by Councillors (32%) as well as Inadequate resources (29%) and Meddling by central government (28%). Only 17% of the respondents indicated Lack of

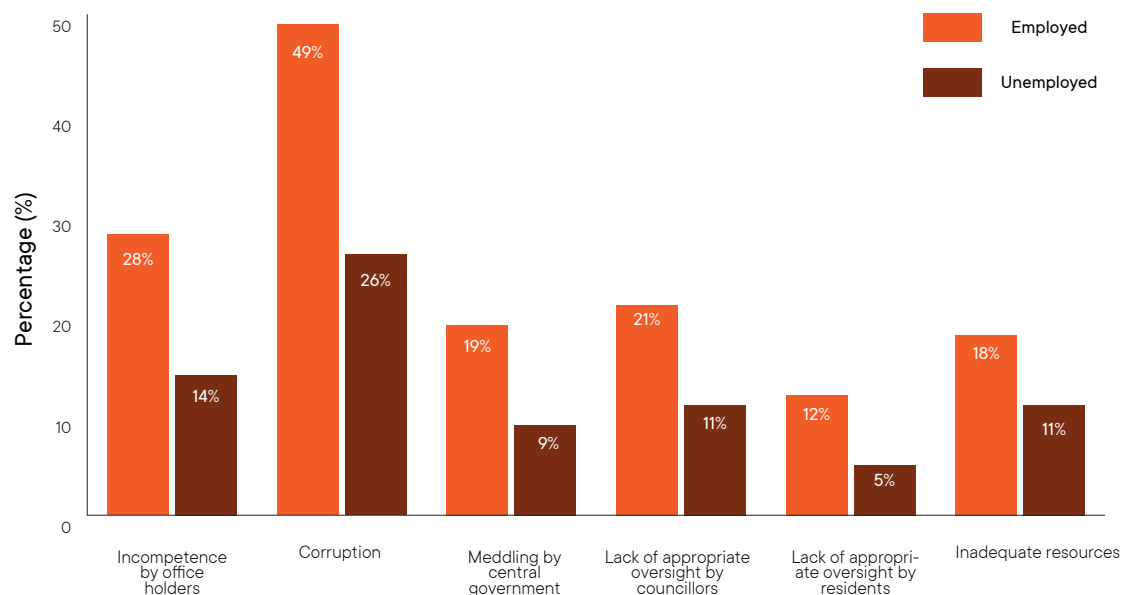
appropriate oversight by residents as a factor inhibiting the effective functioning of council.

To ensure inclusion of varied perspectives, we cross tabulated Employment status with Views on hindrances to effective operation of councils and also the Top two citizens' expectations from councils, the Top two

hindrances to effective council operations and the Top two constraints faced by government in addressing the mentioned issues with the variable Age. Figure 24 shows the employed and unemployed respondents' views on hindrances to effective operation

of councils, and Table 12 shows the top two citizen expectations from councils, the top two hindrances to council operations and the top two constraints faced by the government in addressing the identified issues.

**Figure 24: Employed and unemployed respondents' views on hindrances to effective operation of councils**



Approximately half (49%) of Employed respondents picked Corruption as the most dominant hindrance to effective council operations followed by Incompetence of office holders (28%). For Unemployed respondents the biggest hindrance was also Corruption as identified by 26% of the respondents. This was followed by Inadequate resources which was highlighted by 18% of Unemployed respondents. The Lack of appropriate oversight by residents was jointly viewed as the least of all

hindrances by both Employed respondents (12%) and Unemployed respondents (5%). This unravels more questions and points to the need for further analysis of citizens' perceptions and assessments of their role in local service delivery and accountability, the room available for them in demanding and exercising oversight, including assessments of the political environment as well as citizens' capacities to embark on this endeavour.

