



# 2010 CITIZEN REPORT CARD SURVEY: Major Findings

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THE ANNUAL IPAR RESEARCH CONFERENCE

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# Presentation outlines



- ✓ **Survey Background**
- ✓ **Survey Methodology**
- ✓ **CRC Contextual scope**
- ✓ **Survey major findings**
- ✓ **Key recommendations and way forward**



# Survey Background



- ✓ **What is CRC?:** A citizen perception survey assessing quality, adequacy and efficiency of public services and improve public accountability to citizens. It has the objective of using the feedback obtained from citizens as a tool for recommending remedial actions.
- ✓ **The 2010 CRC** was conducted by Rwanda Governance Advisory Council in collaboration with Rwanda MCC Threshold program- Strengthening Civic Participation (UI) and Norwegian People's Aid (NPA-PPIMA).



# Survey Methodology

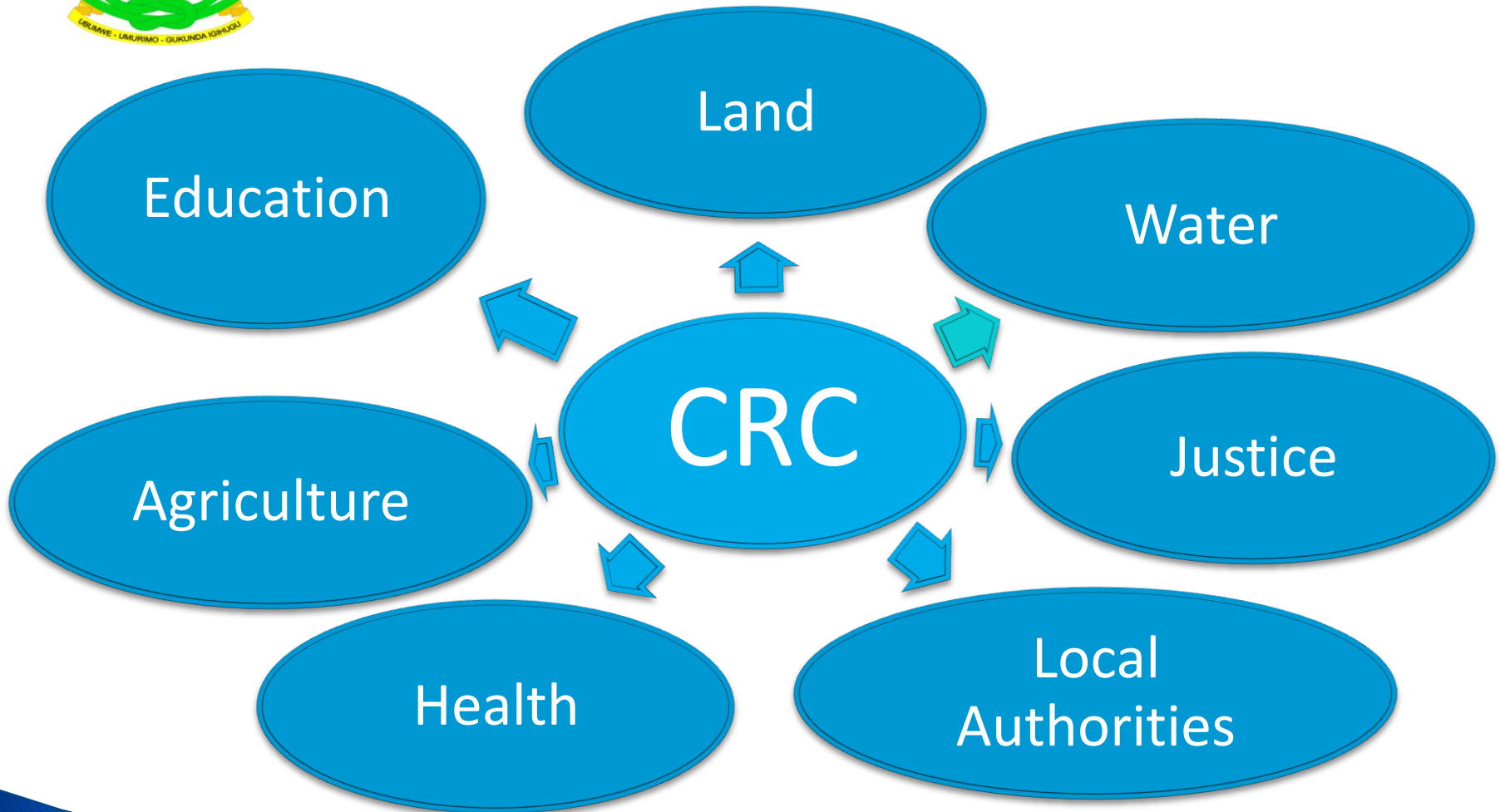
- For purposes of this study, a sample of 3606 was reached, which is over 95% of confidence level with absolute precision of 2%. The distribution was as follows;

PROVINCE	Sample size (n)	% of Total Sample size
EAST	818	22.7%
KIGALI	396	11.0%
NORTH	647	17.9%
SOUTH	883	24.5%
WEST	862	23.9%
<b>NATIONAL</b>	<b>3606</b>	<b>100</b>

- Sample Selection: The village was the unit of analysis, and so villages are selected at random using stratified simple random sampling.
- Survey Scope: Geographically, the survey covered the whole country.



