



# Report on

National Baseline Survey on Citizens'  
Perceptions and Expectations on the  
Second Republic

# About SIVIO Institute

SIVIO Institute (SI) is an independent organisation focused on ensuring that citizens are at the centre of processes of economic-political-economic and policy change. It aims to contribute towards Zimbabwe'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 (ii) building vibrant and engaged communities. 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

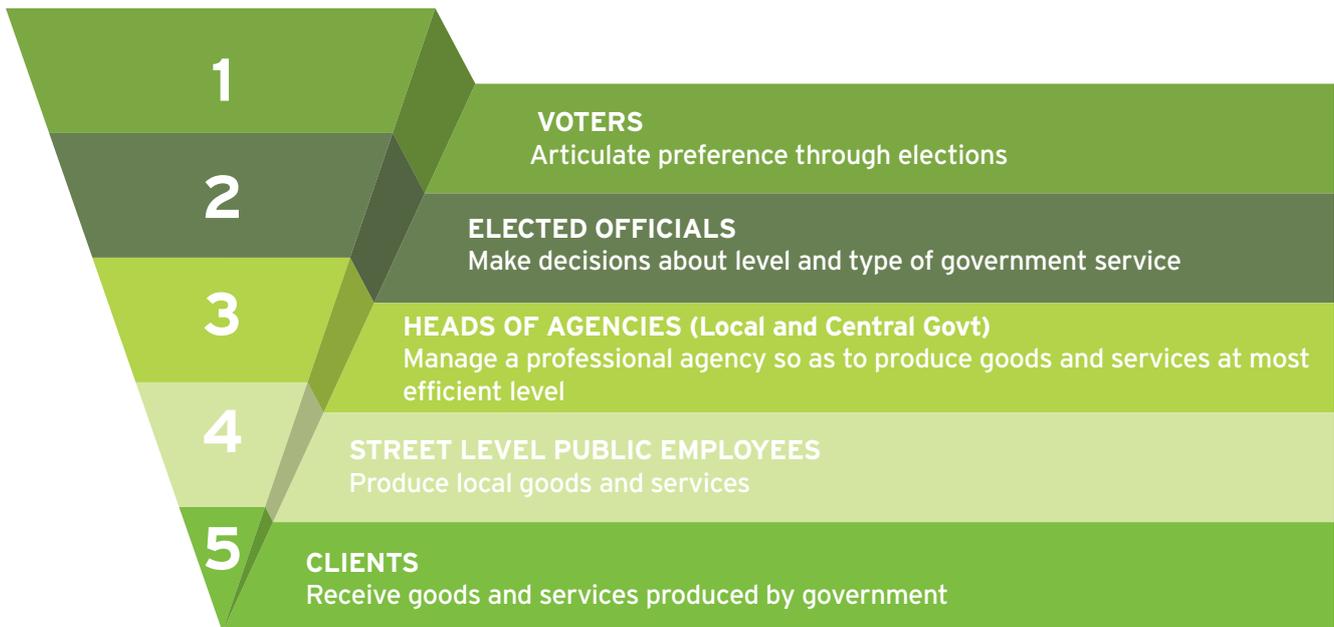
SI's major products are interactive technology platforms that; enhance the analysis and tracking of implementation and effectiveness of public policy ([www.zimcitizenswatch.org](http://www.zimcitizenswatch.org)) and major policy statements such as comparison of political party manifestos, virtual philanthropy and democracy laboratories. We provide support to the Social Enterprise and Small to Medium and Micro Enterprises (SMME) sectors through advocacy for an improved operating environment.

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# Introduction

Governments' main mandate and purpose is to serve the needs of citizens by way of designing and implementing programmes and policies that address the latter's needs. However, rarely do we see governments actually investing in understanding or learning about citizens' needs neither do they actively engage them to assess whether their programmes and policies meet the citizens' expectations. Instead in many cases (beyond Zimbabwe), those in office act as if they know what citizens want and proceed to implement measures and policies that they think will resolve the challenges that citizens face. The traditional framework of looking at this relationship is summarized in Figure 1 below where citizens are mostly seen either as voters or clients of government.



**Figure 1: One Way Relationships Among Participants in Local Governance**

*Source: Based on Ostrom 1993*

As an Institute, we reflected on the nature and dynamics of the existing relationship between the Government of Zimbabwe and its citizens and we established a case for investigating the nature and dynamics of the relationship outlined in Figure 1. Through a survey questionnaire administered across the country we examined the extent to which citizens are aware of central and local government programmes and their perceptions of the same. We were also alert to the fact that citizens have interests and aspirations that could either be aligned or misaligned with government actions. It is important to note that the process of policy making is about trade-offs through a bargaining process based on competing interests, availability of resources and also order of priorities. We also noted that the President had been quoted stating that 'the voice of the people is the voice of God' and wanted to test the extent to which they had consulted 'this voice of God'.

Furthermore, we note that the state is not a stand-alone unit it derives sustenance both politically (voting and continued support) and financially (taxes and other levies) from citizens. It becomes imperative to hear directly from the public on what they expect from their government. The main objectives of the survey were twofold, first; we wanted to investigate the extent to which the government's actions were informed by the interconnected social, economic and political crises that impact on daily life and second, to understand how the Government's priorities and responses match citizens' expectations. Policy reform or change is not an overnight process. We intend to track citizens' expectations over a period of five years through two surveys in each year. Our report on citizens' expectations should be read alongside the report on the performance of government.

# Survey Methodology

We administered a questionnaire based survey to 1480 randomly sampled respondents from across all the 10 provinces. The survey was conducted from 23 October 2018 to 13 November 2018. Enumerators were deployed in low, medium and high-density suburbs as well as squatter/unregistered settlements such as Epworth and Hopely. At least 45% of the respondents interviewed were resident in rural areas.

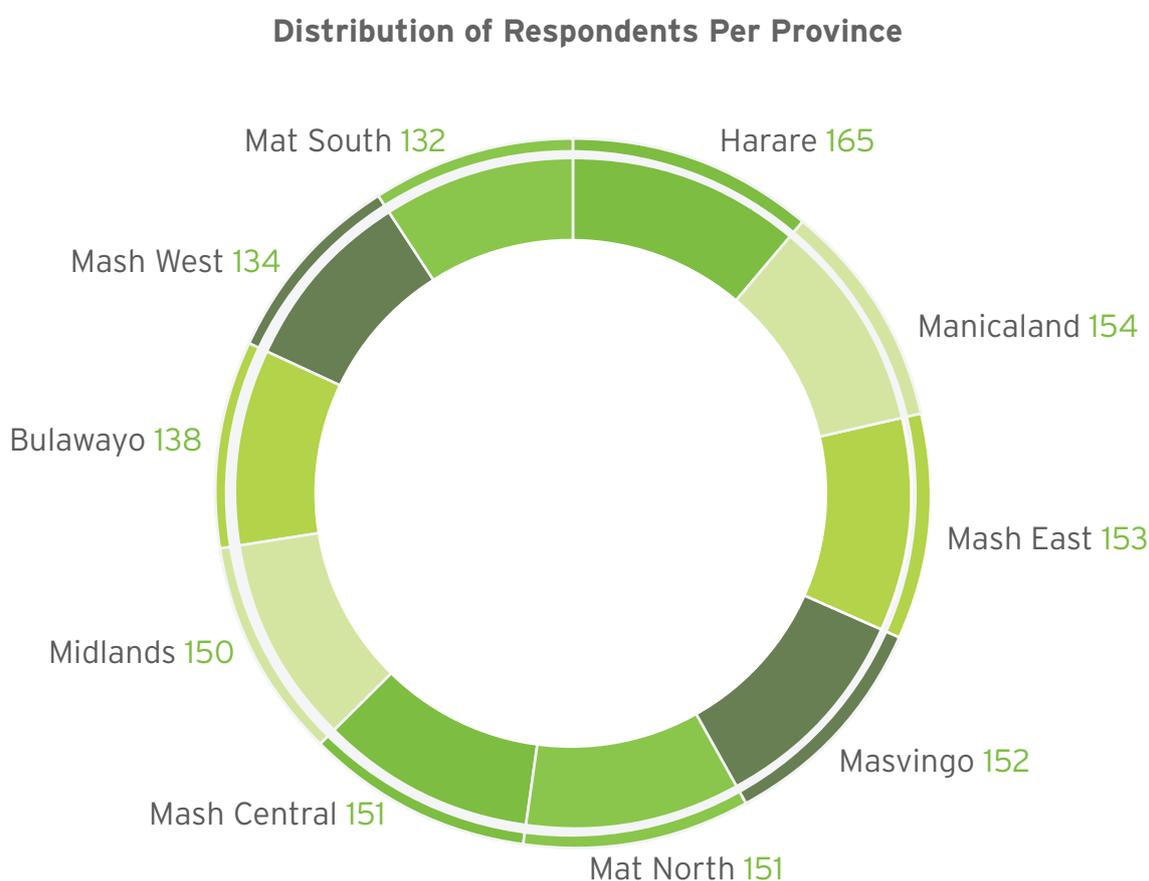
The 10 Provinces in Zimbabwe were divided into two regions and two teams were established as Team A and Team B. Team A worked on the Northern Region and Team B worked on the Southern Region: Team A focused on Harare, Mashonaland West, Mashonaland East, Mashonaland Central and Manicaland whereas Team B focused on Matebeleland North, Matebeleland South, Midlands, Bulawayo and Masvingo. A range from one hundred and thirty-two

(132) to one hundred and sixty-five (165) randomly sampled people responded to our interviews in each province. Five (5) enumerators were deployed per province, with a target to complete 30 interviews within 2 days at an average of 15 interviews per day. During training of enumerators, sampling techniques were emphasised, that is; (i) each enumerator should sample a different locality, (ii) each enumerator has a quota to satisfy, (iii) each enumerator had to balance gender (male and female) at 50%/50%, and (iv) each enumerator had to satisfy a set age cluster defined in the questionnaire by 50% - 18-35 years and 50% - 36 years and above. That way, the data would not be skewed towards a certain gender or age group. The training for data collection also stipulated that enumerators should strike a balance between different income brackets and settlement types.

## Socio-Demographic Profile of Respondents

The total number of respondents reached across the 10 Provinces was 1480. (Figure 2). Some of the respondents did not respond to the entire

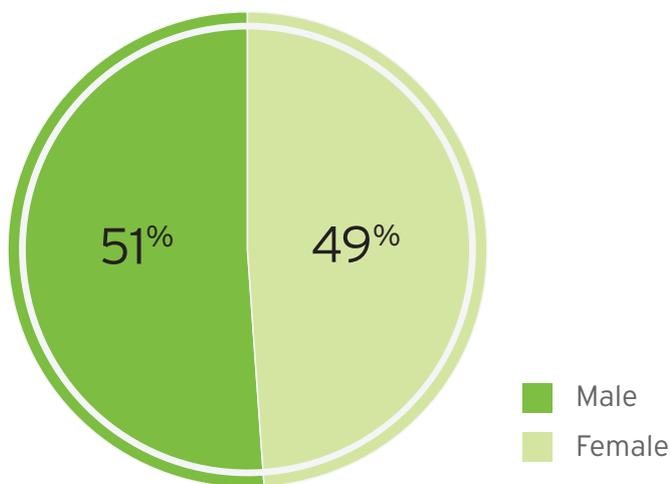
questionnaire, but chose to skip some questions they considered to be sensitive



**Figure 2: Frequency of respondents per province**

There was a varied distribution of respondents from different provinces. Of the total respondents (1480), there were slightly more males (n=756), 51% than females (n= 756), 49% that responded to the survey (Figure 3).