Table 12: Top Two Expectations, Hindrances and Government Constraints

Age	Top two citizens' expectations from councils		Top two hindrances to effective council operations		Top two constraints faced by government in addressing the mentioned issues?	
	Regular supply of clean water	Regular road network maintenance	Corruption	Incompetence by office holders	Corruption	Ineffective leadership
18 - 25	46%	42%	72%	34%	79%	44%
26 - 35	47%	44%	74%	43%	81%	42%
36 - 45	49%	44%	75%	43%	76%	42%
46 - 55	50%	44%	81%	47%	80%	39%
56 - 65	38%	48%	77%	42%	74%	46%
66 and above	60%	40%	70%	43%	68%	30%

With Age as the key variable, the Regular supply of clean water and Regular road network maintenance emerged as the top two citizens' expectations from councils while Corruption and Incompetence by office holders were the top two

hindrances to the effective operations of councils. The top two constraints to the local authorities' ability to address the identified challenges were indicated as Corruption and Ineffective leadership.



An aerial photograph of a road construction site. A long, straight road with yellow lane markings stretches into the distance. On the right side, a yellow excavator is working on a dirt embankment, with a blue truck parked nearby. Several workers in high-visibility vests and hard hats are visible on the road and near the machinery. The background shows a mix of green vegetation and cleared land.

4 Section Six

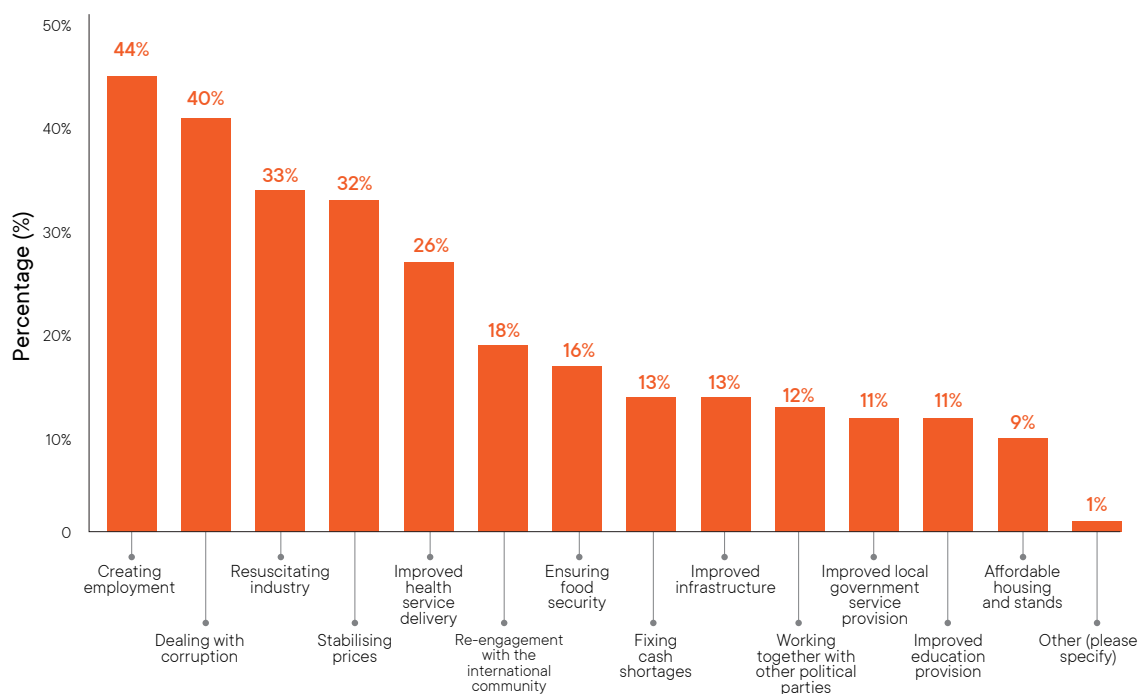
# Perceptions of Central Government's Performance

## 6.1 Government priorities

The Government is the biggest provider of public goods and services, and consequently, citizens look up to the government for services including schools and infrastructure such as roads and health care delivery systems, as well as providing an enabling environment for industry to thrive for the benefit of all citizens. We spoke to citizens and asked for their views on what the Zimbabwean government must prioritise, the challenges faced by the government in fulfilling its mandate to citizens as well as citizens' assessments of their government's capacity to address those challenges and what success should look like.