# CRC Contextual Scope





# Survey findings



## I. Education

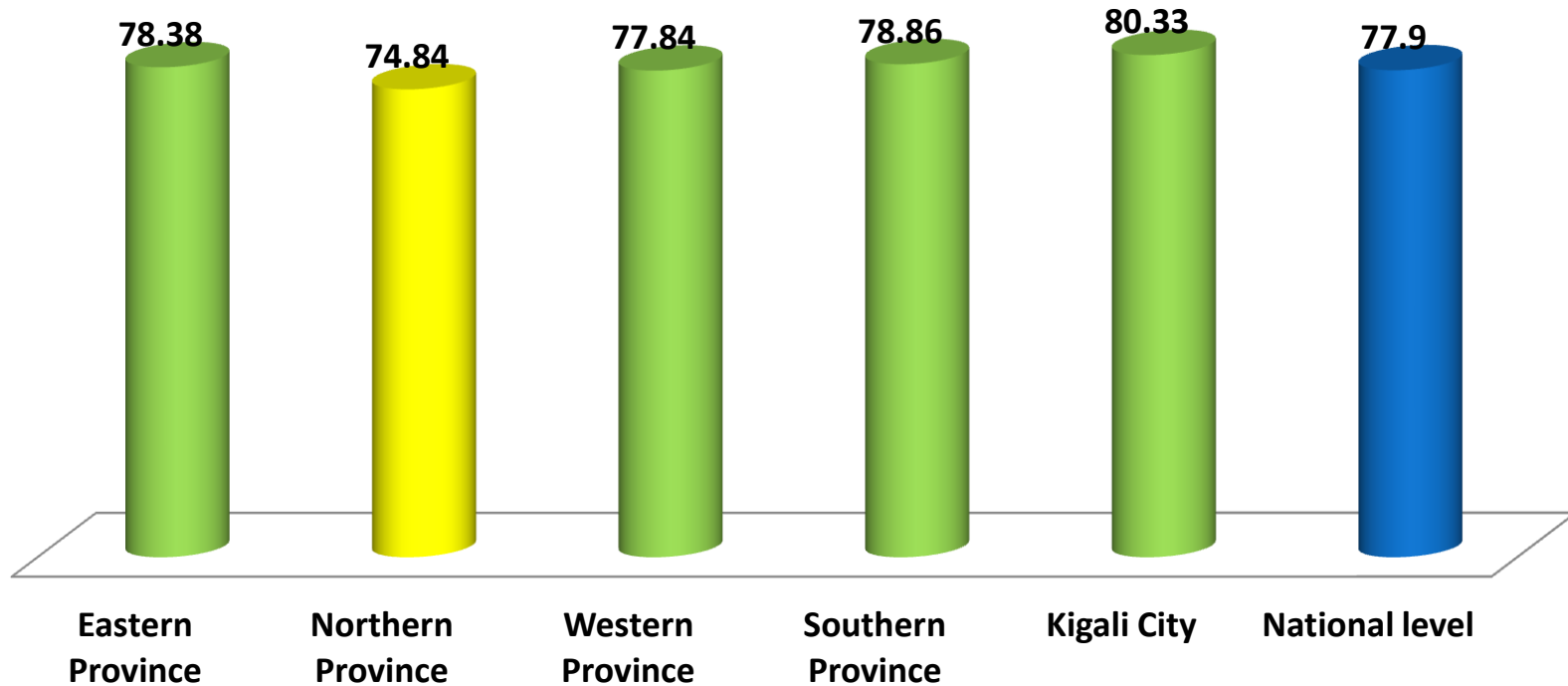




More than  $\frac{3}{4}$  of our pupils make less than 2 km to school



% reporting distance from home to school less than 2km



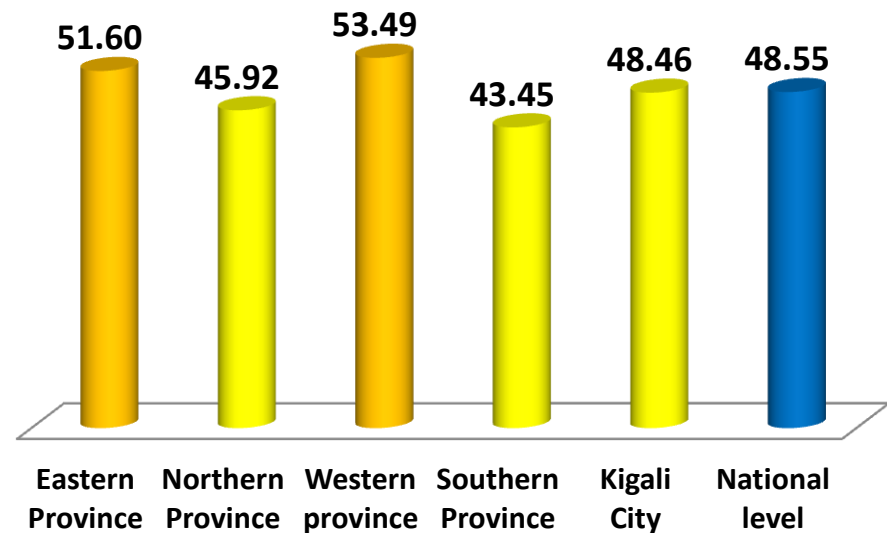
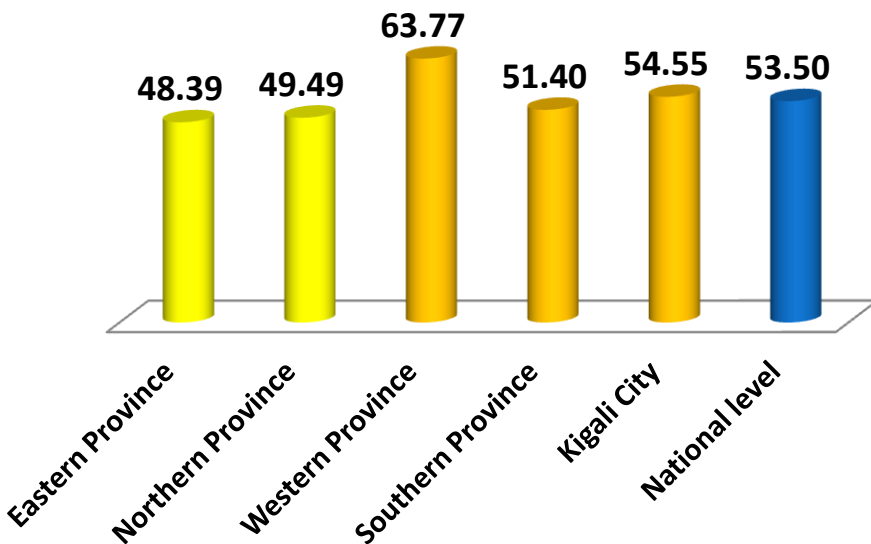


