

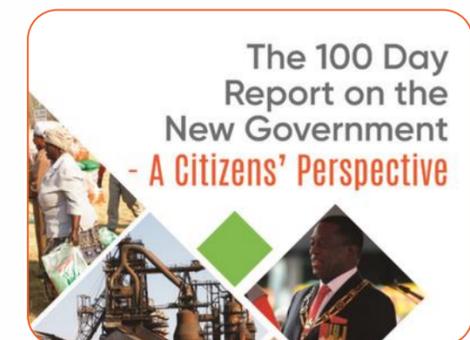
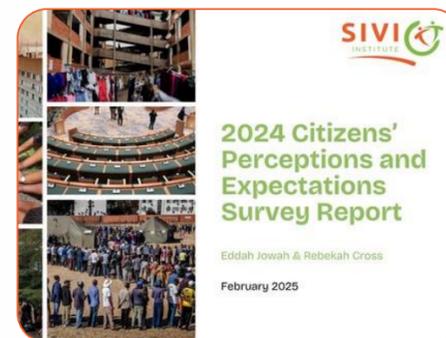


# 2025 Citizen Pulse: Views, Priorities, and Expectations of the Government in Zimbabwe



The report captures how Zimbabweans perceive the performance of their government and what they expect from elected officials since the 2023 Harmonised Elections. The findings are drawn from a comprehensive survey of 2,006 citizens, representing all ten provinces.

## 6TH EDITION



# Who we surveyed

**2,006**

Total respondents

**51% / 49%**

Women / Men

**53% / 47%**

Urban / Rural-Peri-urban



## Methodology

- 6th edition of the CPE survey since 2018.
- Randomised sampling of adults across **all 10 provinces**.
- Fieldwork: 30 October – 17 November 2025.
- Digital data collection with paper backup.

## Sample Overview

- Respondents aged 36–65 made up **51%**.
- Youth (18–35) made up **44%**.
- Literacy rate: **94%**.
- Levels of Education - Secondary education: **53%**;  
Tertiary Education: **34%**

# Living arrangements

Respondents reflect Zimbabwe's mixed settlement patterns, both formal and informal, with citizens living in diverse housing circumstances.



## Key Findings

- 40% of respondents live with friends and family.
- 30% are renting, indicating reliance on the private rental market.
- 19% own their homes outright; 2% have mortgages, and 6% live in company houses.
- No more than 2% are squatting or homeless.

## Accommodation Types

- 33% of respondents live in full houses, the majority.
- 26% live in rented rooms, indicating a strong private renting culture in Zimbabwe.
- Other popular accommodation types include homesteads (16%), cottages (13%), huts (6%), and flats.

## What is it telling us?

Renting is prevalent, with 56% of people living with others or renting, highlighting challenges in home ownership. Homeowners, who are a minority, achieve long-term financial security through mortgage payments.

# Employment

44% (n=883) of the respondents indicated that they were employed, while 35% (n=700) of the sample reported being unemployed. Meanwhile, 21% (n=423) of the respondents identified as self-employed. Formal employment dominates among workers, but self-employment is nearly as common as unemployment, highlighting a growing reliance on informal livelihoods. Among those employed, full-time roles make up 70%, showing relative job stability for some, while part-time and contract work remain limited.



What type of employment is your source of income?

## Top Employment Sectors

- Vending — 19%
- Agriculture — 15%
- Mining & Quarrying — 10%
- Retail & Wholesale — 10%
- Education — 9%

## Monthly Income

38% had no income in the last 3 months. Of those employed, 27% earned US\$201–500 per month.



# Citizen Participation

## Associational life

Community engagement remains pivotal to Zimbabwean democracy, and when asked about their involvement in community organisations:

- Of those that have an associational lifestyle, 49% belong to a religious association, with burial associations and saving or lending clubs (*mukando*) both accounting for 15% each.
- 25% of respondents do not belong to any associations.

This level of associational life shows that citizens keep strong communal ties and channels of support, despite the difficulties they face daily.

**Top reasons for non-participation: no perceived need (35%), time constraints (28%), and lack of awareness (17%). Benefits of belonging include spiritual support (46%), sense of belonging (33%), and networking (28%).**

**49%**

## Religious Groups

The most common association — faith structures anchor community life.