From an indicative list of 13 areas, Figure 25 shows the areas chosen by citizens as the ones which the government must prioritise.

Figure 25: Central government's priorities



At the top of the list was Creating Employment which was selected by 44% of the respondents. This was followed by Dealing

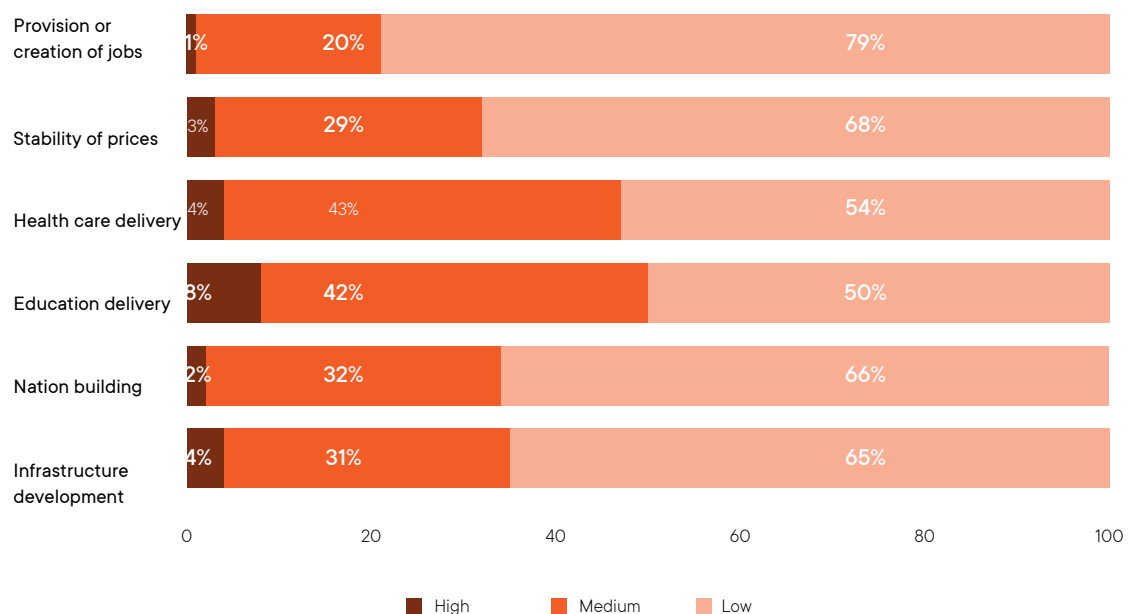
with Corruption which was chosen by 40% of respondents. Close to these top two priorities were Resuscitating industry (33%) and

Stabilising prices (32%). The least identified of the priorities was Affordable housing and stands (9%) followed by Improved education provision and Improved local government service provision, both pegged at 11%.

## 6.2 Rating of government's performance

After the study respondents had identified what they expected from the government, they were asked to rate the government's performance in various sectors on a 3-point scale of High, Medium and Low.