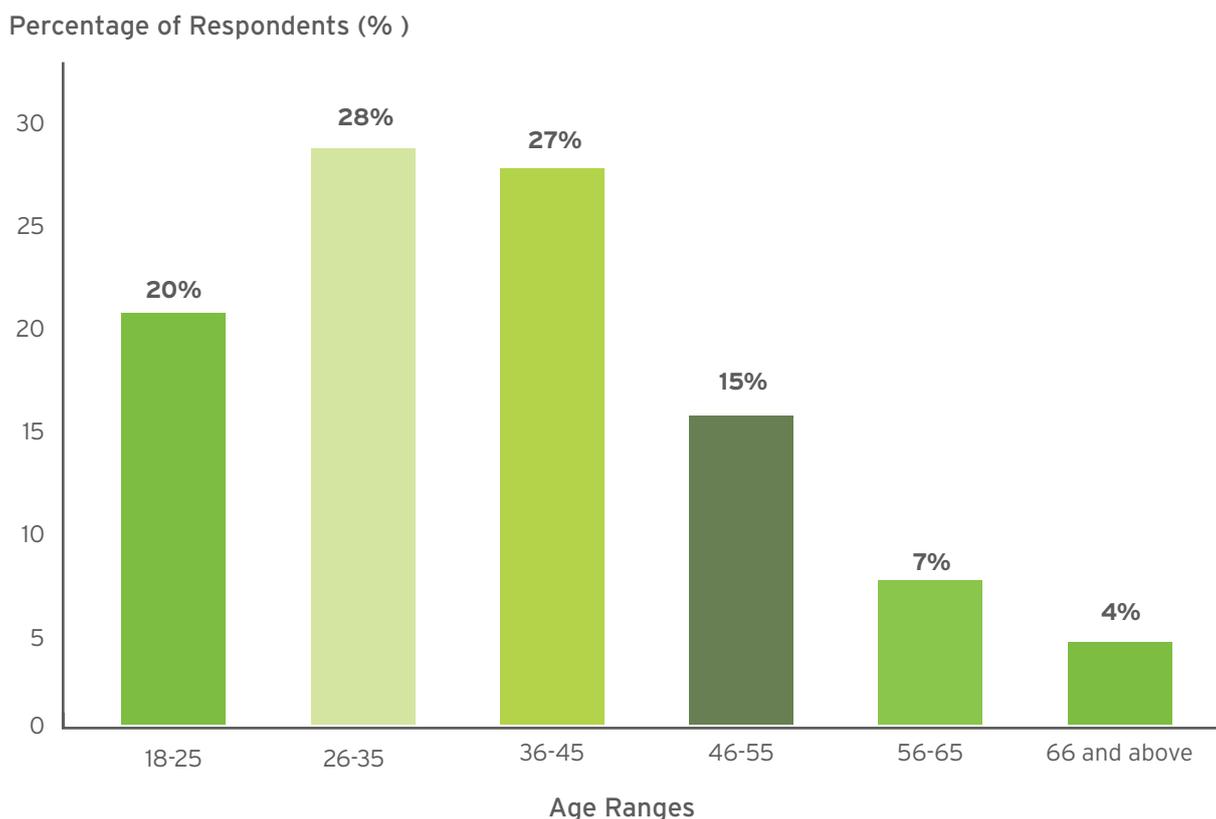
### Percentage of Respondents By Gender



**Figure 3: Percentage of respondents by gender**

We also categorised our respondents by age groups that we grouped into 5 with ages 18-45, 46-55, 55-66 and above 66. The most common age group throughout the survey was the 26-35 (n= 412) age class followed by the 36-45 (n= 392) representing 28% and 27% of the total respondents, respectively (Figure 4).

### Percentage Age Range of Respondents

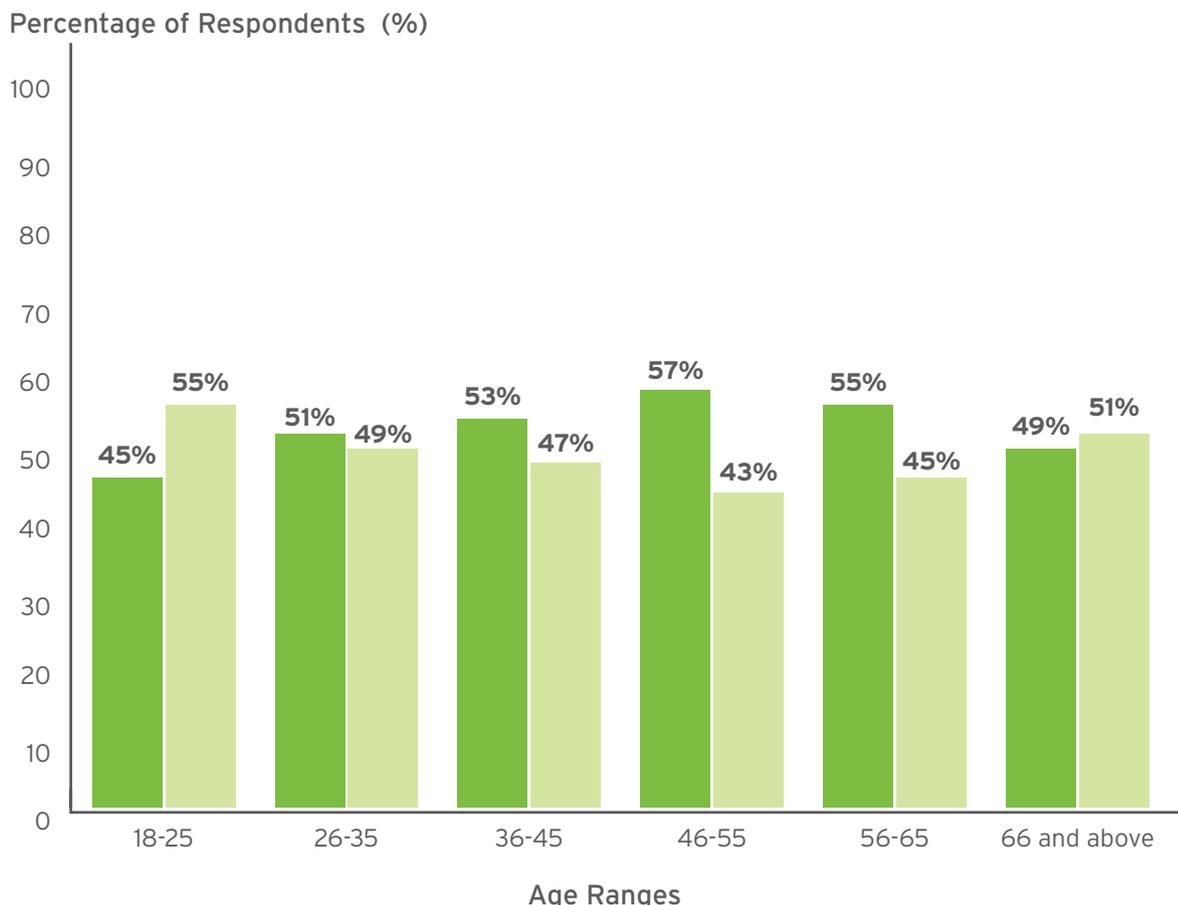


**Figure 4: Percentage age ranges of respondents across all provinces**

Classifying our respondents by age and gender, we found out that only the female respondents in the age range of 18-25 (n= 163), representing 55% of the total respondents outnumbered males (n= 131)

by 10% and the females in the retirement age class, above 66 years old outnumbered (Figure 5). The rest of the age ranges align with the general demographic information (more males than females).

### Age Range of Respondents by Gender



**Figure 5: Age ranges of respondents by gender across the sample population**

#### b. Occupation of respondents.

Ninety-seven percent (97%) (n= 1431) indicated their form of occupation whereas the 3% (n= 49) were not keen to respond to that question. Seventy-one percent (71%) (n= 1023) of the total respondents highlighted that they were in the informal sector compared to the 29% (n= 408) representing citizens in the formal sector (Figure 6). These figures provide insights on employment trends within the country

which also corroborate with Zimstats, (2015) finding which reported that 94.5% of the economically active age groups (18-65 years of age) in Zimbabwe are employed in the informal sector and contribute between 40% and 50% of the economic growth in the country. It was estimated at the time that \$7 billion dollars circulates within the informal sector (IMF Working Paper, 2017, The Herald, 12 July, 2017).

## Occupation Type



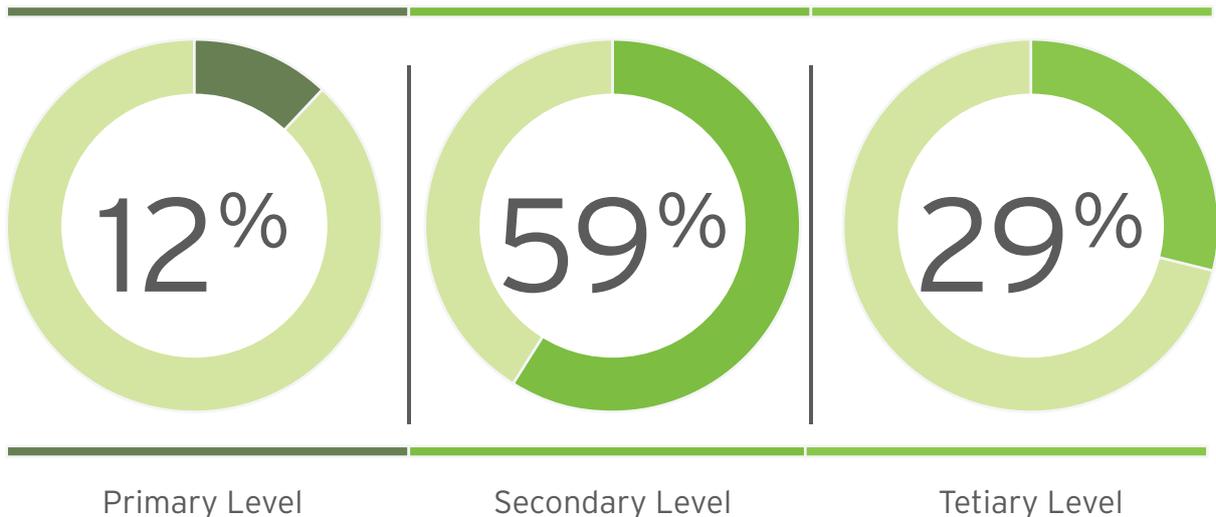
**Figure 6: Occupation type, of respondents across the sample population**

## Literacy and education level

Over 95% (n= 1415) of the total sampled population considered themselves literate whereas only 4% (n= 59) reported that they could neither read nor write and the 1% chose not to disclose their literacy level. Upon being asked about their highest level

of education, 59% (n=865) of the respondents reported that they are educated up to secondary school (Figure 7) while about 29% had attained up to tertiary education and 12% only managed to attain a primary school level education.

## Highest Level of Education Attained



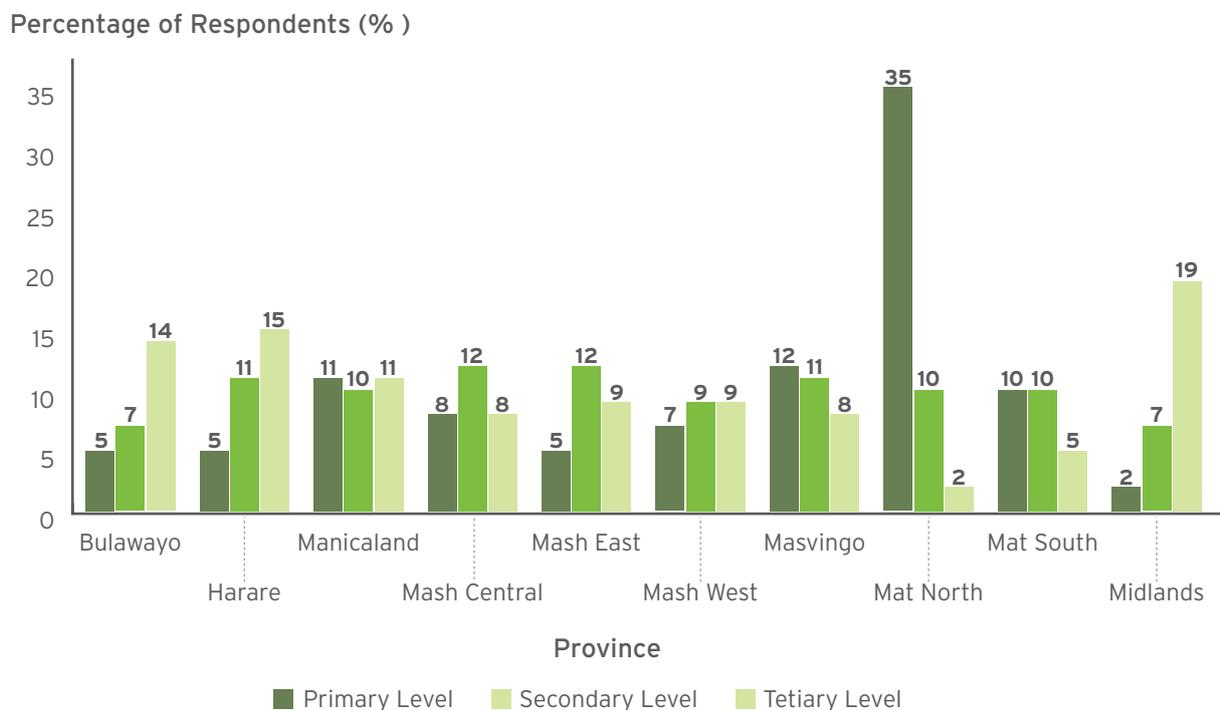
**Figure 7: Highest level of education attained**

