What were the key service delivery, funding and planning issues? Which groups were thought to be the most excluded?

This page shows select analysis on the main perceived issues affecting different groups in the State and some characteristic trends.

Characteristic trends
- Non-indigenes were thought to be the most excluded (see Fig. 7) with around 50% of people indicating them to be included in decision-making.
- Planning, public spending, and service delivery priorities were different for different people (see Figures 8 and 9).
- Separate analysis also showed that those surveyed thought radio was the most reliable source of information, followed by newspapers.
- Less than 10% of those surveyed thought gov’t events were reliable sources of information.
- Those on high incomes, those with jobs or those living in urban areas thought the civil service was working hardest to solve problems in the State.
- Non-indigenes, those over 55, those self-employed or those living in rural areas were the least likely to think the civil service was working to solve problems in the State.
- There were no significant differences of opinion between men and women when considering attitudes to the civil service.

8. What were the top planning and public spending priorities of those surveyed?

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<thead>
<tr>
<th>Planning</th>
<th>Public Spending</th>
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<tbody>
<tr>
<td>Urban</td>
<td>Decisions on public services</td>
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<td>Semi-Urban</td>
<td>Decisions on public services</td>
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<tr>
<td>Rural</td>
<td>Decisions on public services</td>
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<td>15-34</td>
<td>Info on progress made</td>
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<tr>
<td>35-54</td>
<td>Decisions on public services</td>
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<td>55+</td>
<td>Seeking feedback on gov’t plans</td>
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<tr>
<td>Richest</td>
<td>Decisions on public services</td>
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<tr>
<td>Poorest</td>
<td>Info on progress made</td>
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9. What were the service delivery priorities of different groups?

<table>
<thead>
<tr>
<th>Priority 1</th>
<th>Priority 2</th>
<th>Priority 3</th>
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<tbody>
<tr>
<td>Urban</td>
<td>Water</td>
<td>Community</td>
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<td></td>
<td>Water</td>
<td>Medical care</td>
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<td>Semi-Urban</td>
<td>Primary school</td>
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<td>Primary school</td>
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</tbody>
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Jigawa State

Perceptions of Service Delivery & Governance

Who responded to the survey? How well was the government performing?

This page shows select analysis on the people who responded to the survey and gives a general summary of how well they thought government was delivering the following key services: 1) maintaining roads, 2) keeping communities safe, 3) providing clean water, 4) providing primary school education for each child, and 5) access to medical care.

Survey population fast facts
- 79% of those surveyed earned less than 9,000 naira a month or received no income.
- 54% of those surveyed had finished primary education (46% of women).
- 50% of those surveyed were employed or self-employed.
- 93% of those surveyed were Muslim.
- 19% of those surveyed lived in rural areas, 10% lived in urban areas and 71% lived in semi-urban areas.

Possible areas for discussion?
- Does government want to introduce its own opinion surveys to collect information about what its citizens’ think? Could this be used to guide planning, make decisions, increase accountability or measure how well government is delivering key services?
- Should Service Charters for Ministries, Departments or Agencies (MDAs) be introduced in more sectors? Would this help make sure better services are delivered?

Service delivery trends
- Most people surveyed thought the government was doing well at ensuring access to primary school education for each child, providing water and access to medical care (see Figure 1). Those on high incomes also believed community safety was the most effective service delivered by government.
- Those surveyed thought the government was not doing as well at maintaining roads.
- Separate analysis showed road maintenance was particularly an important issue for people living in rural areas and those on low income.
- Overall most people thought services had improved in the 12 months leading up to the survey.
- 60% of those surveyed thought the civil service was in some way working to solve the problems of citizens in the State (see Figure 2).

7. Which groups were the most included?

- Youth
- Women
- The elderly
- The disabled
- Minority community groups
- Widows
- Opposition party groups
- Non-indigenes

Possible areas for discussion?
- Are there other things government could do to monitor and evaluate the needs or priorities of specific groups?
- How could people management and leadership skills be improved to support the implementation of reform programmes? What about senior leadership academies for key managers?