# Concerns about school attendance



**% of respondents noting the existence of non attendance and dropping out from school in their community**

**% of respondents who think it is a serious problem**



**Most common reasons cited: Financials constraints(74.1%) and Juvenile delinquency ( 68.8%)**





## Survey findings

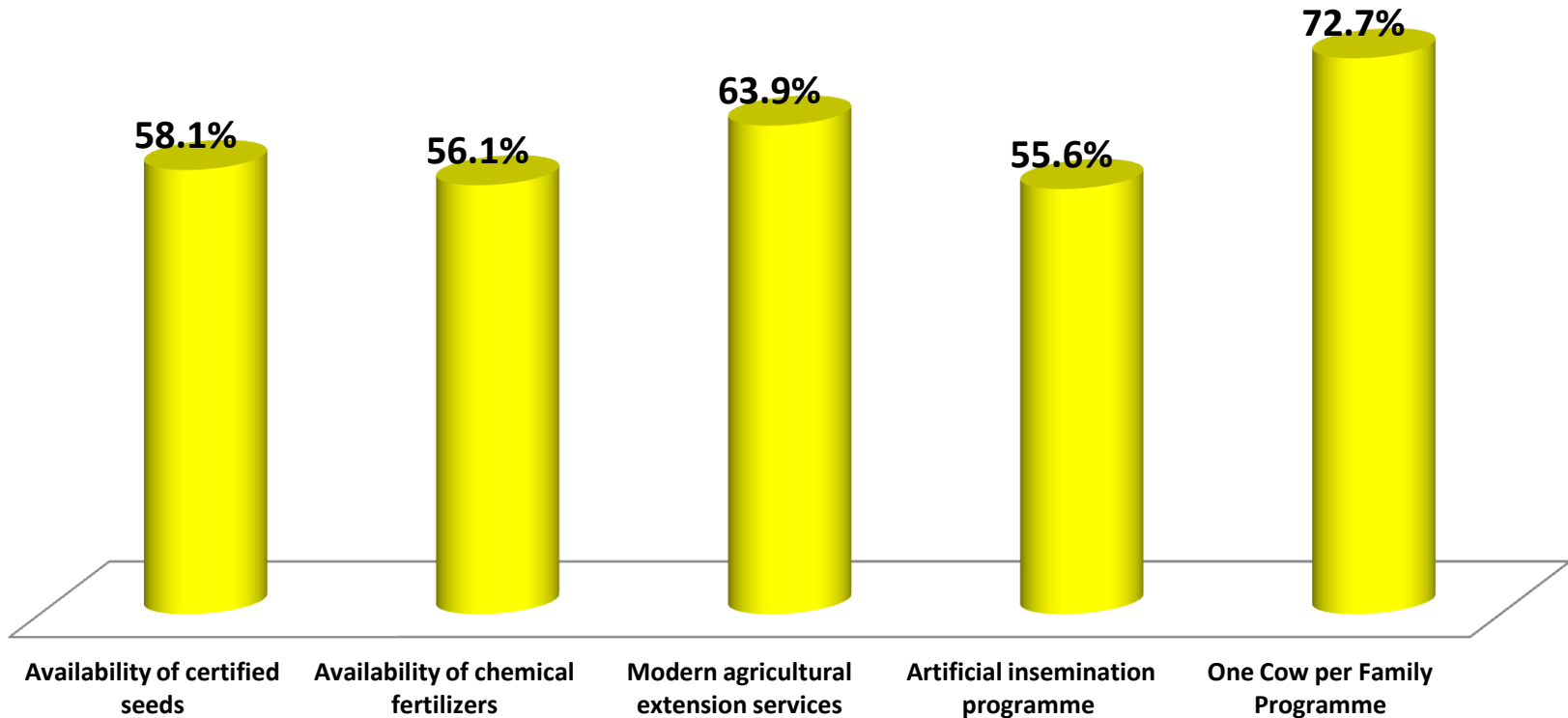


## II. Agriculture & Livestock



# Relative satisfaction in Agriculture services

**% of respondents expressing satisfaction in Agriculture and livestock services**

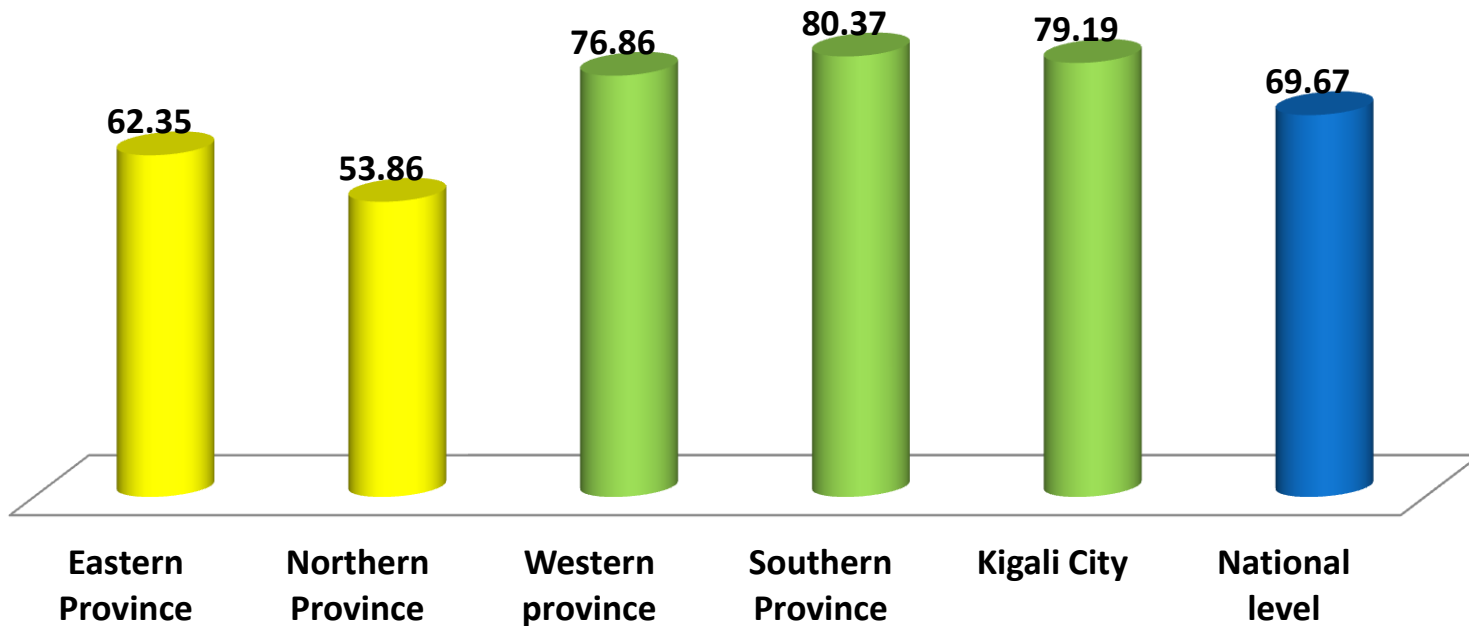