The education levels of respondents vary across provinces, for example, Matabeleland North has the highest number of respondents whose highest education qualification is primary level representing

35% of the total respondents from the province (n= 60), as well as the least respondents (2%) who attained education up to tertiary level (n=7) (see Figure 8). On the other hand, Midlands had

the largest number of tertiary educated respondents representing 19% of the total respondents (n= 82) compared to the rest of the country, albeit with Harare (15%) and Bulawayo (14%) following behind (n=65 and 63, respectively)

### Level of Education Attained by Each Province

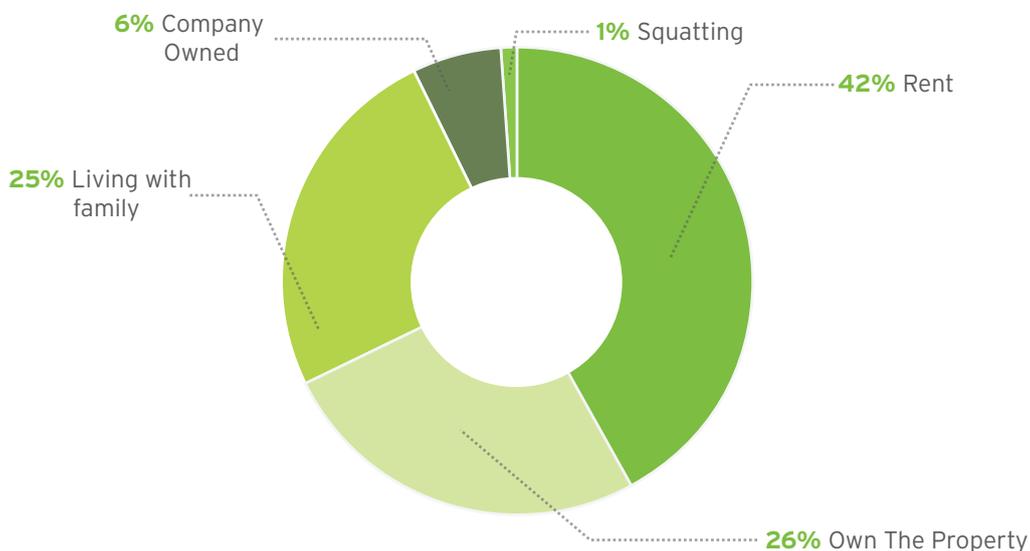


**Figure 8: Level of education across the 10 Provinces in Zimbabwe**

Upon being asked what best describes their current accommodation agreement, about 42% reported that they pay rent (n= 614), 26% (n= 388) own the property they reside on, 25% (n= 372) live with

family members, nearly 6% (n= 87) stay in company owned accommodation and less than 1% (n= 10) squat or reside on illegal property/land (Figure 9).

### Accommodation Type Agreement



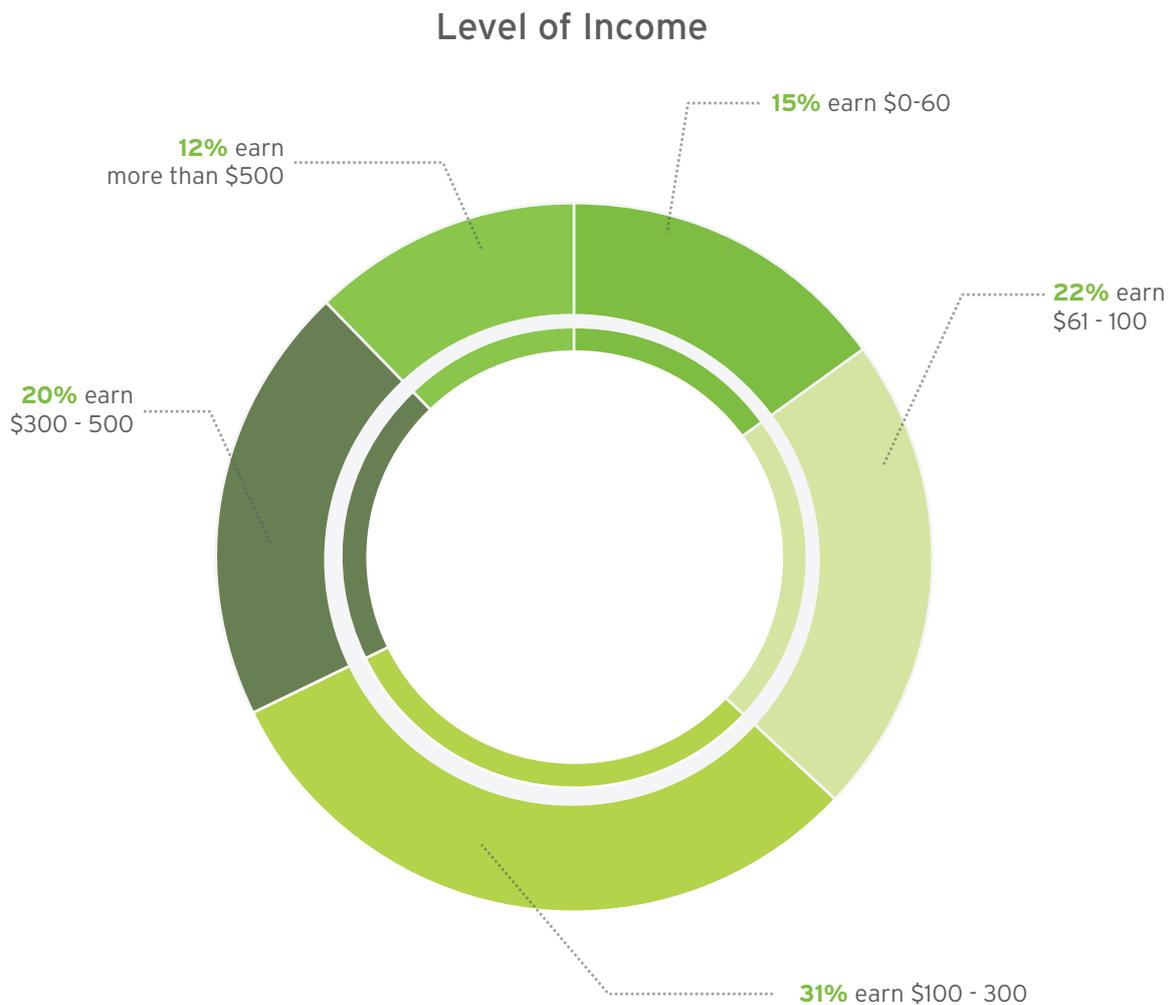
**Figure 9: Current Accommodation Agreement Type**

# Economic Profile of Respondents

## A. Monthly Income

All respondents were asked how much they earned collectively (from their different income sources) per month. The most common income bracket was the \$100- \$300 (n= 433) representing about a third (31%) of the respondents. The second most common income bracket across all Provinces was the \$60-\$100 representing 22% of the respondents (n= 316) followed by the \$300- \$500 representing 20% of

the respondents (n= 279). Two-hundred and twenty of the total respondents representing 15% of the total respondents reported that they earned between \$0 - \$60 per month whereas only 12% (n=171) of the respondents earn more than \$500. These findings suggest that an average Zimbabwean citizen earns between \$60 and \$300 per month.

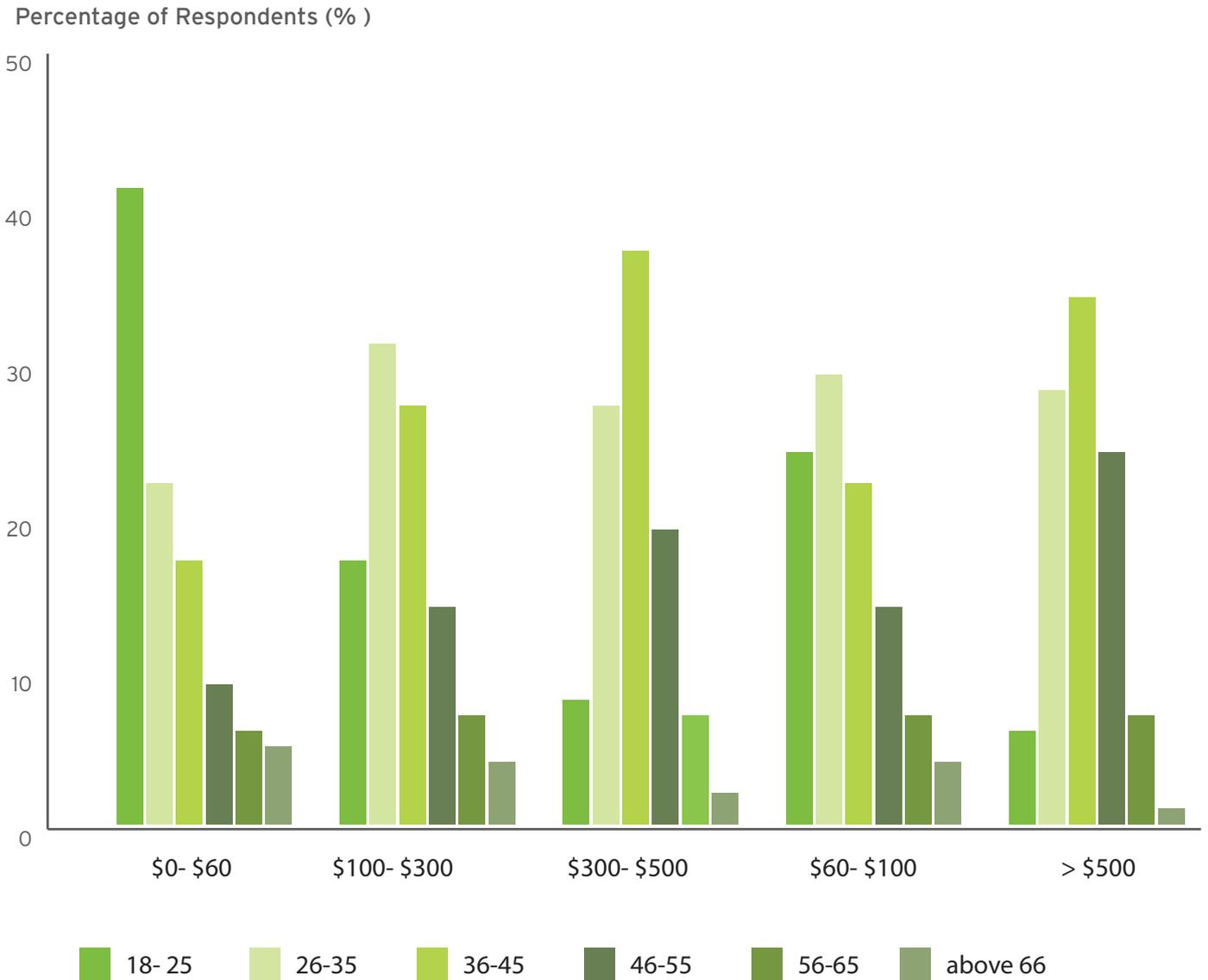


**Figure 10: Income Earnings Per Month**

Further analysis through cross-tabulating age groups with income levels, provided deeper understanding of the responses. Approximately 41% of those respondents (n= 89) in the 18-25 years age range earn the least money, between \$0-\$60 (Figure 11). This is not surprising given that most of them are still of school going age and thus dependent on family for upkeep and not economically active. The age group between 26-35 are the most common in the \$100- \$300 income bracket representing 31%

(n= 138) of the total respondents and in the income bracket of between \$60- \$100, representing 29% (n= 90) of the total respondents. The 36-45 years age range has the most highly paid individuals (n= 58) representing 34% of the total respondents earning from \$300 and above. Less than 1% (n=1) of the respondents above 66 years of age (retired citizens) indicated that they were receiving an income of more than \$500 per month.