**25%**

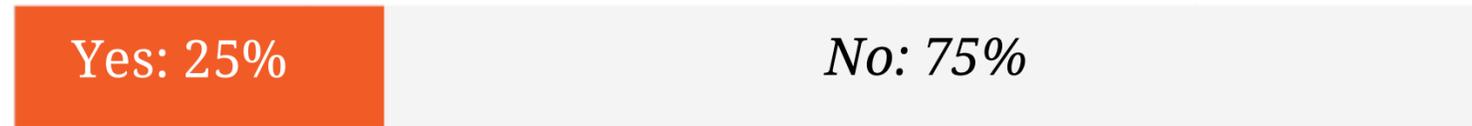
## No Association

Up from 19% in 2024 — a concerning trend toward disengagement.



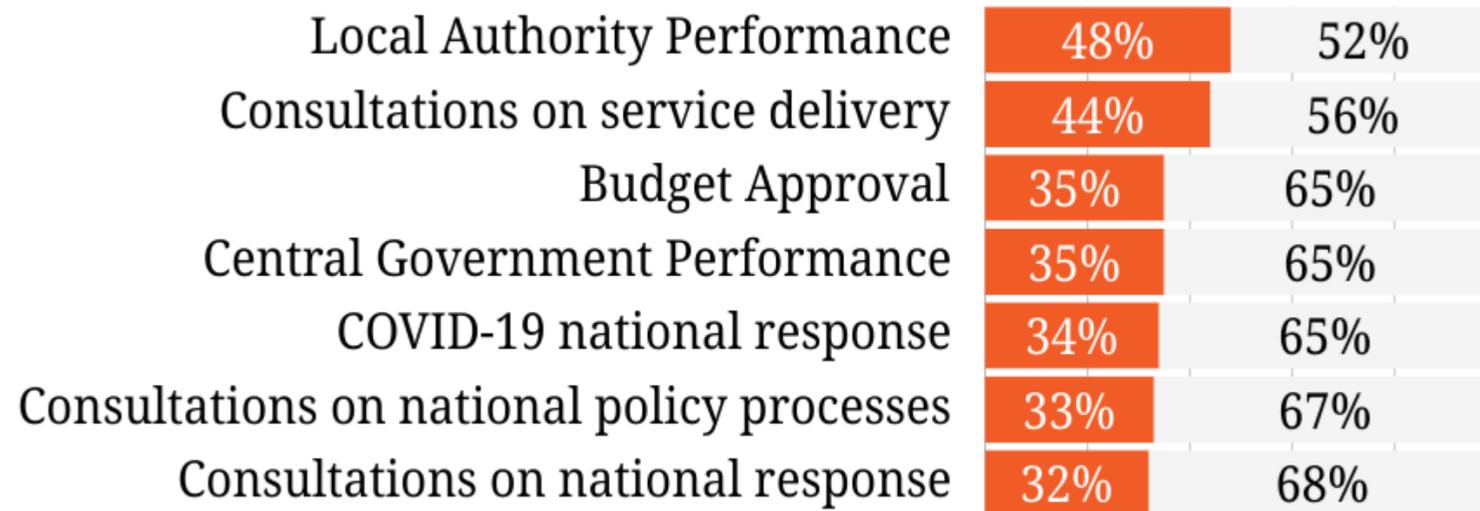
# Citizen Participation

## Policy Formulation Participation



Have you ever been a part of the policy formulation process?

● Yes ● No



Do you think there is adequate room for you to make an input in these processes?

**75%**  
**Never Participated**  
 In any policy formulation process — a persistent exclusion pattern.

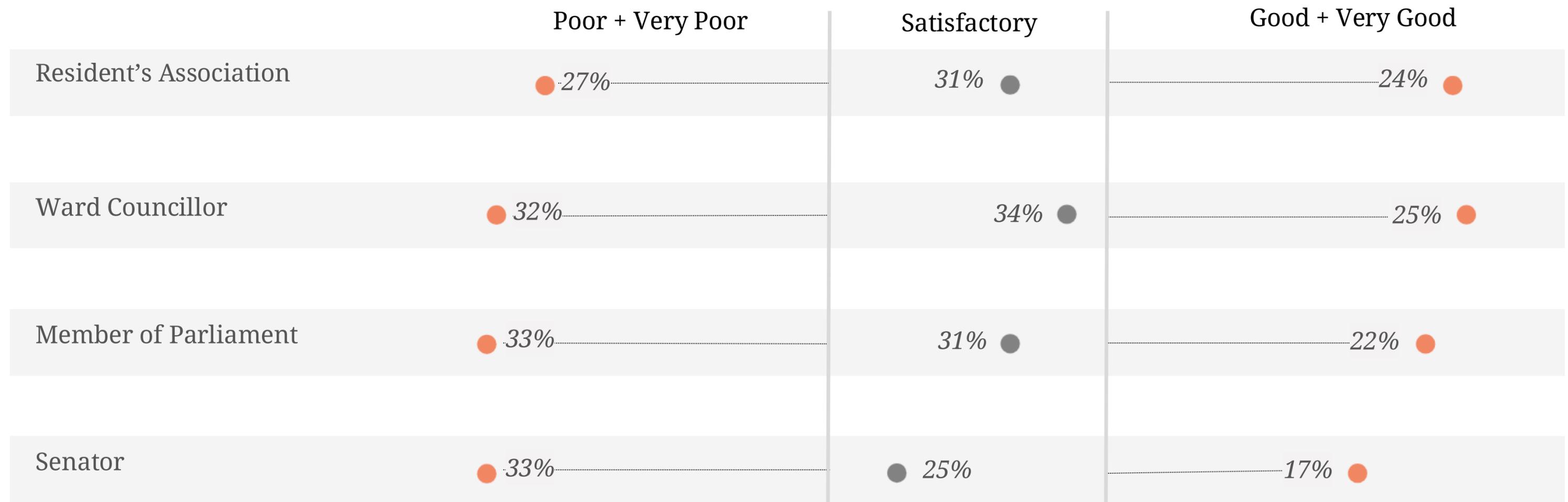
25% of citizens do not know their senator or the role they play, 34% rate the councillor's performance as satisfactory