# The impact of one cow per poor family



**% of respondents reporting One Cow per Poor Family has contributed on social cohesion and national unity**

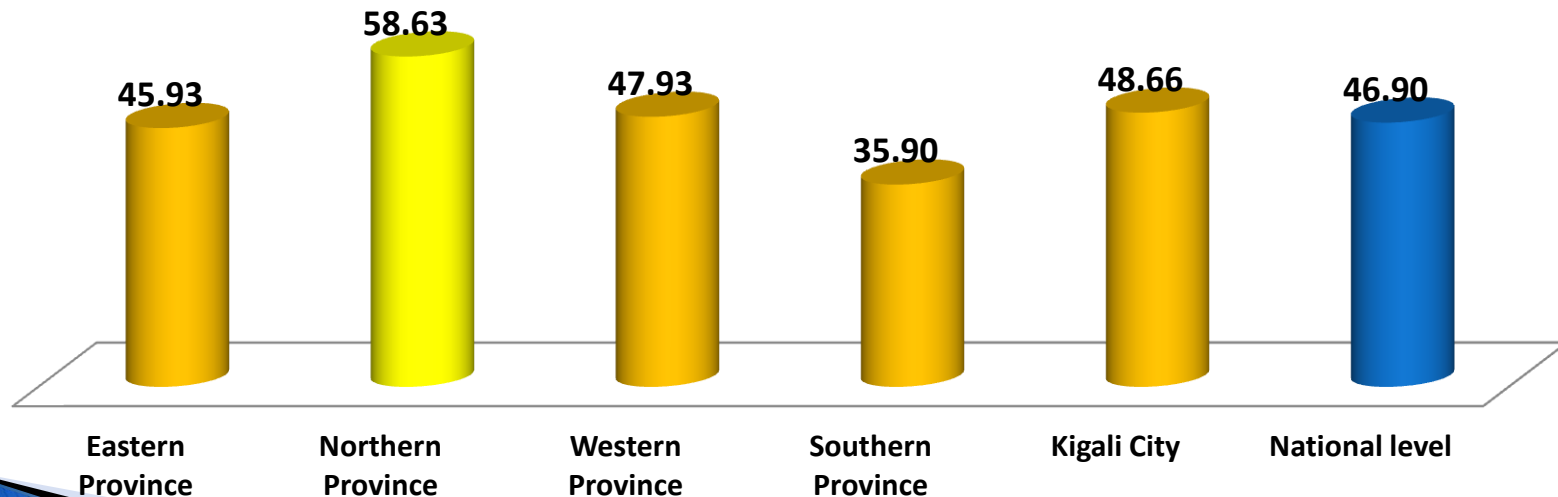




# Perceived impact of One Crop policy on improving markets



**% of respondents reporting one crop policy improved markets for products**





## Survey findings



### III. Health

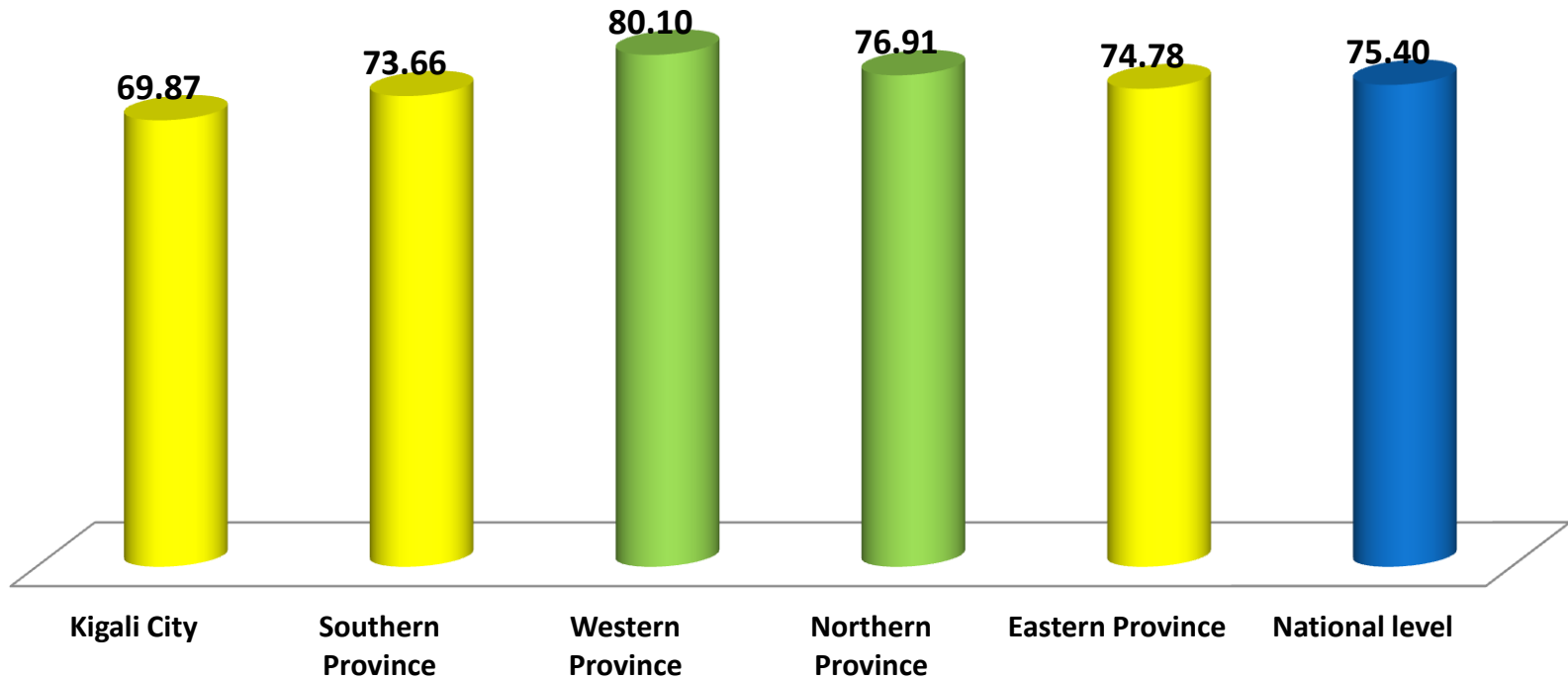




# Customer care in health services



**% reporting customer care in health services is good/very good**





## Survey findings

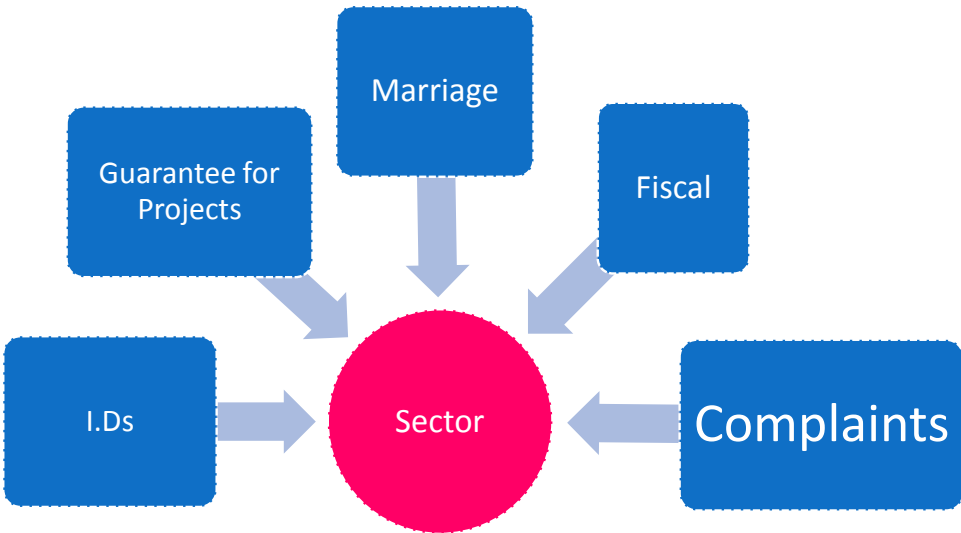
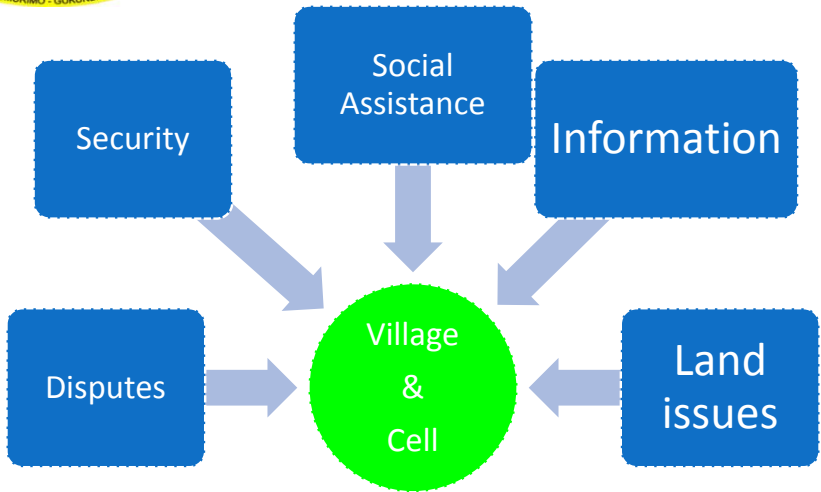


