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 figure 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 TV was the most reliable source of information, followed by radio.
- Less than 5% of those surveyed thought government events were reliable sources of information.
- Those earning more than 75,000 naira a month, those in employment or those living in urban areas were the most likely to agree the civil service was working to solve the problems in the State. Those over the age of 55 were most likely to disagree.

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

Planning
- Urban
- Semi-Urban
- Rural
- 15-34
- 35-54
- 55+
- Poorest
- Putting plans into action
- Funding priority needs
- Funding decisions
- Community safety
- Access to water
- Roads
- Medical care

Public Spending
- Urban
- Semi-Urban
- Rural
- 15-34
- 35-54
- 55+
- Poorest
- Funding decisions
- Funding priority needs
- Community safety
- Access to water
- Roads
- Medical care

9. What were the service delivery priorities of different groups?

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<thead>
<tr>
<th>Priority 1</th>
<th>Priority 2</th>
<th>Priority 3</th>
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</thead>
<tbody>
<tr>
<td>Urban</td>
<td>Safe community</td>
<td>Medical care</td>
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<tr>
<td>Semi-Urban</td>
<td>Safe community</td>
<td>Primary school</td>
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<tr>
<td>Rural</td>
<td>Safe community</td>
<td>Medical care</td>
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About this factsheet
- In 2010 a survey of citizens’ perceptions were 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
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.

Funding trends
- Less than 25% of those surveyed thought the government was doing well at deciding how to fund public services, providing funding or providing information to the public on how the budget was spent (see Figure 3).
- However, additional analysis showed that those living in urban areas were twice as likely to think the government was doing well at providing information to the public on how the budget was spent than those living in semi-urban areas.
- Generally, most people surveyed thought there had been no improvement or decline in public spending in the last 12 months leading up to the survey.
- Those that did have an opinion on public spending were more likely to feel it had become worse.

Surprisingly, some self-employed, employed or studying were more likely to think public service spending had become worse in the 12 months leading up to the survey than the unemployed.

Accountability trends
- On average, 25% of those surveyed thought the government was accountable to the State House of Assembly or the law. 47% thought the government was not accountable.
- Non-government workers were surprisingly more likely to think government was accountable to the State House of Assembly or the law than government workers (see Figure 4).
- Separate analysis showed there was also a link between knowledge and accountability i.e. the more people knew about government, the less likely they were to disagree that government was accountable.
- More generally, there appeared to be a desire from the public to get more information from government about its activities. For example, only 14% of those surveyed thought there was enough information on health policies available.

Was government responsive? Were people able to express 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 43 for how well the government was doing at deciding how best to improve 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 than it had done in previous years.
- Those living in urban areas had more confidence that the government was putting plans into action and therefore improving public services than those living in semi-urban areas.
- Those over 55 were the least positive about the amount of information provided by government on progress made.

Possible areas for discussion?
- Can public spending needs and priorities perhaps be 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?

Accountability trends
- Generally, the further away people were from their homes of residence the less comfortable they felt expressing their opinions (see Figure 6).
- Indigenes and those living in rural areas felt more able to express their opinions than non-indigenes or those living in semi-urban or urban areas.
- Other analysis also showed that non-indigenes felt the most excluded in decision-making on big issues, significantly more so than women, those over the age of 55 and young people.
- The main reason people surveyed felt unable to express themselves was a lack of confidence. The main reason people gave for a fear of expressing themselves in local government offices, to State government officials or to State House of Assembly members was fear of intimidation.
- Men felt they could not express themselves at public meetings for fear of upsetting others.
- Those living in urban areas cited a lack of confidence as the only reason they felt unable to express themselves, regardless of the setting.

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?