**Figure 26: Rating Government Performance**

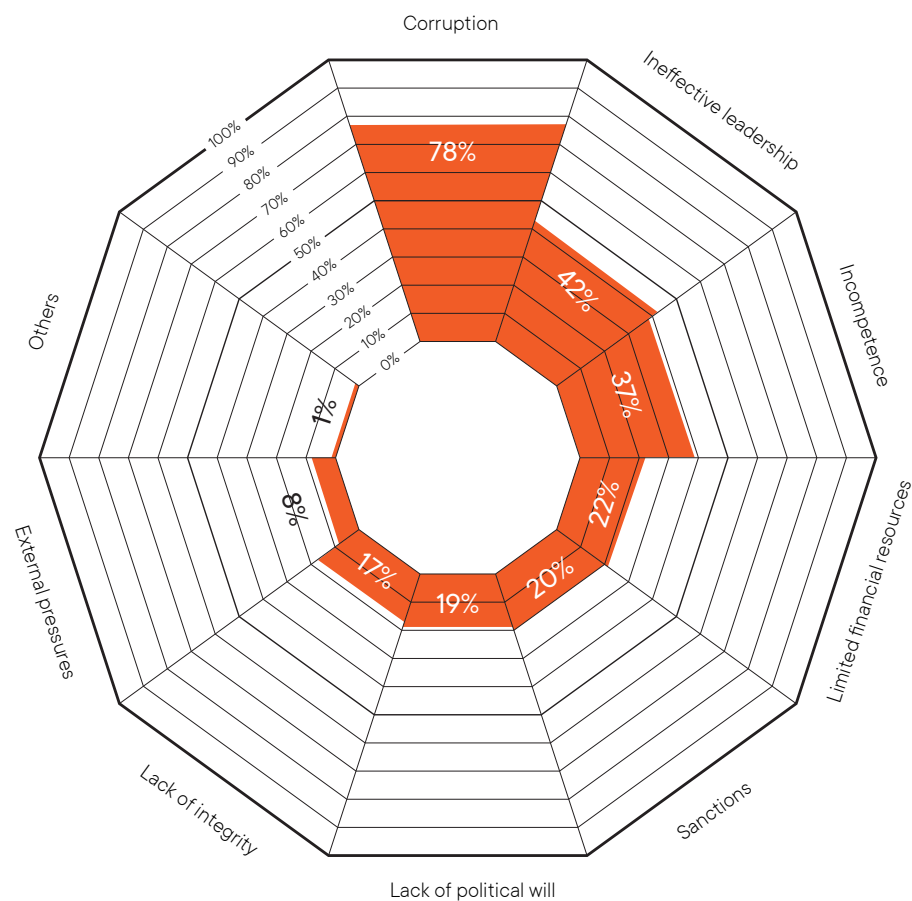


The ratings show that respondents generally rated the government's performance as Low because the government performed abysmally on many aspects, particularly in the Provision/Creation of jobs where 79% of respondents rated it as Low. The respondents also rated the government's performance lowly in Stability of prices (68%), Nation building (66%) and in

Infrastructure Development (65%). Asserting the disenchantment with government performance are the Medium ratings in Health care delivery and Education delivery (43% and 42% respectively). In all cases where the government was rated as High, the percentage of respondents making the highest was a paltry 8% on Education delivery.

## 6.3 Factors inhibiting effective government performance

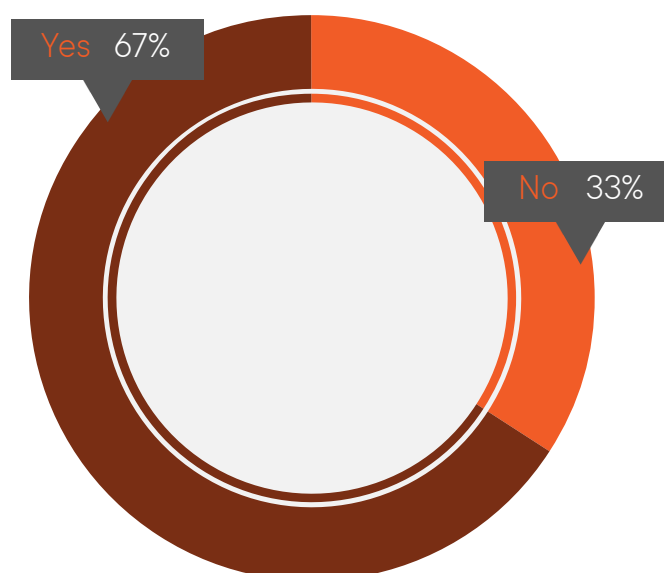
Figure 27: Constraints faced by government in addressing the identified issues



The respondents largely perceived Corruption (78%) as the main constraint faced by the government in addressing the problems identified as hindrances to its effective operations. This was distantly followed by Ineffective leadership

(42%) and Incompetence (37%). Other factors identified by respondents from the list of constraints were Limited financial resources (22%), Sanctions (20%) and Lack of Political Will (19%).