## V. Local authorities



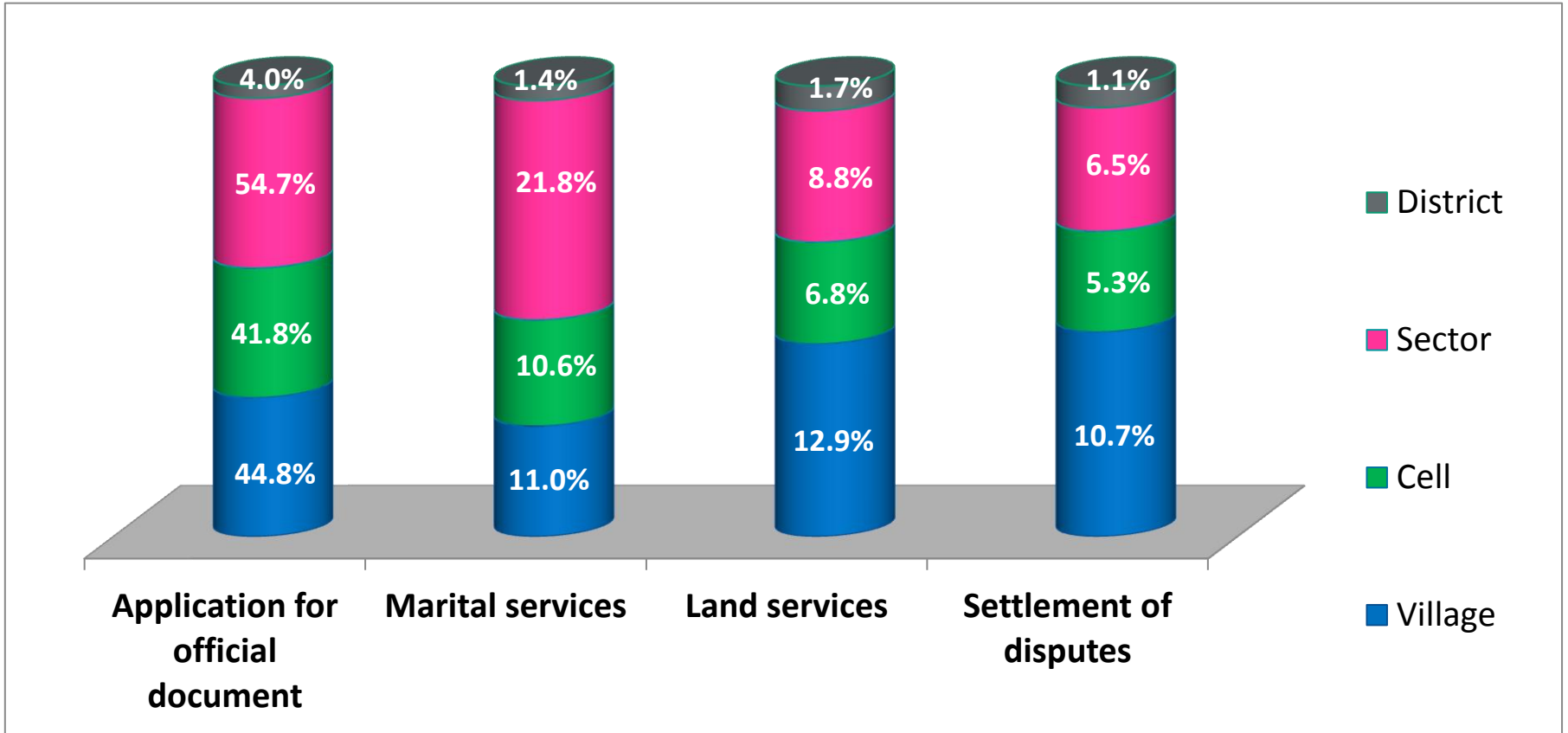


# Administrative units where the biggest percent sought services



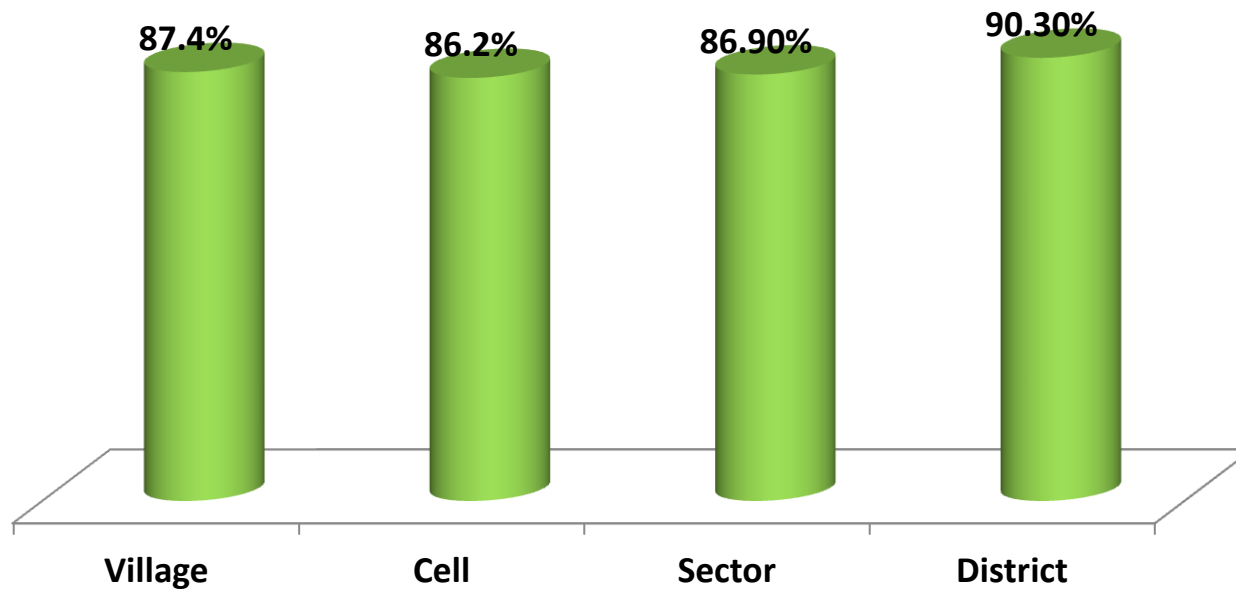


# Decentralization is on the move





# Excellent satisfaction with delivering official documents

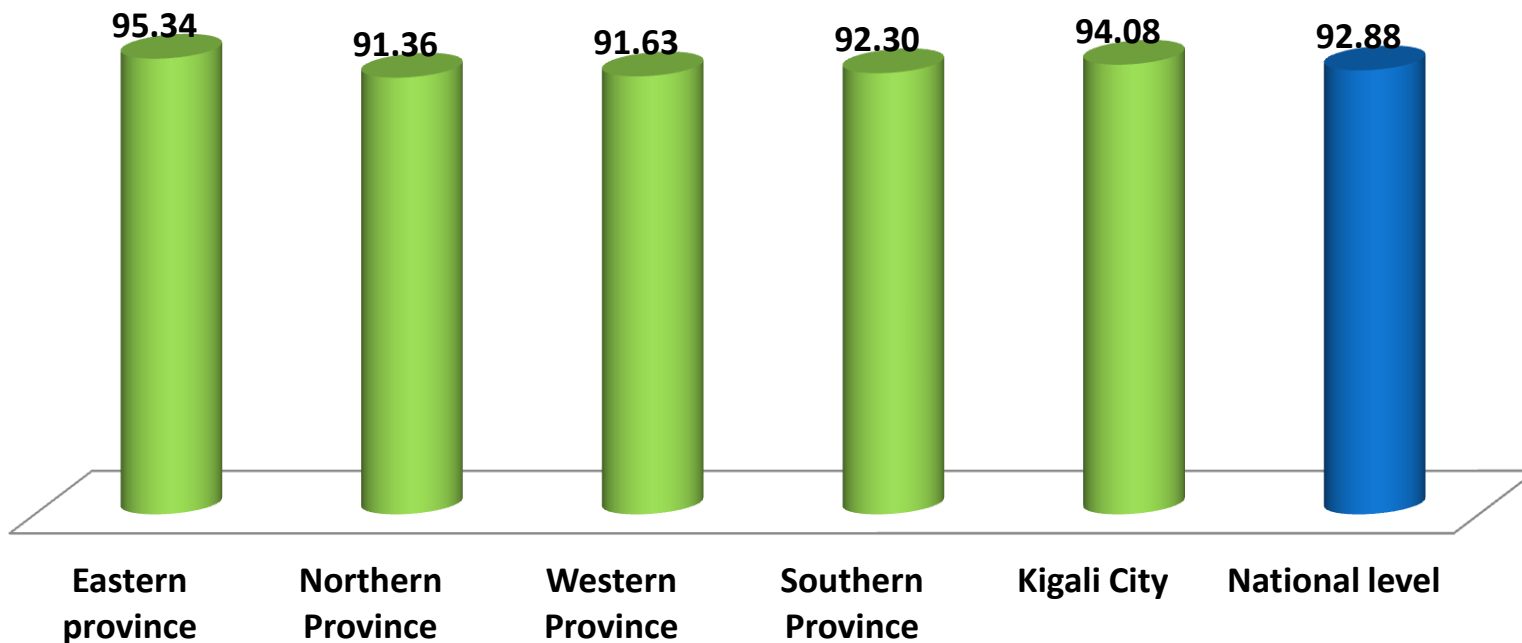




# Citizens highly participate in UMUGANDA



## % participating in community works (Umuganda)

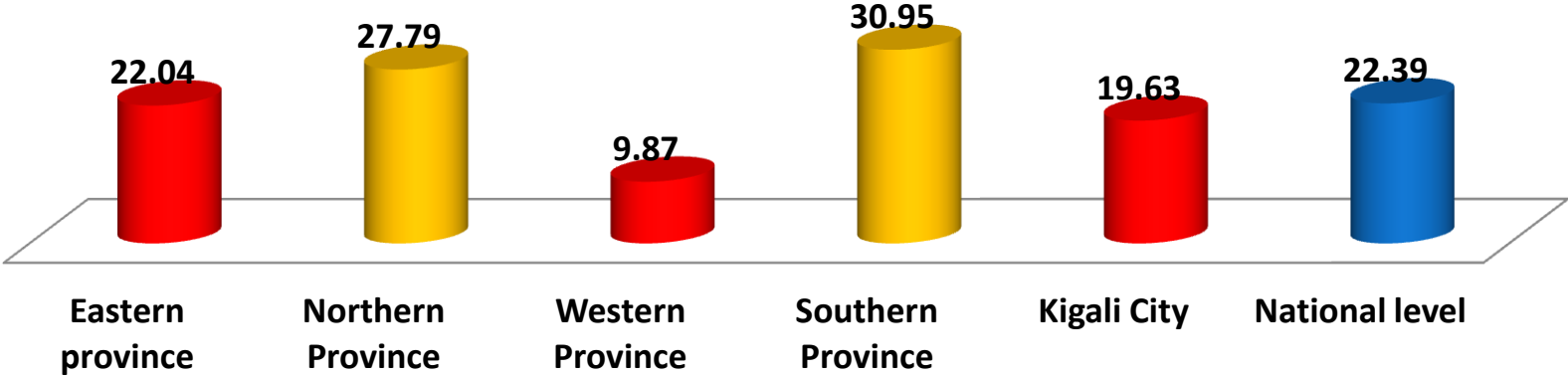




# Citizens participation in formulation of IMIHIGO



% participating in formulation of Imihigo

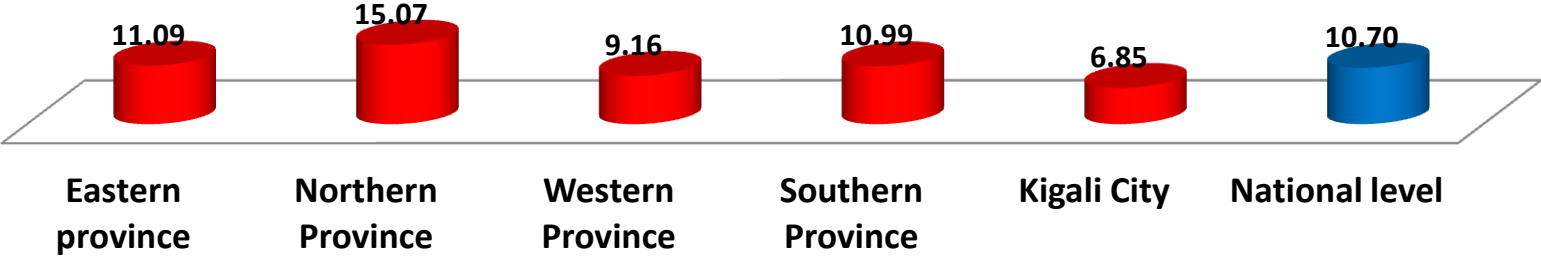




# Citizens do not sufficiently participate in planning for development in their district



**% participating in formulation of district development plan**





# Survey findings

## IV. Water

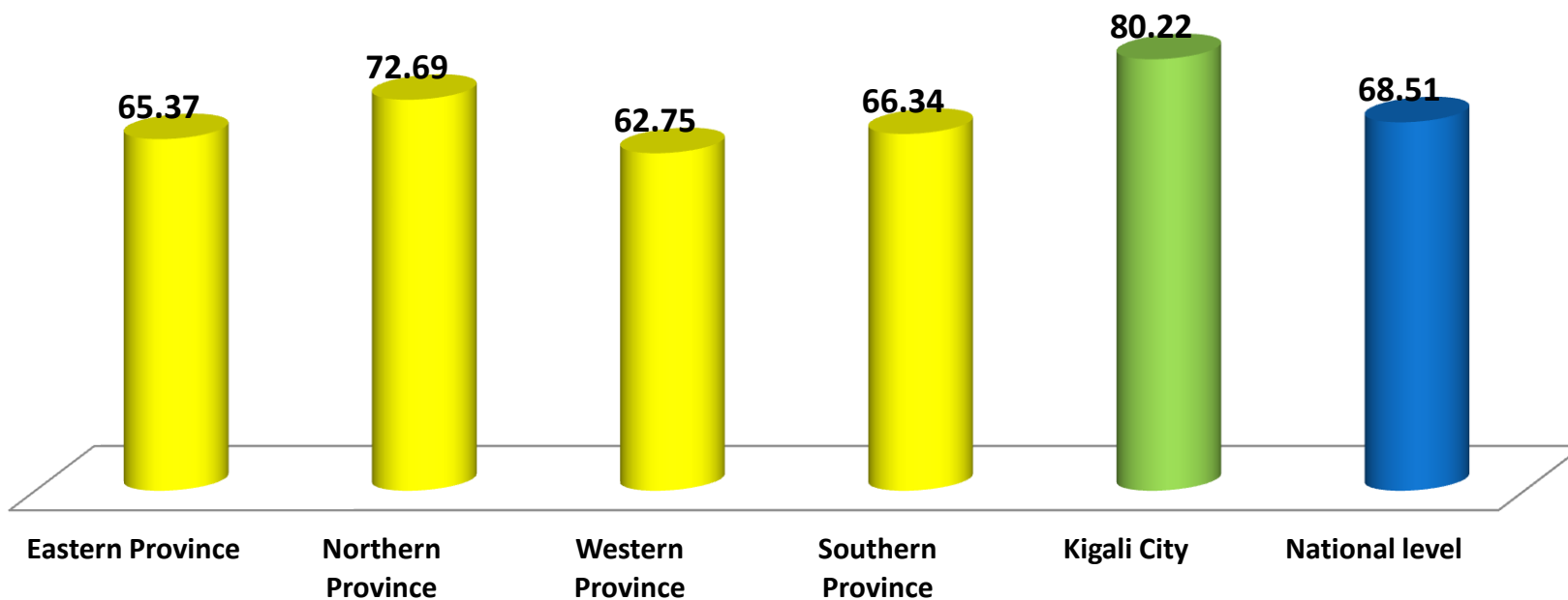