## Income Bracket Across Different Age-Groups



**Figure 11: Income Earnings by Age Group**

## Local Service Delivery Since Recent Election of Council/Municipality

The surveys we carried out were also focused on assessing if local service delivery across the different provinces had changed since appointment of a new government. We came up with a scale to act as a proxy of measuring changes in local service delivery. Respondents were asked how they rank several issues pertaining to their local council service delivery. We found that generally, local service delivery has remained the same across the

sample population (36% of the total respondents). The next cohort points towards the decrease in local service delivery represented by 24% of the total respondents. Seventeen percent (17%) of the respondents reiterated that local service delivery within their communities is non-existent while 16% cited that local service delivery was moderately increasing since the election of the new council. Interestingly, only 7% of the respondents across

all the 10 provinces echoed that local service delivery had increased since the council elections. For example, clean water provision (Figure 12), food security (Figure 13), road network maintenance

(Figure 14) and employment creation (Figure 15). Thus, the general consensus is that local service delivery has either mainly remained the same or decreased.

### Clean Water Provision Since New Council

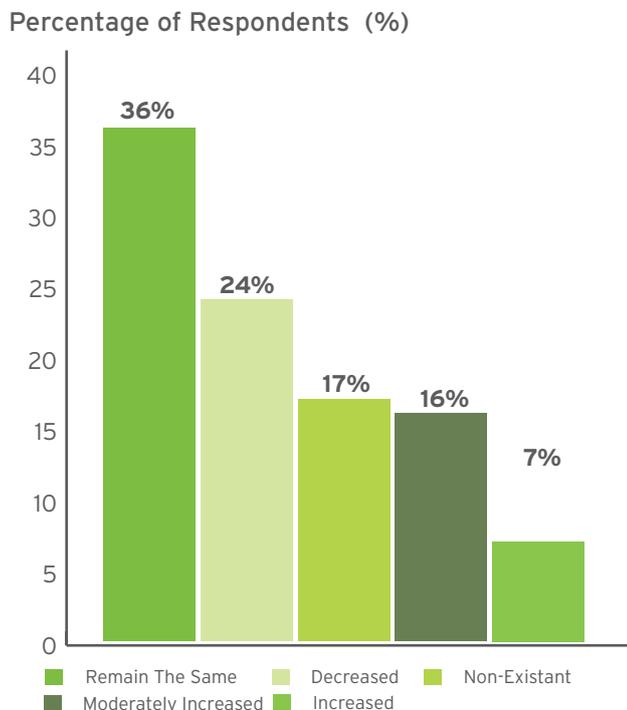


Figure 12: Clean Water Provision

### Food Security Since New Council

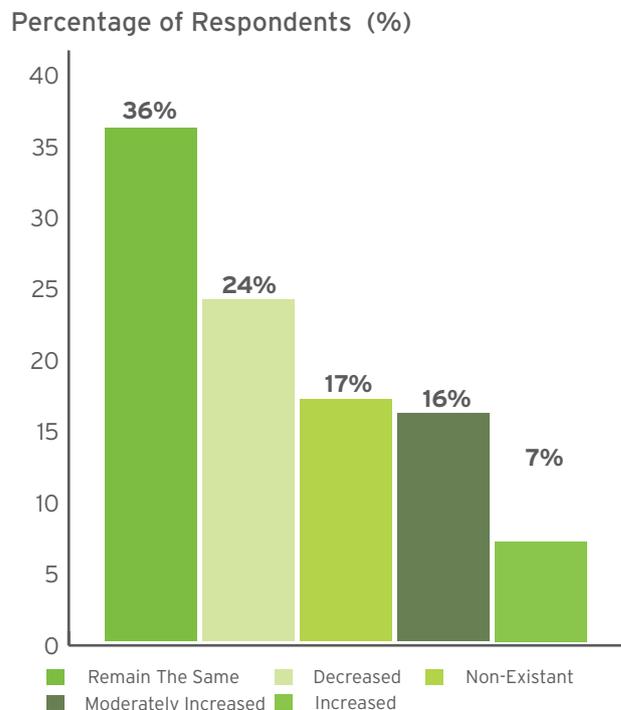


Figure 13: Food Security

### Road Network Maintenance Since New Council

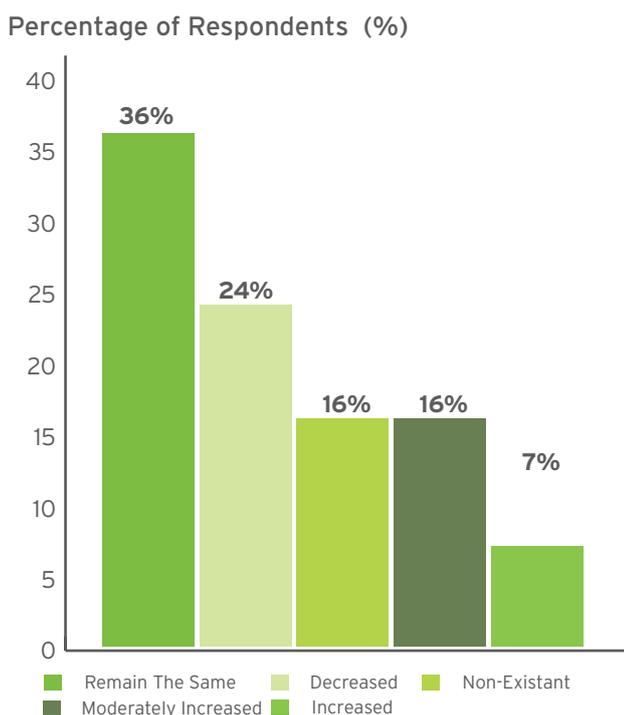


Figure 14: Road network Maintenance

### Employment Creation

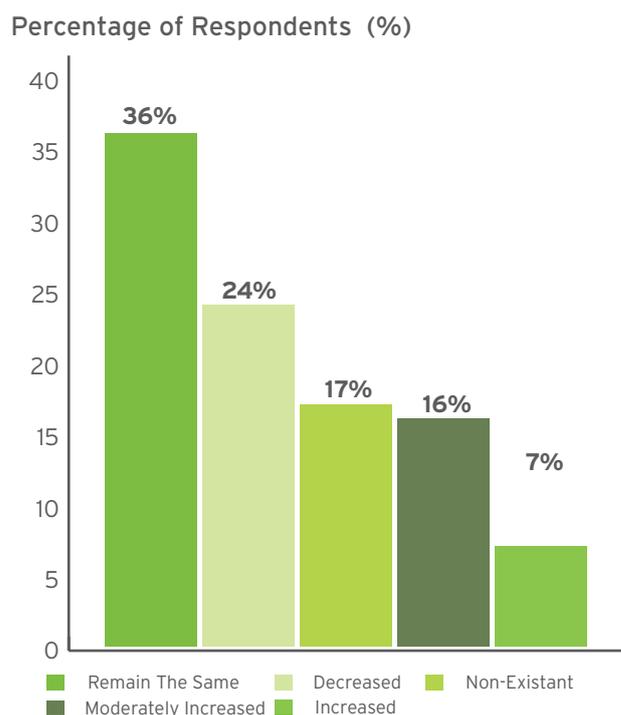
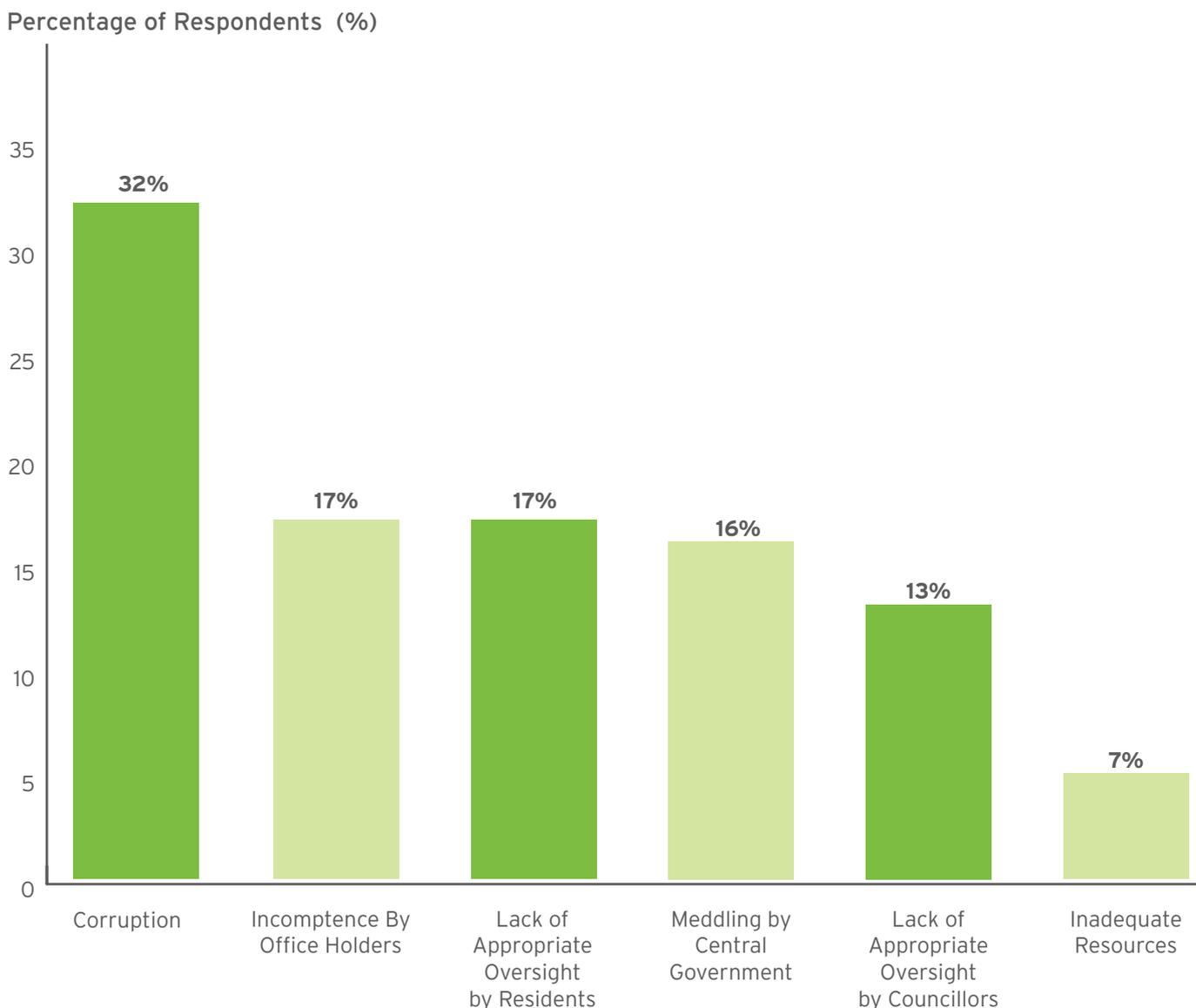


Figure 15: Employment Creation

We were also interested in gaining insights into what citizens perceived to be the factors that limit effectiveness of local councils. Respondents had the opportunity to select multiple responses according to their perceptions towards council effectiveness. Approximately 32% (n= 1127 respondents) identified corruption as a major element (Figure 16). Other factors seen as inhibiting effectiveness of council

include incompetence by office holders (17%) inadequate resources (17%), meddling by central government (16%) and the lack of appropriate oversight by councils (13%). Only 5% of the respondents indicated that the ineffectiveness of councils was due to lack of appropriate oversight by residents.