**Figure 28: Does government have adequate resources to implement or address these issues?**



The question of availability of resources is central to the discussion of governments' ability to perform. The majority of respondents (67%) felt that government has adequate resources to the priority issues highlighted in Figure 25. To establish a comprehensive understanding of citizens' perceptions and experiences on

this issue, we cross-tabulated multiple co-acting variables which shape both citizen expectations and experiences of the government in relation to government performance - Gender, Employment status and Highest level of education. The results are shown in Table 13 below:

**Table 13: Multiple variables cross tabulation: Gender, Employment, Highest Educational Level and "Does the government have adequate resources"**

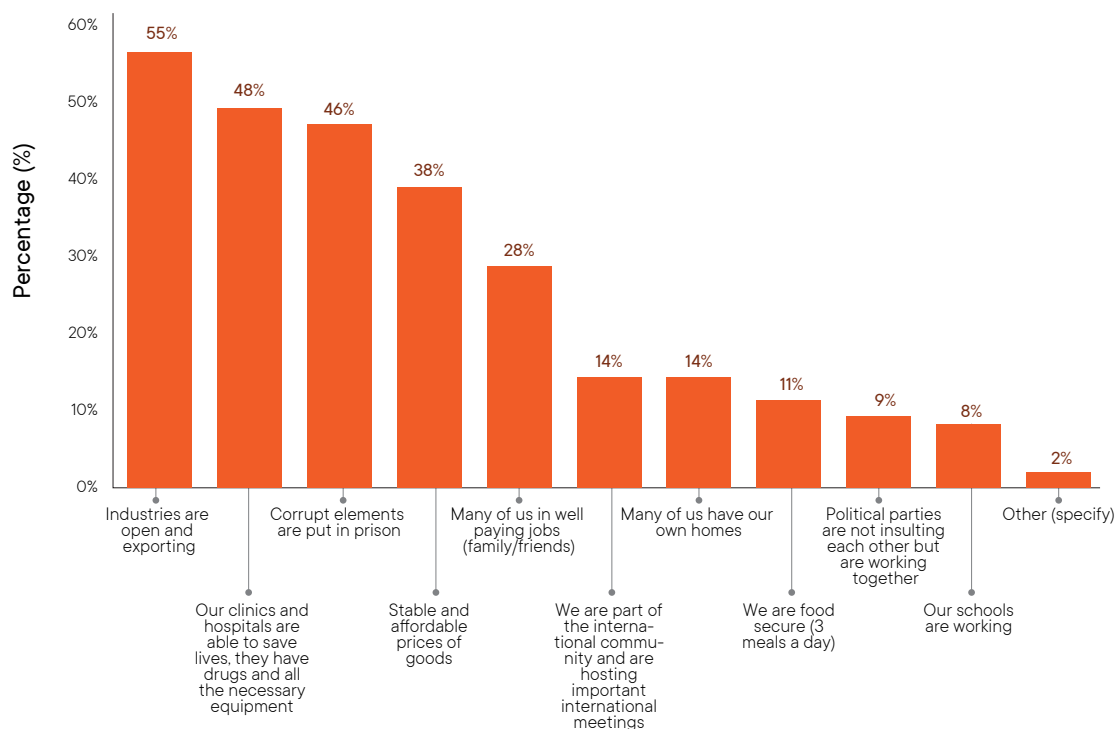
Variable	Dimension of variable	Does government have adequate resources to implement or address these issues?		Total
		Yes	No	
Gender	Female	35%	18%	52%
	Male	33%	15%	48%
Employment Status	Employed	45%	20%	65%
	Unemployed	22%	13%	35%
Highest Level of education	Primary school	4%	4%	7%
	Secondary school	36%	15%	51%
	Tertiary education	28%	14%	42%