# Access to clean water



% accessing clean water

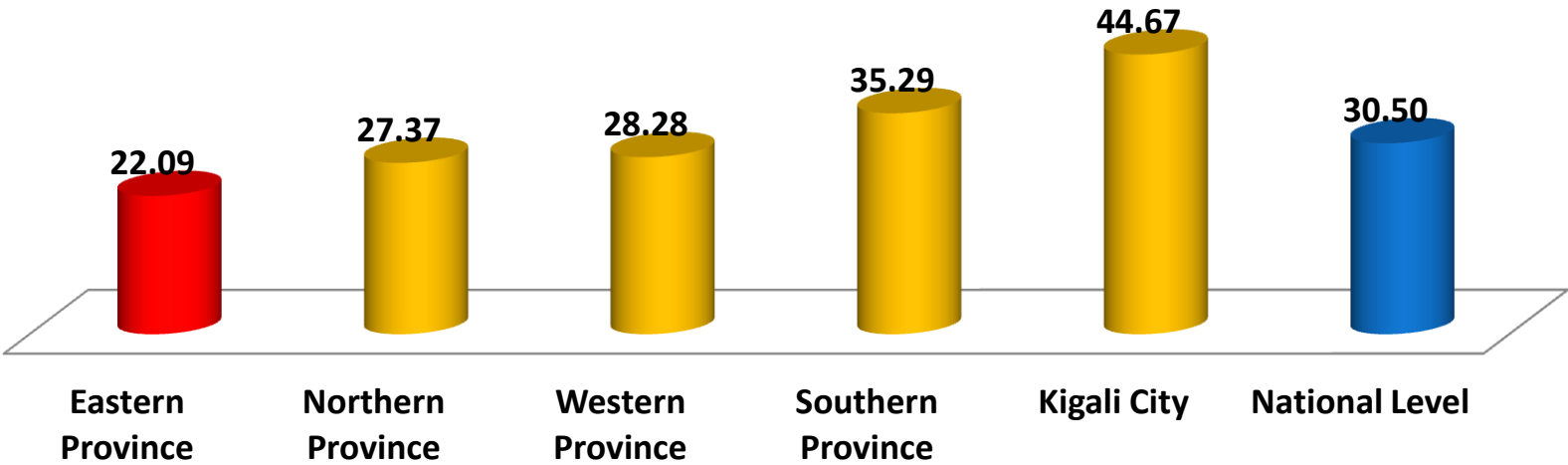




# Clean water is far from home EDPRS target is 500m



**% accessing water in less than 500 meters**







# Survey findings

## VII. LAND

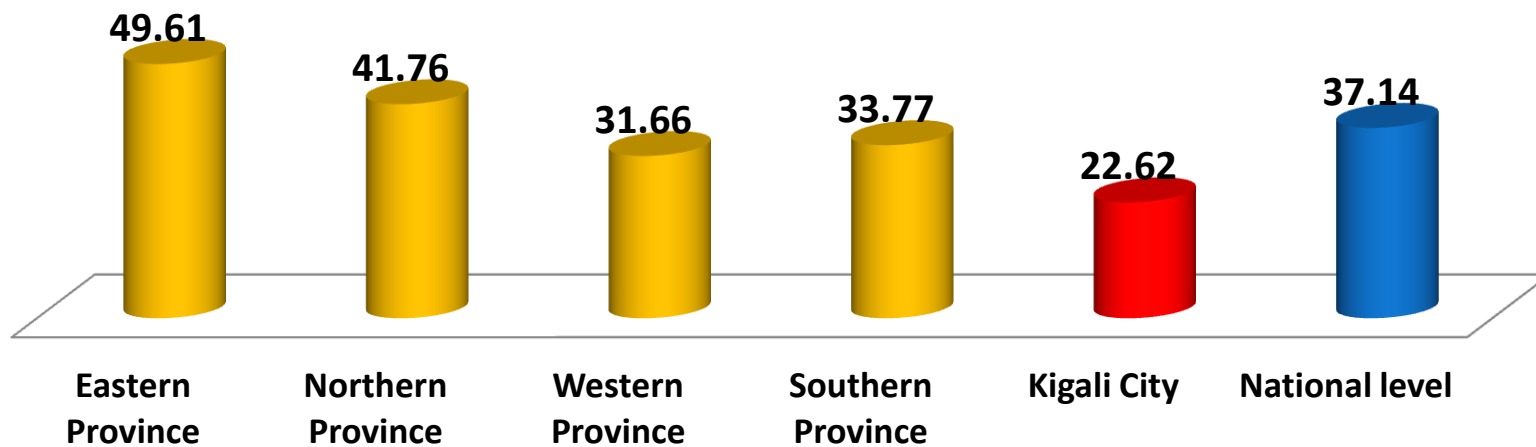




# Assessing fairness in Land allocation



%of respondents asserting fairness in Land allocation





# Survey findings



## VI. Justice

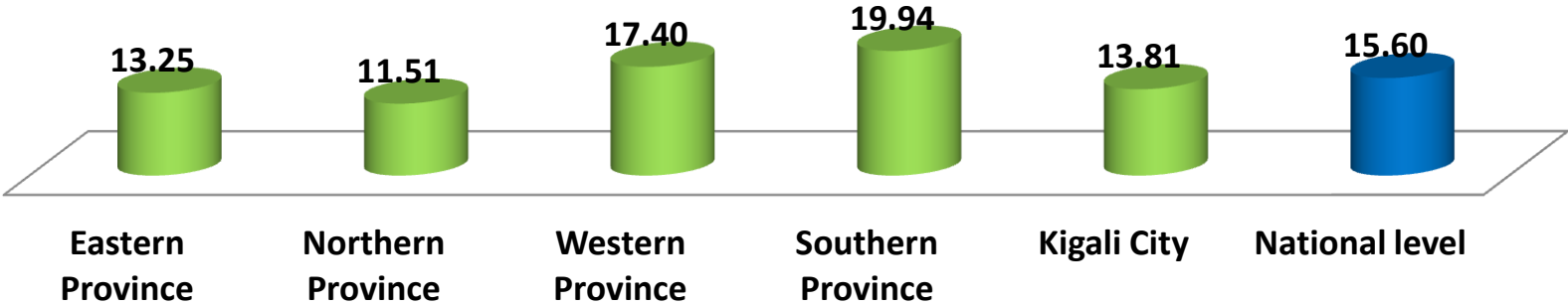




# The Level of Corruption in Abunzi



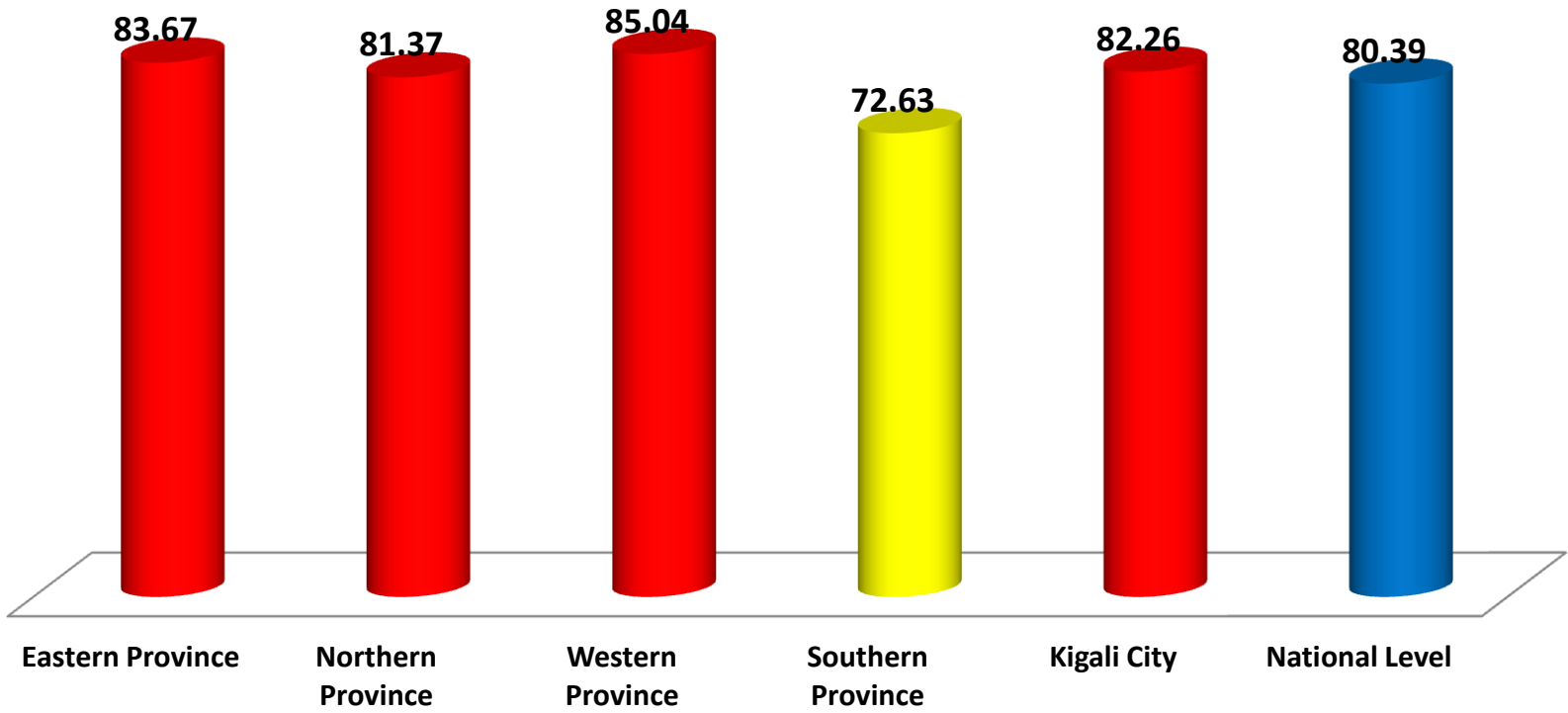
% of those affirming there is corruption in Mediators (Abunzi)





# MAJ services note yet widely known by the citizenry

% of those reporting not aware of Justice Access Bureaus- MAJ





