2010 CITIZEN REPORT CARD SURVEY: Major Findings

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THE ANNUAL IPAR RESEARCH CONFERENCE

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Survey Background
Survey Methodology
CRC Contextual scope
Survey major findings
Key recommendations and way forward
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:

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

- **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.
Survey findings

I. Education

![Image of students in a classroom with laptops]
More than $\frac{3}{4}$ of our pupils make less than 2 km to school

% reporting distance from home to school less than 2km

- Eastern Province: 78.38%
- Northern Province: 74.84%
- Western Province: 77.84%
- Southern Province: 78.86%
- Kigali City: 80.33%
- National level: 77.9%
Most common reasons cited: Financial 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

- Availability of certified seeds: 58.1%
- Availability of chemical fertilizers: 56.1%
- Modern agricultural extension services: 63.9%
- Artificial insemination programme: 55.6%
- One Cow per Family Programme: 72.7%
The impact of one cow per poor family

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

Eastern Province: 62.35%
Northern Province: 53.86%
Western Province: 76.86%
Southern Province: 80.37%
Kigali City: 79.19%
National level: 69.67%
Perceived impact of One Crop policy on improving markets

% of respondents reporting one crop policy improved markets for products

- Eastern Province: 45.93%
- Northern Province: 58.63%
- Western Province: 47.93%
- Southern Province: 35.90%
- Kigali City: 48.66%
- National level: 46.90%
III. Health
Customer care in health services

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

- Kigali City: 69.87%
- Southern Province: 73.66%
- Western Province: 80.10%
- Northern Province: 76.91%
- Eastern Province: 74.78%
- National level: 75.40%

Survey findings

V. Local authorities
Administrative units where the biggest percent sought services

Village & Cell

Security

Social Assistance

Information

Land issues

Disputes

Guarantee for Projects

Marriage

Fiscal

I.Ds

Sector

Complaints
Decentralization is on the move

<table>
<thead>
<tr>
<th>Service</th>
<th>District</th>
<th>Sector</th>
<th>Cell</th>
<th>Village</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application for official document</td>
<td>4.0%</td>
<td>54.7%</td>
<td>41.8%</td>
<td>44.8%</td>
</tr>
<tr>
<td>Marital services</td>
<td>1.4%</td>
<td>21.8%</td>
<td>10.6%</td>
<td>11.0%</td>
</tr>
<tr>
<td>Land services</td>
<td>1.7%</td>
<td>8.8%</td>
<td>6.8%</td>
<td>12.9%</td>
</tr>
<tr>
<td>Settlement of disputes</td>
<td>1.1%</td>
<td>6.5%</td>
<td>5.3%</td>
<td>10.7%</td>
</tr>
</tbody>
</table>
Excellent satisfaction with delivering official documents

- Village: 87.4%
- Cell: 86.2%
- Sector: 86.90%
- District: 90.30%
Citizens highly participate in UMUGANDA

% participating in community works (Umuganda)

<table>
<thead>
<tr>
<th>Province</th>
<th>% Participating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eastern Province</td>
<td>95.34</td>
</tr>
<tr>
<td>Northern Province</td>
<td>91.36</td>
</tr>
<tr>
<td>Western Province</td>
<td>91.63</td>
</tr>
<tr>
<td>Southern Province</td>
<td>92.30</td>
</tr>
<tr>
<td>Kigali City</td>
<td>94.08</td>
</tr>
<tr>
<td>National level</td>
<td>92.88</td>
</tr>
</tbody>
</table>
Citizens participation in formulation of IMIHIGO

% participating in formulation of Imihigo

- Eastern Province: 22.04%
- Northern Province: 27.79%
- Western Province: 9.87%
- Southern Province: 30.95%
- Kigali City: 19.63%
- National level: 22.39%
Citizens do not sufficiently participate in planning for development in their district

% participating in formulation of district development plan

<table>
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<tr>
<th>Province</th>
<th>% Participating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eastern Province</td>
<td>11.09</td>
</tr>
<tr>
<td>Northern Province</td>
<td>15.07</td>
</tr>
<tr>
<td>Western Province</td>
<td>9.16</td>
</tr>
<tr>
<td>Southern Province</td>
<td>10.99</td>
</tr>
<tr>
<td>Kigali City</td>
<td>6.85</td>
</tr>
<tr>
<td>National level</td>
<td>10.70</td>
</tr>
</tbody>
</table>
Survey findings

IV. Water
Access to clean water

% accessing clean water

Eastern Province: 65.37
Northern Province: 72.69
Western Province: 62.75
Southern Province: 66.34
Kigali City: 80.22
National level: 68.51
Clean water is far from home
EDPRS target is 500m

% accessing water in less than 500 meters

<table>
<thead>
<tr>
<th>Province</th>
<th>% Accessing Water</th>
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<tbody>
<tr>
<td>Eastern Province</td>
<td>22.09</td>
</tr>
<tr>
<td>Northern Province</td>
<td>27.37</td>
</tr>
<tr>
<td>Western Province</td>
<td>28.28</td>
</tr>
<tr>
<td>Southern Province</td>
<td>35.29</td>
</tr>
<tr>
<td>Kigali City</td>
<td>44.67</td>
</tr>
<tr>
<td>National Level</td>
<td>30.50</td>
</tr>
</tbody>
</table>
Survey findings

VII. LAND
Assessing fairness in Land allocation

% of respondents asserting fairness in Land allocation

- Eastern Province: 49.61%
- Northern Province: 41.76%
- Western Province: 31.66%
- Southern Province: 33.77%
- Kigali City: 22.62%
- National level: 37.14%
Survey findings

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

<table>
<thead>
<tr>
<th>Province</th>
<th>% of those affirming</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eastern Province</td>
<td>13.25</td>
</tr>
<tr>
<td>Northern Province</td>
<td>11.51</td>
</tr>
<tr>
<td>Western Province</td>
<td>17.40</td>
</tr>
<tr>
<td>Southern Province</td>
<td>19.94</td>
</tr>
<tr>
<td>Kigali City</td>
<td>13.81</td>
</tr>
<tr>
<td>National level</td>
<td>15.60</td>
</tr>
</tbody>
</table>
MAJ services note yet widely known by the citizenry

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

- Eastern Province: 83.67%
- Northern Province: 81.37%
- Western Province: 85.04%
- Southern Province: 72.63%
- Kigali City: 82.26%
- National Level: 80.39%
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
✓ **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.
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"