About this factsheet

In 2010 a survey of citizens’ perceptions was conducted in Lagos, Enugu, Kaduna, Kano and Jigawa by NOI Polls. 500 people were interviewed in each State and asked how they felt about government service delivery, governance, voice and accountability.

Surveys usefully reveal public opinion on important economic or social issues, government policy changes, reforms or legislative actions and increase accountability. These opinions can then be used to inform decision-making.

For more information

Telephone: +234 (0) 8033 885779 / +234 (0) 7055 005055
Website: www.noipolls.net

![Survey results chart](image-url)
How well were public services being funded? How accountable was government?

This page shows what people thought about public service funding and how accountable they thought government was to the State House of Assembly or the law.

3. How well was government managing public service spending?

- Less than 50% of those surveyed felt the government was doing well at deciding how to fund public services, providing funding or providing adequate information to the public on how the budget was spent (see Figure 3).
- However, additional analysis showed that 68% of those living in urban areas thought the government was doing well at deciding how to fund public services.
- Those in the middle-income bracket (earning 18,000-75,000 naira a month) and young people (15-34 yrs old) were also happiest with how the government was funding public services overall.
- Generally, half of those surveyed thought public service spending had become better in the 12 months leading up to the survey. 53% thought public funding decisions had improved; 47% thought funding had improved; and 47% thought the amount of information provided to the general public about how the budget had been spent had improved.

Accountability trends

- On average, 61% of those surveyed thought the government was accountable to the State House of Assembly or the law. 27% thought the government was not accountable.
- Non-indigenes of the State however thought the government was less accountable to the State House of Assembly than indigenes (see Figure 4).
- Non-indigenes were also more likely to disagree that government officials were answerable to the rule of law than indigenes.
- Separate analysis showed there was a strong link between knowledge and accountability i.e. the more people knew about government, the more accountable they thought it was.
- More generally, there appeared to be desire from the public to get more information from government about its activities. For example only 22% of those surveyed thought there was enough information on health policies available.

Possible areas for discussion?

- Can public spending needs and priorities perhaps be made more clearly defined? Who should be defining these?
- Could ways of communicating with the public be approached more strategically, depending on the issue to be communicated and the target audience?

4. Was government accountable to the State House of Assembly and the law?

- On average, 55% had different views on how well the government was doing at deciding how to fund public services – an improvement on the previous year (see Figure 5).
- It was thought that government was seeking less feedback from the public on plans to improve public services and putting those plans into action than it had done in previous years.
- Those over the age of 55 had different views on government responsiveness than those under 55.
- Those living in semi-urban areas thought government was less responsive to their needs overall, compared with those living in urban or rural areas.

5. How responsive was government? (On a scale of 0: Worst to 100: Best)

- On a scale of 0 (worst) to 100 (best), those surveyed gave an overall score of 61 for how well the government was doing at deciding how to fund public services – an improvement on the previous year (see Figure 5).
- It was thought that government was seeking less feedback from the public on plans to improve public services and putting those plans into action than it had done in previous years.
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Possible areas for discussion?

- Could ways be developed to collect feedback on government plans during the planning process? Can more regular updates be given on progress?
- How might this influence the Medium Term Sector Strategy (MTSS) process?

6. What proportion of people felt able to express themselves freely in different places?

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Possible areas for discussion?

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- How might this influence the Medium Term Sector Strategy (MTSS) process?

Was government responsive? Were people able to give their opinions?

This page shows select analysis on the responsiveness of government. It also shows how included or excluded specific groups felt in decision-making on big issues and how comfortable they felt expressing their satisfaction/dissatisfaction with government services.

Responsiveness trends

- On a scale of 0 (worst) to 100 (best), those surveyed gave an overall score of 61 for how well the government was doing at deciding how to fund public services – an improvement on the previous year (see Figure 5).
- It was thought that government was seeking less feedback from the public on plans to improve public services and putting those plans into action than it had done in previous years.
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