- Most citizens report limited involvement in public decision-making.
- 65% believe there is no adequate space to participate in budget processes. 65% feel there is no room to contribute to discussions on central government performance.
- Participation opportunities appear slightly better at the local authority level.

# Elected Representatives

When asked to evaluate their local government representatives, citizens expressed overwhelming dissatisfaction. An average of 31% rated performance as very poor/poor across all categories of leadership.

## Rate the Performance of Elected Officials



Overall performance perceptions typically fluctuate between satisfactory and poor. 34% of respondents rated residents' associations as satisfactory, and 34% also rated the performance of ward councillors as satisfactory. Only around 25% of individuals rated senators as satisfactory, and a considerable portion of citizens are unfamiliar with their senators.

# Perceptions and Expectations of Local Authorities

## 2025 Ratings

60% Medium · 32% Low · 7% High

## vs. 2024

Low ratings fell from 44% → 32%; medium rose from 50% → 60% — a shift toward neutrality, not strong approval.

## By Location

Medium ratings dominate: Urban 62%, Rural 60%, Peri-urban 58%.

Citizens were asked to rate the performance of their local governments since the last election (2023 elections).

## Factors Affecting the Performance of Local Authorities

- 38% identified Corruption
- 19% identified Incompetent office holders
- 15% identified Inadequate resources

## Expectations of Citizens



1

Regular supply of clean water

52%



2

Functioning clinics

37%



3

Road maintenance

36%

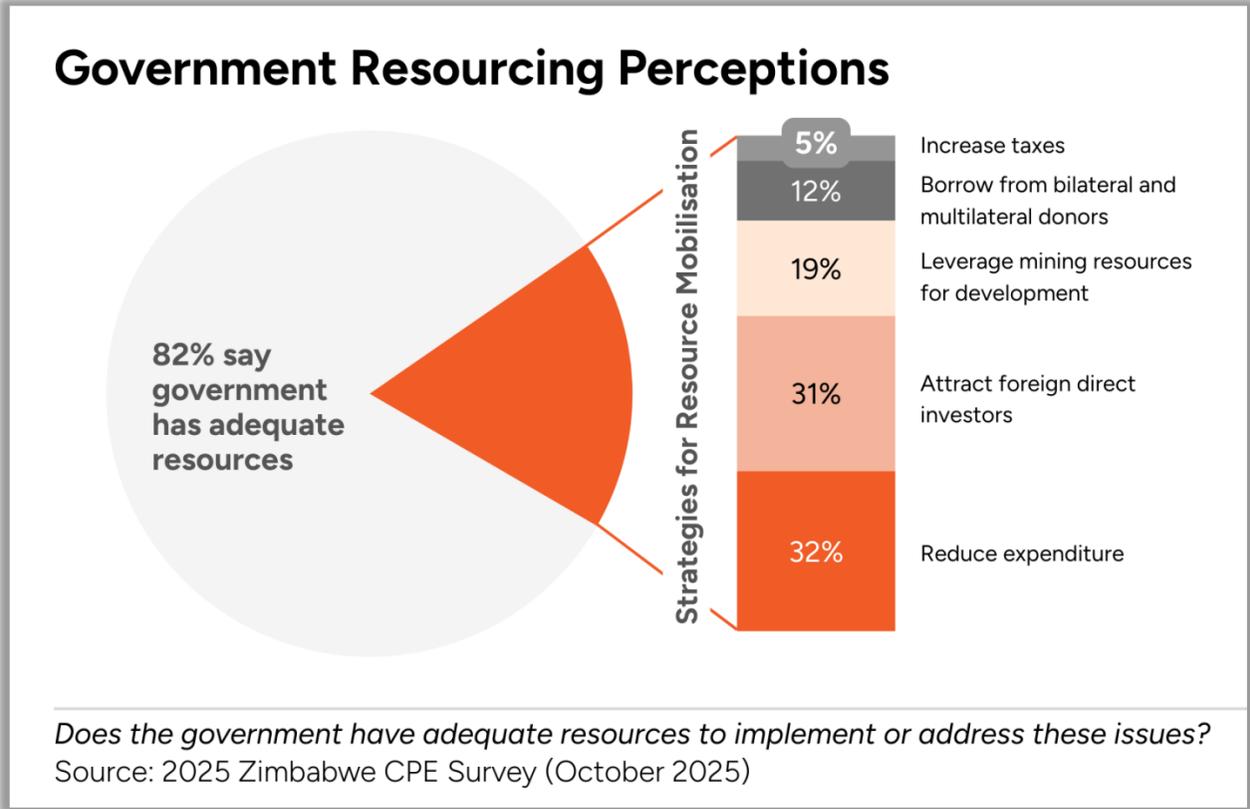
# Perceptions and Expectations of Central Government