## Ineffectiveness of Council

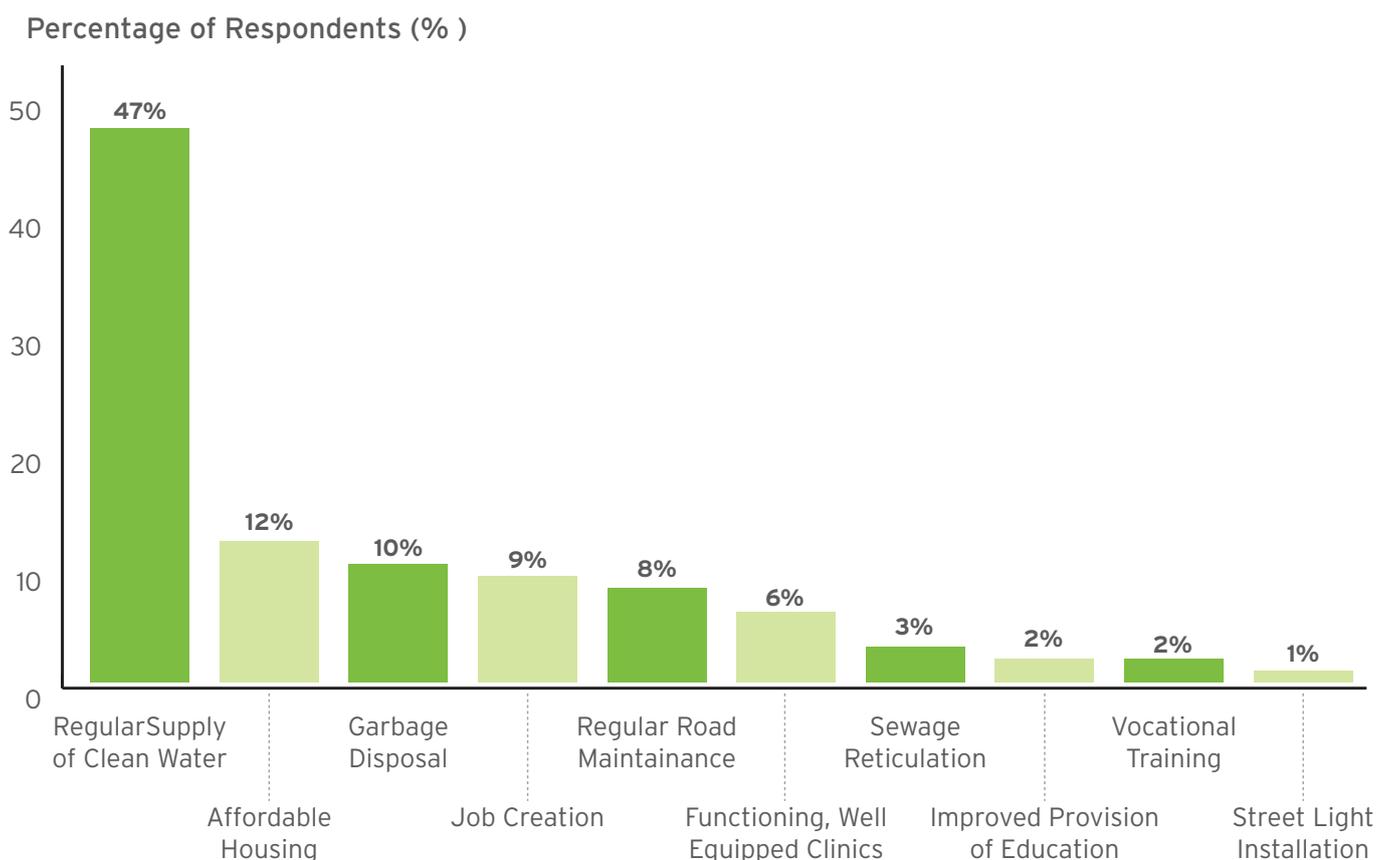


**Figure 16: Perceptions Regarding Ineffectiveness of Local Council**

Furthermore, we asked respondents to identify and rank what they expected their local council to prioritise. According to respondents the first priority (47%) should be the provision of clean water

followed by (30%) the provision of and availability of affordable housing took. Others suggested that council should focus on garbage disposal, job creation and regular road network maintenance.

## Priority Ranking of Issues That Should Be Addressed by Local Councils



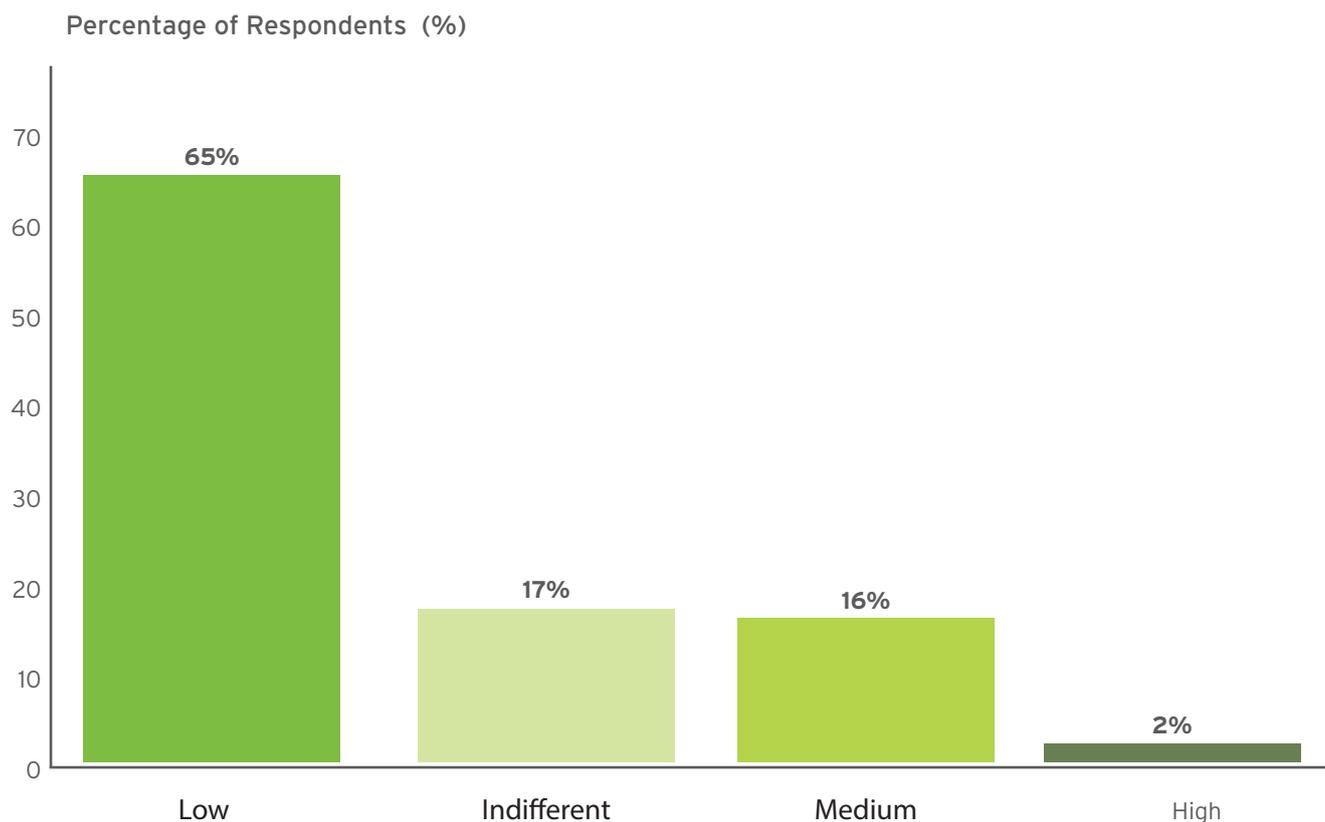
**Figure 17: Top Priorities Citizens Perceive Local Government Should Prioritise On**

## Citizens' Perception of Central Government's Performance

We asked respondents a set of questions aimed at gauging their perceptions of the new government performance which had been in office after the July 30, 2018 elections from inauguration of the President on 26 August 2018 to 26 November 2018 which was the latest deadline for concluding the survey. The majority, representing 65% of the total respondents

(n= 953) believed that the government's performance has been below expectations. Seventeen percent (17%) of the respondents (n= 255) were indifferent, while 16% of the respondents (n=234) thought that government performance was medium. Only 2% of the respondents (n= 26) felt that government performance thus far was high.

## Perceptions of Citizens Towards Overall Government Performance



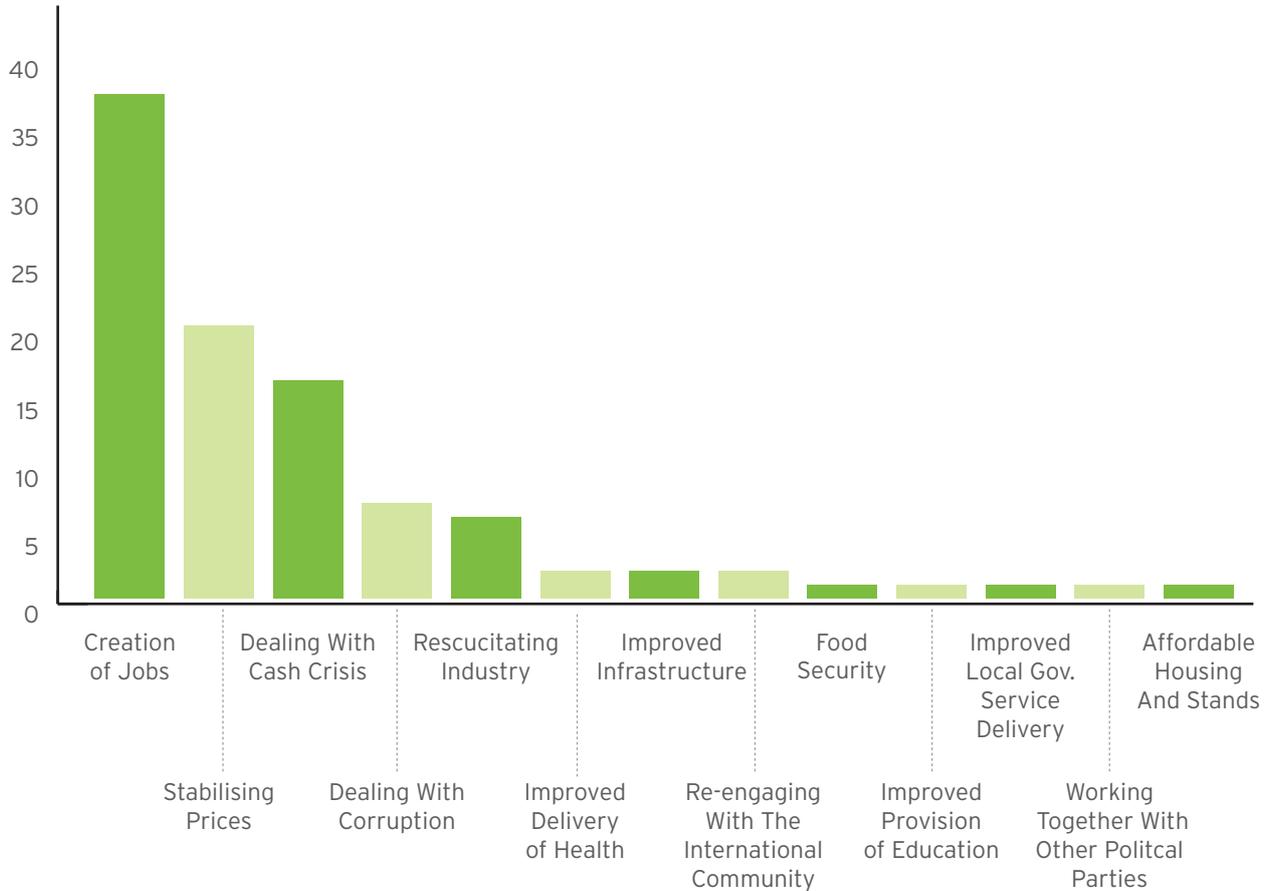
**Figure 18: Overall Government Performance**

In addition, we asked what the citizens' perceptions were regarding areas/ issues government should prioritise. Only 4 respondents did not respond to this question. Approximately 37% (n= 585) of the total respondents emphasised that the creation of jobs was the most immediate issue that government ought to address. Respondents also indicated that stabilising prices of goods, commodities and services should be a priority, represented by 20% (n= 297) of the respondents. Approximately 16% felt that the government should deal with the cash crisis as a matter of urgency (n= 237). Issues such as addressing corruption attracted about 7% of the total respondents (n= 102) whereas resuscitating

industries was said to be a priority by 6% (n= 87). Only 2% of the population raised the need for improved health services, infrastructure and re-engaging the international community had 2% of the respondents (n= 35, 35 and 27, respectively) indicating them as priority areas. Overall, the respondents identified employment creation as an urgent priority. Other priorities identified included improved prospects for food security (n=20), improved education facilities (n=16), improved local government service delivery (n=5), re-engagement with political parties (n=10). These only attracted 1% of the total respondents.