## Key recommendations

### ✓ Education sector:

- ❖ To address the perceived problem of school dropouts and non-attendance, explore options to assist poor families with school costs, and/or educate parents about responsibility to fight against non-attendance/dropouts

### ✓ Agriculture and Livestock

- ❖ Increase markets for agriculture products supported by the one crop policy

### ✓ Local authorities

- ❖ Work to enhance citizens' participation in formulation of policies and programs issues that concern their daily livelihood and community development



# Key recommendations cont'd



## ✓ **Water services:**

- ❖ Reduce the distance to clean water to the EDPRS target (500 meters in rural areas and 200 meters in urban areas)

## ✓ **Land Services:**

- ❖ Combat perceived corruption among land officers
- ❖ Address poor collaboration among institutions in land allocation

## ✓ **Justice sector:**

- ❖ Conduct vast campaign popularizing MAJ and its benefits;
- ❖ Address the issue of perceived corruption in Abunzi.

## Way forward

- ▶ **Comprehensive CRC 2010 report will be published Soon. The report will:**
  - **Assess the progress from the previous CRCs recommendations;**
  - **Contain policy recommendations based on interventions and strategies that received support from citizens;**
- ▶ **RGAC will conduct a monitoring exercise to see how recommendations are implemented and advise where necessary**





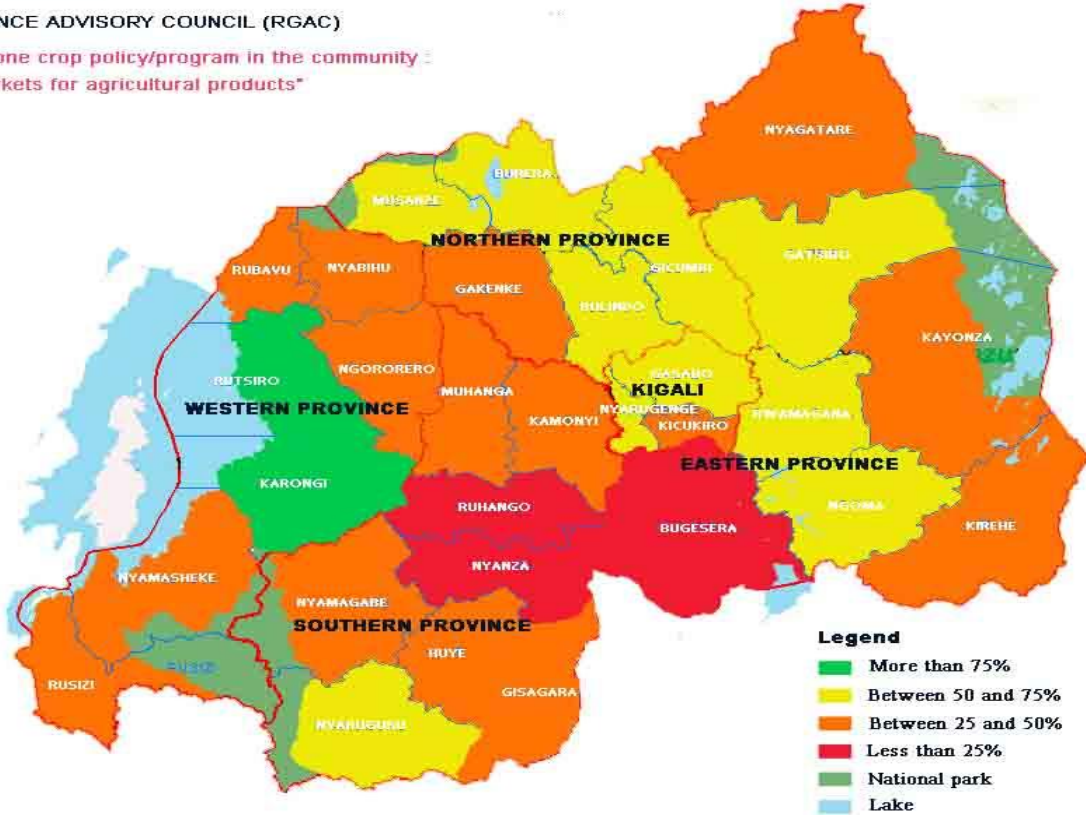
# Way forward: future CRC to showcase variations by district



**REPUBLIC OF RWANDA**

RWANDA GOVERNANCE ADVISORY COUNCIL (RGAC)

Appreciation of the one crop policy/program in the community :  
 "It has improved markets for agricultural products"





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