<p><b>2025 Ratings</b></p> <p>Medium 56%   Low 37%   High 7%</p>	<p><b>vs. 2024</b></p> <p>Medium 42%   Low 53%   High 5%</p>	<p><b>Improved in infrastructure and international relations, but decreased in combating corruption and job creation.</b></p>
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Citizens were asked to rate the performance of the central government since the last elections (2023 elections).

## Factors Affecting the Performance of the Central Government

- Most of the citizens argue that corruption has been the biggest factor affecting the central government's performance at 44%, followed by incompetent officeholders at 14% and ineffective leadership coming in at 11%. Sanctions were rated at a 9%.
- 18% of citizens say the government lacks adequate resources to perform.
- These respondents suggest other avenues of securing resources:
  - Reduce expenditure (32%)
  - Attract Foreign Direct Investment (31%)
  - Leverage mining resources (19%)



# Perceptions and Expectations of Central Government



1  
**Employment Creation**  
 58%



2  
**Deal with Corruption**  
 43%



3  
**Healthcare Delivery**  
 38%

2018	2019	2021	2023	2024	2025
<b>Employment</b>	Stabilising prices	<b>Employment</b>	<b>Employment</b>	<b>Employment</b>	<b>Employment</b>
Stabilising prices	Corruption	Corruption	Corruption	Health Delivery	Corruption
Cash Shortages	Cash Shortages	Industry	Health Delivery	Stabilising prices	Health Delivery
Corruption	Industry	Stabilising prices	Stabilising prices	Industry	Industry
Industry	International engagement	Health Delivery	Industry	Corruption	Stabilising prices
Health Delivery	Health Delivery	International engagement	Infrastructure	Cash shortages	Political Party Collaboration
Infrastructure	Political Party Collaboration	Food security	Education Delivery	International engagement	Cash shortages

## Citizen Priorities for Central Government Since 2018

Employment has remained a key concern that citizens believe government should tackle since 2018, while corruption has remained another top priority for the government.

Health service delivery has steadily been on the rise since 2018, making its way into the top 3 priorities from 2023, showing a growing concern over the health service delivery system in the country.

# Definition of Success

Despite widespread dissatisfaction with current conditions, Zimbabweans articulate a coherent vision of national progress. When asked to define the indicators of a successful Zimbabwe, citizens described a fundamentally transformed society.

Key benchmarks identified include:

- **Economic revitalisation:** 22% cited the presence of active industries engaged in export trade.
- **Functional healthcare:** 18% prioritized clinics and hospitals capable of delivering life-saving services.
- **Decent employment:** 18% emphasized the availability of well-paying jobs for the majority.



**Working Industry — 22%**

Industries open and exporting



**Functioning Healthcare — 18%**

Clinics and hospitals that save lives



**Decent Employment — 18%**

Many citizens in well-paying jobs



**Stable Prices — 9%**

Affordable and stable goods prices



**Accountability — 7%**

Corrupt elements held to account

Citizens equate government success with **direct improvements in daily lives** — jobs, healthcare, and economic stability. Symbolic or institutional reforms matter less unless they translate into practical change.