## Perceptions Towards Issues Central Government Should Prioritise

Percentage of Respondents (%)



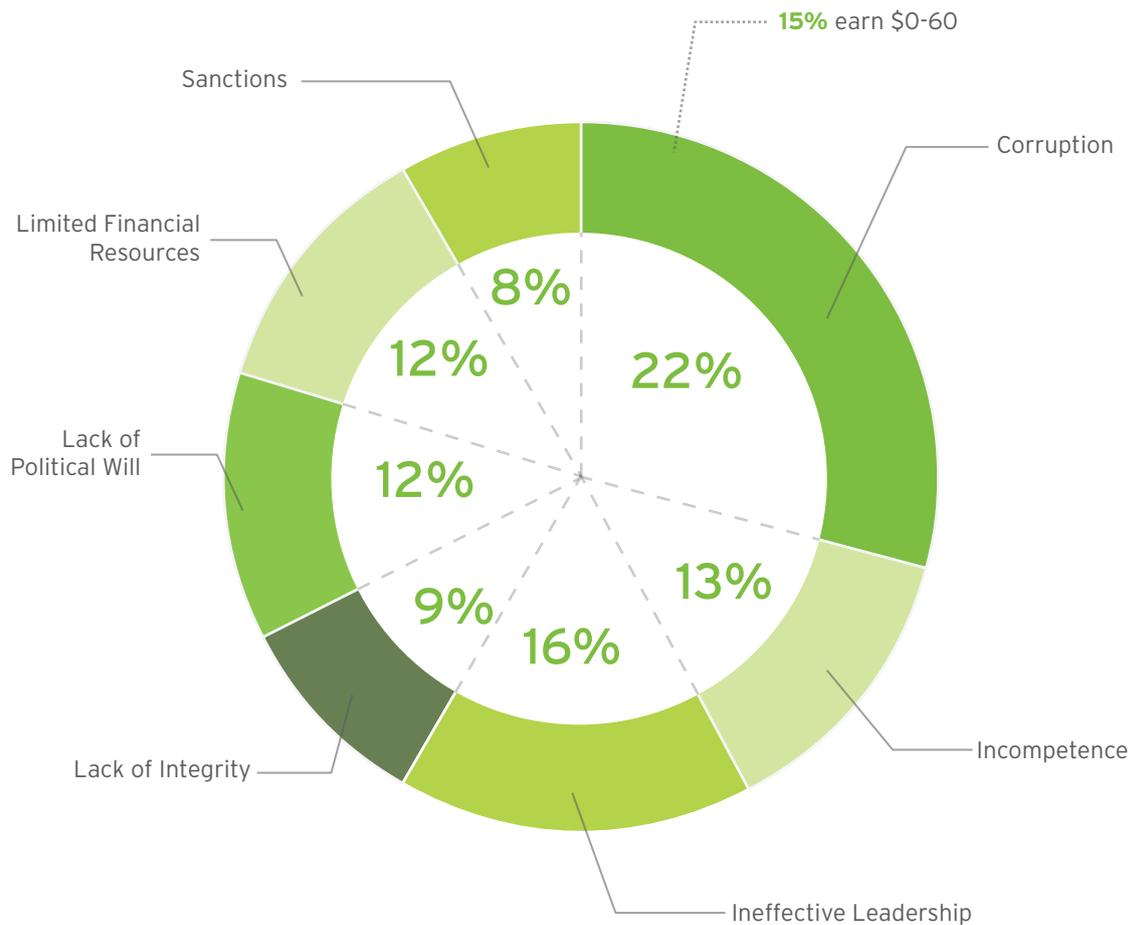
**Figure 19: Priorities for Government**

## Perception of Possible Factors Constraining Government Performance

We realized the importance of understanding what citizens thought were the reasons behind government's lethargic performance. The issues we highlighted were based on current issues that were prominent in the media and also the promises that had been made during the election campaign. Respondents had the opportunity to select between one and seven options. A total of 4,311 selections were recorded from 1480 respondents and these were aimed at gaining an understanding on people's perceptions towards government effectiveness, or lack thereof. Approximately 29% of the total respondents (n= 1245) indicated that corruption

was the main limitation to effectiveness within government. Ineffective leadership was highlighted by about 16% (n= 576) of total responses. Incompetence of public office holders (13%), lack of political will (12%) and limited financial resources (12%) were also identified as factors constraining government effectiveness making these the 3rd and 4th perceived limitations to government effectiveness (n= 576, 537, 513 respectively). Lack of integrity (9%) and sanctions (8%) imposed on the country by the West were the least common factors associated with government performing below expectations (see Figure 20).

## Factors Constraining Government Effectiveness



**Figure 20: Factors Constraining Government Effectiveness**

As part of an attempt to develop an understanding of the kind of country that citizens aspire for, we asked respondents to describe what an 'ideal Zimbabwe' looks like to them. The respondents were provided with a set of different scenarios from which they could select as many scenarios as possible in line with what they thought an ideal Zimbabwe should look like. The survey instrument allowed for multiple responses. Out of the 10 designed options from which to pick, a total of 7673 responses were gathered, with the most ideal having the highest frequency. The majority of the respondents, 15% (n= 1156) identified stable and affordable prices of goods as a measure of an ideal Zimbabwe. The

second ideal scenario (n= 1015) highlighted by 13% of the respondents was, when most citizens have well-paying jobs that enable them to cater to their families sustainably. Furthermore 12% (n=941), consider an ideal Zimbabwe as one where industries are open and exporting goods and when the health care sector is revived and effectively operating with improved and updated equipment, and drugs are available and affordable. In addition, respondents also suggested other several ideal scenarios such as when corrupt elements are bought to book (11%, n= 822), food security and provision or availability of adequate housing (9%, n=722 and 657 respectively) see Figure 21 below.

## The ideal Zimbabwe Qualities

Percentage of Respondents (%)

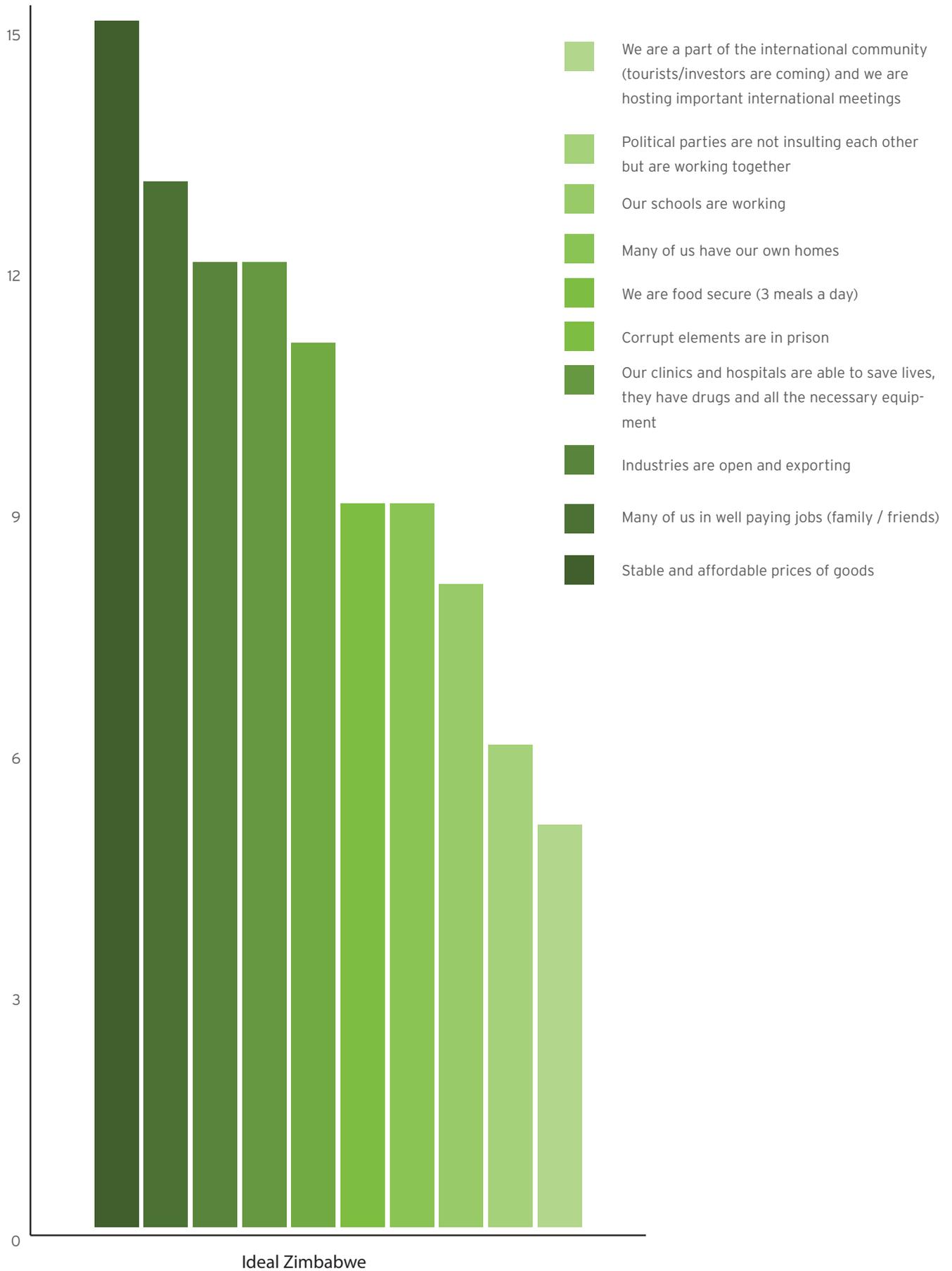


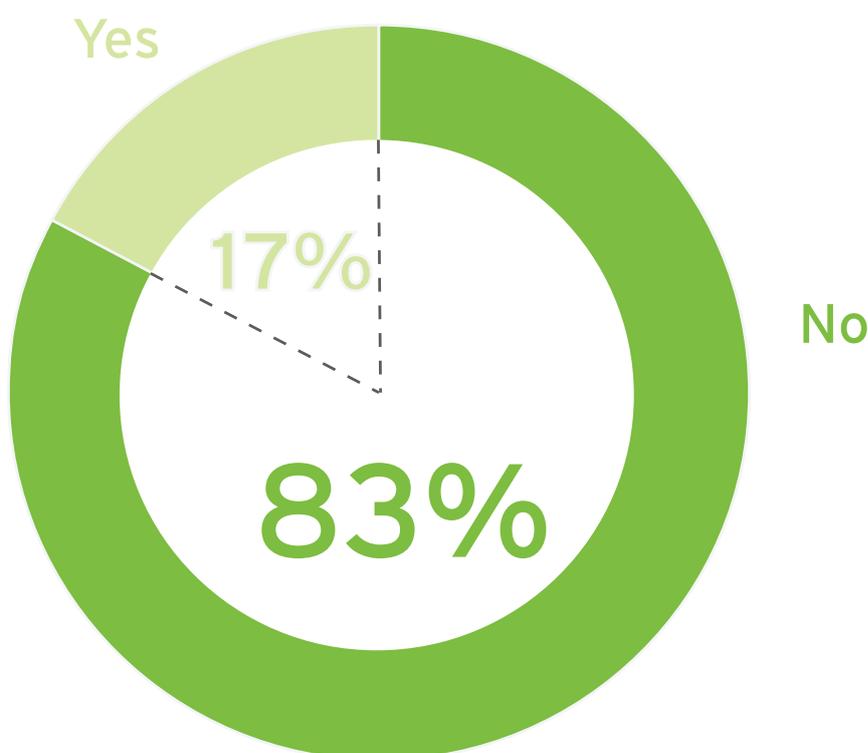
Figure 21: Ideal Zimbabwe

# Beyond Government: Possibilities of Coproduction

Given the various challenges that governments in the execution of tasks we asked citizens if they have at any point considered partnering with government or local authorities through coproduction arrangement. We asked respondents if they expect the government to do everything for them as citizens of Zimbabwe. The majority of the people, 83%

(n= 1224) of the respondents echoed that they did not agree with total government reliance whereas 17% (n= 246) believed that they needed complete government support.