Slightly more than half the sample comprised of female respondents (52%), and 35% of the female respondents believed that the government had adequate resources to implement or address these issues. Of the 48% male sample, 33% believed that the government had adequate resources to implement or address its performance issues. This shows that the female and male respondents are evenly placed in thinking that the government has enough resources for implementing positive changes. Forty-five per cent (45%) of the employed respondents thought the government had adequate resources to implement or address these issues, while 22% of the unemployed respondents expressed the same view.

## 6.4 Perceptions of what government's success should like

More than half (55%) of the sample characterised success as Industries are open and exporting, 48% felt that success would be achieved when Our clinics and hospitals are able to save lives, and they have drugs and all the necessary equipment. A further 46% of respondents felt that government will have attained success if Corrupt elements are put in prison while 38% defined success in terms of Stable and affordable prices of goods (see Figure 29).

Figure 29: How will you know if government has done well?



Using Employment status as a variable for cross tabulation with How will you know if government has done well?, we discovered that for both the Employed and Unemployed respondents, it was important that Industries are open and exporting (55% and 56%

respectively), Corrupt elements are put in prison (45% and 48% respectively) and that Our clinics and hospitals are able to save lives, they have drugs and all the necessary equipment (46% and 52% respectively).



**Table 14: Employment status cross tabulation with “How will you know if government has done well?”**

How will you know if government has done well?	Employment Status	
	Employed	Unemployed
Industries are open and exporting	55%	56%
Corrupt elements are put in prison	45%	48%
Our clinics and hospitals are able to save lives, they have drugs and all the necessary equipment.	46%	52%
Stable and affordable prices of goods	39%	35%
Many of us in well-paying jobs(family/friends)	28%	39%
We are a part of the international community (tourists/investors are coming) and we are hosting important international	15%	12%
Many of us have our own homes	15%	12%
We are food secure (3 meals a day)	11%	12%
Political parties are not insulting each other but are working together.	10%	9%
Our schools are working	7%	10%
Other (please specify)	2%	3%

Section Six

# Conclusion



The study investigated a number of closely related phenomena that have significant implications on the extent of government accountability. The examined issues include the extent to which citizens have sufficient knowledge on the existing development strategy, levels of participation in public decision making and awareness of office holders. Furthermore, the study explored the priorities of citizens and their perceptions of why things are not as they should be. The study highlights some trends across the key variables of Age, Gender, Employment Status, Highest Level of education and Province of residence. Most respondents live with family or friends under rental accommodation. 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. Government functionaries have, on many occasions hosted public consultations on several issues, but it seems the majority of citizens are not a part of these conversations. Their lack of participation in such processes could be due to lack of interest or trust in the processes. The lack of participation negatively affects the establishment of consensus in policy making and the alignment of policies to

citizens' interests. Evidence available (see our [www.zimcitizenswatch.org](http://www.zimcitizenswatch.org) and our forthcoming Barometer Report on Performance of Government), suggests that the Government of Zimbabwe has been busy especially in economic recovery, infrastructure development and social service delivery but the citizens feel that government is not doing enough. In fact, the citizens have been consistent in their perceptions of success which according to them, is mainly characterised by functioning industry, clinics and hospitals that work, eradication of corruption and secure access to clean water. In some instances government speaks the same language as the citizens, but tangible service delivery has progressed slowly to the effect that government's performance has consistently been rated as 'Low'. The respondents believe that government's dismal performance is due to corruption, ineffective leadership and incompetence. Our previous reports (<https://www.sivioinstitute.org/wp-content/uploads/2019/09/New-Dispensation-Bravado-Incoherencies-and-Costly-Blunders.pdf> and <https://www.sivioinstitute.org/wp-content/uploads/2020/05/Citizens-Perception-and-Expectation-Report.pdf>) also identified the similar concerns and issues.