# Conclusion

## Participation Remains Limited

75% of citizens have **never participated** in policy formulation — a persistent pattern since 2018. Local authority engagement (avg. 46%) is comparatively higher than national-level processes.

## Corruption Is the Central Concern

Citizens view corruption not as an isolated issue but as a **systemic barrier** to employment, service delivery, and equitable development. It surged to a top-3 priority in 2025.

## Welfare Is the Measure of Progress

Citizens judge government by **basic service delivery** — clean water (52%), healthcare, and jobs — not by volume of activity or symbolic reforms.

## Disengagement Is Rising

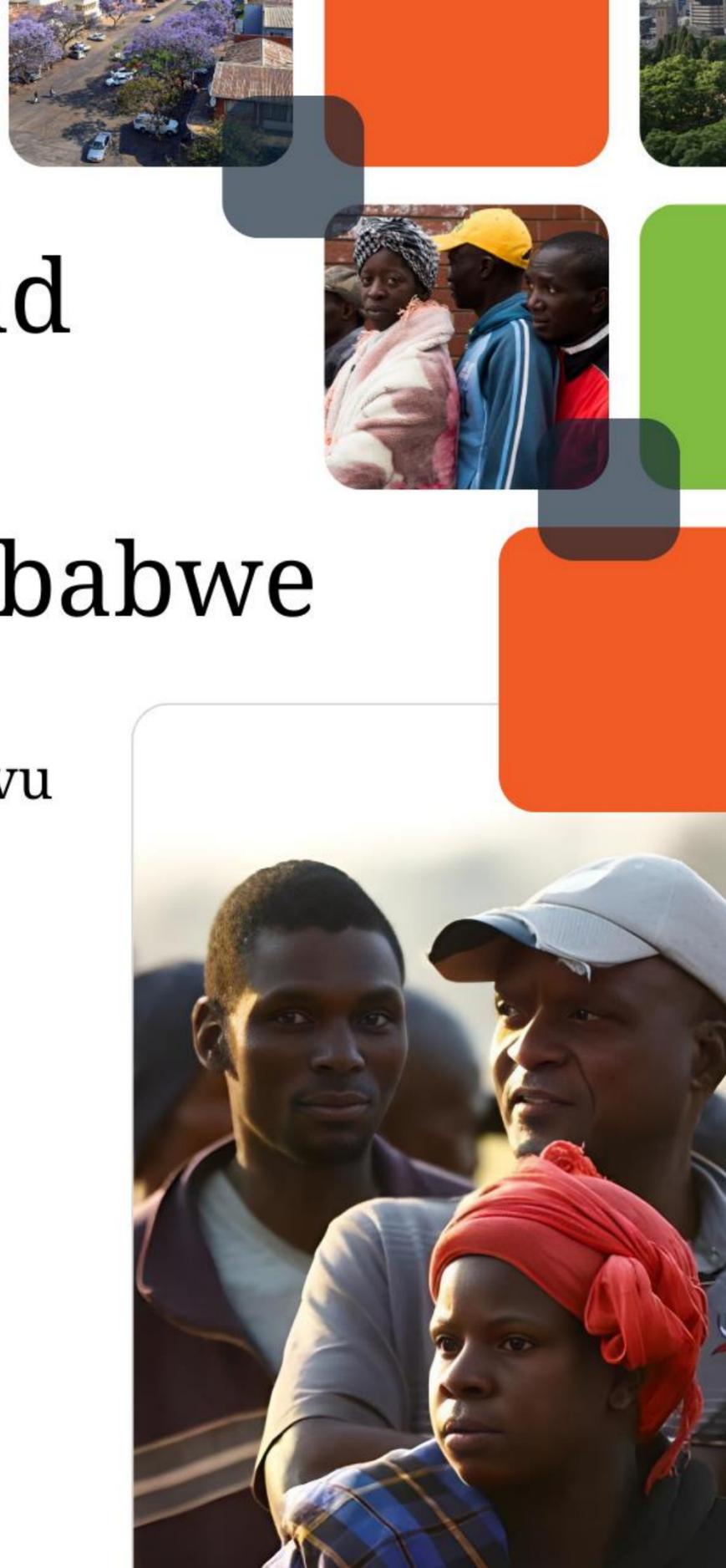
Those belonging to **no association rose from 19% (2024) to 25% (2025)**, signalling weakening collective bonds and growing individualism.

**82%** of respondents believe the central government has adequate resources to address national challenges — pointing to political will and governance quality, not resources, as the key constraint.

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## About SIVIO Institute

An independent organisation ensuring citizens are at the centre of socio-economic and policy change in Africa. Work spans **civic engagement, philanthropy & communities**, and **economic development & livelihoods**.

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