## Need for Complete Government-Based Services



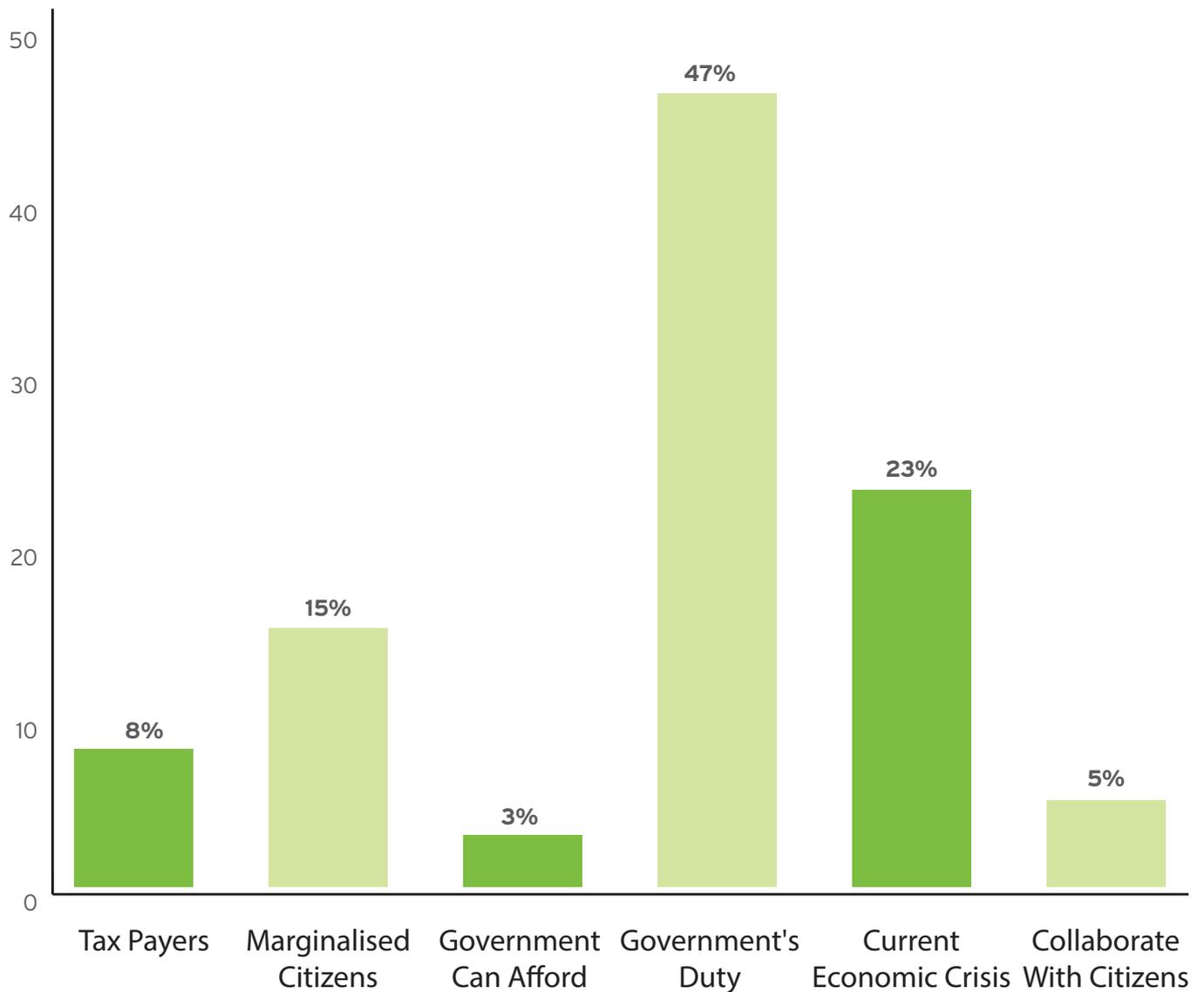
**Figure 22: Need for Complete Government-Based Services**

To probe further, we asked those respondents that expect the government to do everything for them the reasoning behind their expectations (see Figure 23 below) and 46% of them mentioned that it is the government's duty to completely support its people whereas 23% highlighted that their social status (marginalised citizens) as a reason for requiring complete government support. The marginalised citizens included widows, the elderly, the disabled,

those based in the rural areas with limited access to resources and opportunities. The current economic crisis has seen 15% of the respondents highlighting it as their reasoning behind the need to completely rely or get assistance from the government. They further, in discussion reiterated that the prevailing conditions incapacitate them from being productive (see Figure 23 )

## Reasoning Behind Complete Need for Government Support

Percentage of Respondents (%)

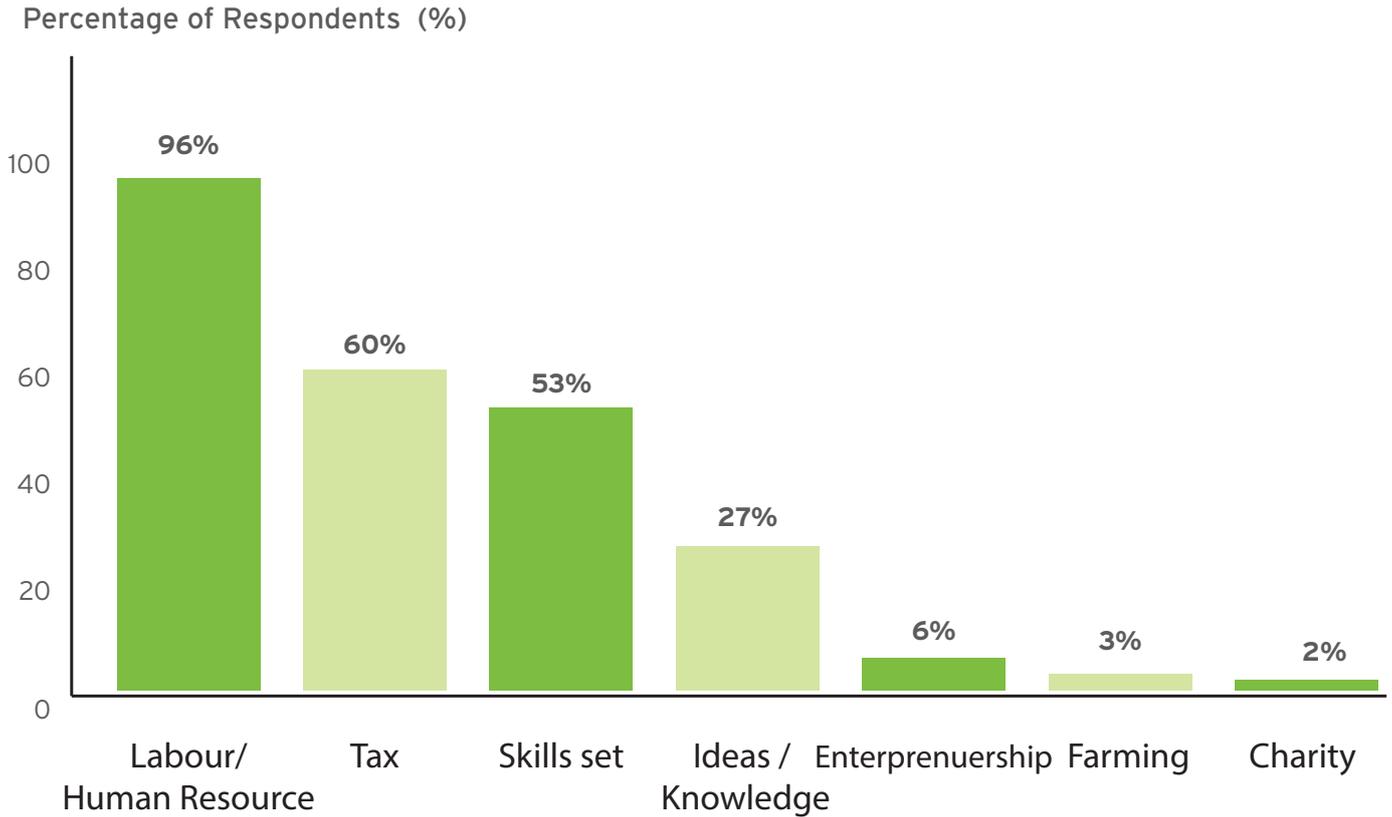


**Figure 23: Reasons for Complete Reliance on Government**

Respondents were asked whether they thought they could contribute to the development of their nation. Sixty-Eight percent (68%) of the respondents (n= 994) agreed that they were willing to contribute but several factors such as current economic situation limited them. We asked respondents to list at least five contributions they are currently making within the country. The biggest cohort (96%) was made up of responses who indicated that their greatest contribution towards their government comes

in the form of labour/ human resource wherever needed. The second largest cohort (60%) of the responses indicated that their contribution towards government comes in the form of taxes. They also cited contributing by way of sharing skills (53%) as well as sharing ideas and knowledge as contributions represented by 27% (Figure 24). The rest of the contributions had less than 10% (entrepreneurship, farming and charity).

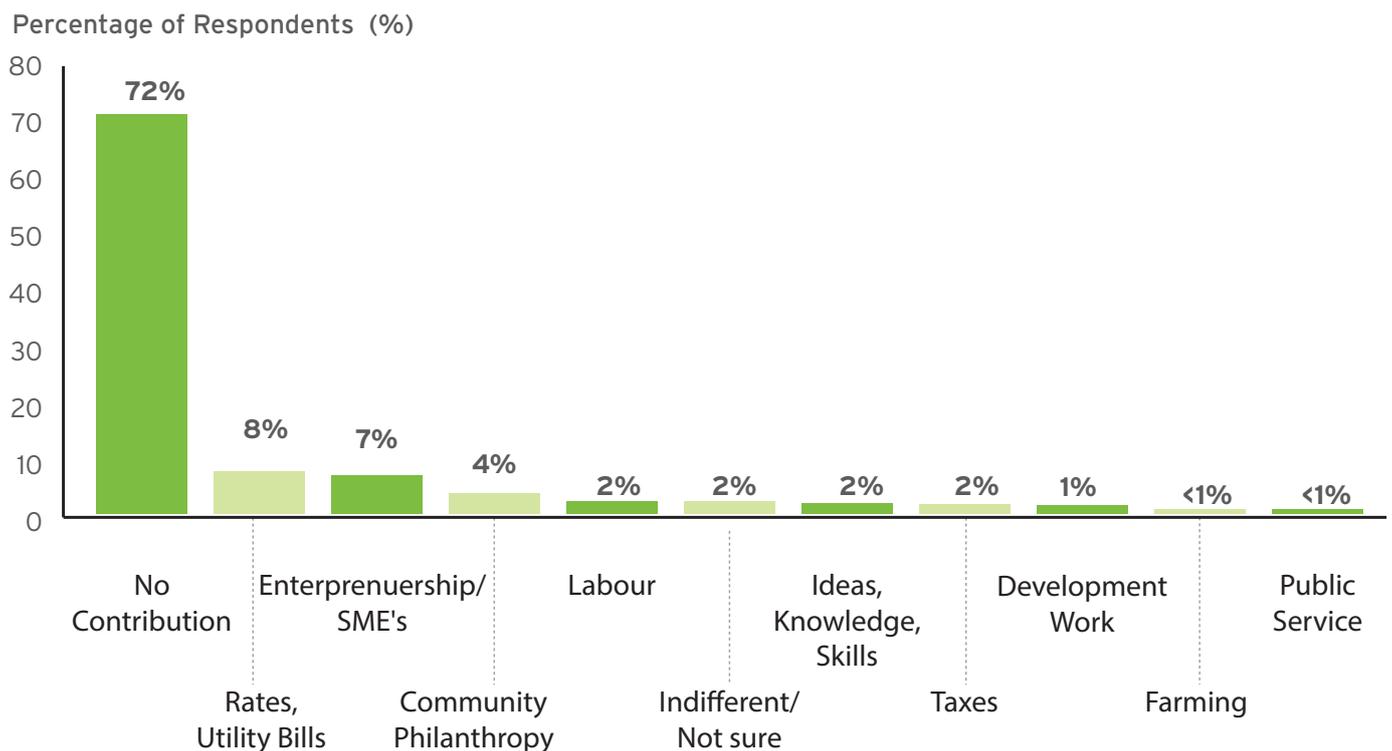
## Current Contribution Towards the Government



**Figure 24: Possible Contribution Towards the Government**

Local and national level contributions painted a different picture. Seventy-percent (70%) of respondents confirmed that they were not contributing anything at local or national level. Paying of taxes was considered the best contribution at both levels (see Figure 25 and Figure 26).