# Annex 1

Province and How will you know if the government has done well? cross tabulation

Indicator that government has done well	Bulawayo	Harare	Manicaland	Mashonaland Central	Mashonaland West	Mashonaland East	Masvingo	Matabeleland North	Matabeleland South	Midlands
Industries are open and exporting	63%	67%	61%	53%	52%	54%	24%	42%	83%	65%
Corrupt elements are put in prison	58%	64%	37%	41%	35%	57%	67%	37%	53%	14%
Many of us in well-paying jobs (family/friends)	37%	31%	32%	26%	25%	11%	27%	28%	43%	22%
Stable and affordable prices of goods	35%	16%	28%	41%	31%	41%	68%	38%	49%	40%
Our clinics and hospitals are able to save lives, they have drugs and all the necessary equipment.	35%	39%	72%	39%	73%	67%	60%	36%	13%	46%
Many of us have our own homes	19%	11%	23%	4%	12%	17%	4%	12%	8%	27%
We are a part of the international community (tourists/investors are coming) and we are hosting important international events	14%	11%	5%	29%	18%	18%	15%	8%	24%	7%
Political parties are not insulting each other but are working together.	12%	7%	9%	3%	30%	8%	8%	7%	7%	6%
We are food secure (3 meals a day)	10%	7%	19%	18%	6%	6%	5%	20%	8%	10%
Our schools are working	8%	14%	3%	10%	3%	18%	1%	12%	0%	6%
Other (please specify)	2%	0%	0%	2%	0%	1%	2%	10%	0%	1%



Annex 2

Age and How will you know if the government has done well? cross tabulation

Age	Many of us in well-paying jobs(family/friends)	Stable and affordable prices of goods	Many of us have our own homes	We are food secure (3 meals a day)	Corrupt elements are put in prison	Industries are open and exporting	Our schools are working	Our clinics and hospitals are able to save lives, they have drugs and all the necessary equipment.	Political parties are not insulting each other but are working together.	We are a part of the international community (tourists/investors are coming) and we are hosting important international meetings	Other (please specify)
18 - 25	33%	37%	10%	10%	47%	48%	11%	45%	13%	12%	1%
26 - 35	29%	37%	15%	10%	44%	60%	6%	50%	7%	13%	2%
36 - 45	25%	38%	17%	10%	46%	61%	6%	47%	8%	15%	3%
46 - 55	28%	41%	15%	13%	42%	53%	12%	49%	8%	17%	3%
56 - 65	15%	38%	10%	14%	54%	44%	6%	54%	11%	20%	4%
66 and above	20%	38%	3%	23%	53%	50%	5%	50%	20%	10%	3%





## About SIVIO Institute

SIVIO Institute (SI) is an independent organisation focused on ensuring that citizens are at the centre of processes of socio-economic and policy change. It aims to contribute towards Africa's inclusive socio-economic transformation. It is borne out of a desire to enhance agency as a stimulus/catalyst for inclusive political and socio-economic transformation. SIVIO's work entails multi-disciplinary, cutting edge policy research, nurturing citizens' agency to be part of the change that they want to see, working with communities to mobilize their assets to resolve some of the immediate problems they face.

SIVIO institute has three centres/programs of work focused on; (i) public policy analysis and advocacy (ii) philanthropy and communities (ii) entrepreneurship and financial inclusion. In the process SI addresses the following problems:

- Inadequate performance of existing political and economic system
- Increasing poverty and inequality
- Limited coherence of policies across sectors
- Ineffectual participation in public processes by non-state actors
- Increased dependence on external resources and limited leveraging of local resources

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