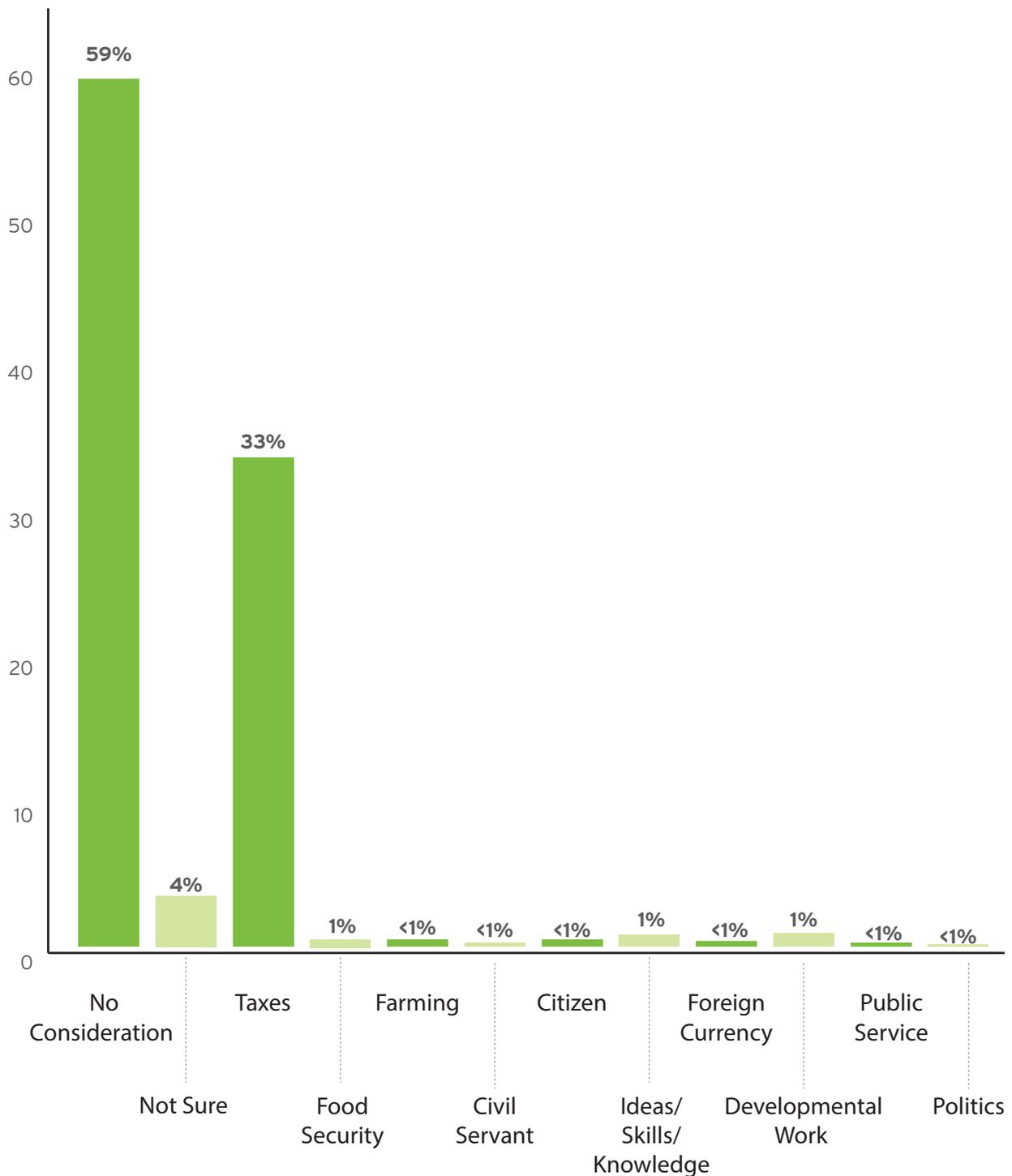
## Local Level Contributions



**Figure 25: Local Level Contributions**

## National Level Contributions

Percentage of Respondents (%)



**Figure 26: National Level Contributions**

Respondents were asked how best the government could work with the people in their varied capacities. Approximately 11% of the respondents felt that they were not willing to work with the government whatsoever (Figure 27). The most common issue raised was that of employment creation indicated by 13% of the total respondents (n= 156), followed by increased citizen engagement (8%). Others felt that they need assistance with setting up of businesses and getting access to loans followed with

(7%) and (6%) respectively. Some respondents who are currently working with government identified bureaucratic procedures (red tape) as one of the issues that needs to change for them to work better with government. They expressed their frustrations with the slothfulness of civil servants and suggested that there be a rigorous performance appraisal in all government departments with the consequent sacking of incompetent individuals.

## Type Of Government Intervention The Citizens Of Zimbabwe Expect

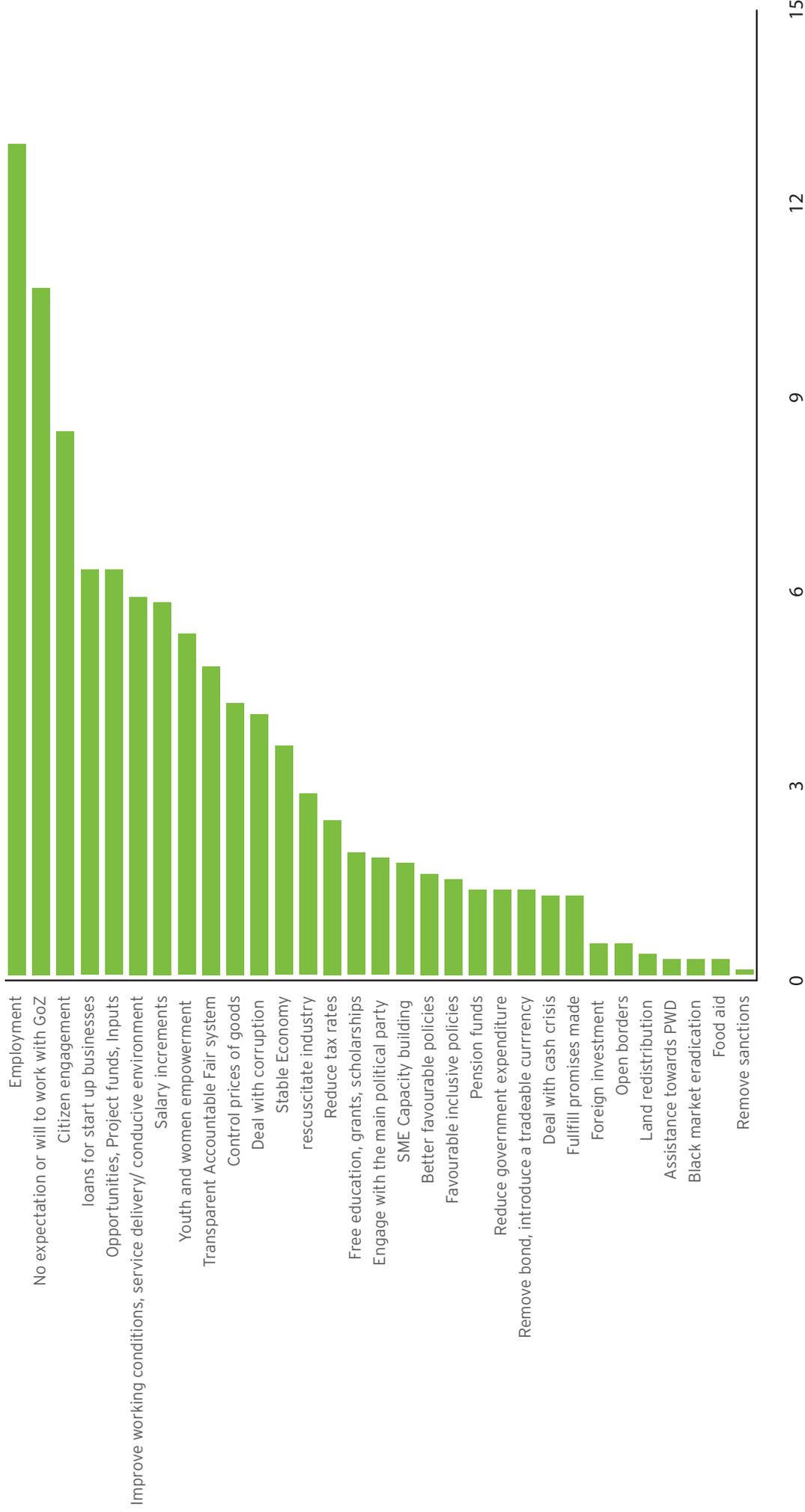


Figure 27: How Government Can Work With The Citizens To Capacitate Them

# Conclusion

There are many conclusions one can make from the findings discussed above and we will discuss a few that we think government and other actors need to seriously focus on. The following require urgent policy action.

## State of Poverty

The majority of the respondents are in the informal sector and earn between \$60 and \$300 per month. In the meantime the country has since October 2018 been in a state of hyperinflation. The price of goods has literally increased by more than 150%. However the salaries of the majority have not yet changed. Other considerations include issues to do with the type of access to housing. The majority dwell in rented properties thereby suggesting that incomes are already stretched due to the monthly commitments they have. The Government of Zimbabwe needs to consider a raft of measures that include ways of expanding employment in the formal sector, decisively dealing with inflation that is threatening to wipe the meagre earnings that citizens are surviving and putting in place measures to cushion those that have been affected by the liberalisation of the economy.

## Perceptions of Government/Local Authority Performance

The majority of the respondents to the survey did not recognize any immediate changes to the performance of government or local authorities in the areas of service delivery. There are more people who think that government and local authority services have either stayed the same or actually declined. Our hypothesis has always been that this government is long on promise and short on delivery. These insights help to strengthen that argument but also point to the fact there has been no thorough re-orientation towards a more citizen focused service culture. The promises that have been made by government need to be followed up by visible reforms that ensure improved service delivery. Citizens still feel that government has not done enough to enhance its performance of government and even that of local authority. There is visible sense of urgency to resolving the challenges within the economy.

## Impediments to improved government/local authority performance

There is a general feeling amongst citizens that the lack of effective government performance is mostly due to corruption. In many instances the head of state has made reference to the scourge of corruption and how it is hurting the nation. However, there is no tangible evidence or actions that government is actually working to eradicate the culture of corruption that is now pervasive across all layers of society. There has indeed been a number of arrests of high profile and politically connected individuals but that is not adequate. Arrests have to do with already committed cases of corruption and they should be complimented by a new administrative framework that demonstrates a separation from the previous culture. Besides the police force Government is yet to come up with measures that demonstrate a commitment to reducing incidence of corruption

