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 less than 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 5% thought government events were reliable sources of information.
- Those in employment, those living in urban areas and those on high incomes thought the civil service was working hardest to solve problems in the State.
- Those earning less than 9,000 naira a month or over the age of 55 were the least likely to believe the government was working to solve the State’s problems.

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>Putting plans into action</td>
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<tr>
<td>Semi-Urban</td>
<td>Decisions on public services</td>
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<td>15-34</td>
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<td>Richest</td>
<td>Decisions on public services</td>
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<tr>
<td>Poorest</td>
<td>Decisions on public services</td>
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</tbody>
</table>

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

**Priority 1**
- Urban
- Semi-Urban
- Rural

**Priority 2**
- Safe community
- Medical care
- Primary school

**Priority 3**
- N/A
- Roads
- Clean water

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

Phone: +234 (0) 8033 885779 / +234 (0) 7055 005055
Website: www.noi-polls.net

The opinions expressed in this leaflet are those of the authors and do not necessarily represent the views of the Department for International Development.
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 49% of those living in urban areas thought government was doing well at providing funding for the priority needs of the public.
- Those earning more than 150,000 naira per month were happiest with public spending decisions and the provision of funding.
- Those who had completed post secondary education were also significantly happier with public spending than those with lower qualifications.
- Generally, a third of respondents thought public service spending had become better in the 12 months leading up to the survey.
- Those aged between 35 and 54 and those in employment were the most likely to think public service spending had become better.

**Accountability trends**
- On average, 30% of those surveyed thought government was accountable to the State House of Assembly or the law. 39% thought the government was not accountable.
- Non-indigenes were more likely to believe that government was accountable to the State House of Assembly than indigenes, but less likely to believe they were answerable to the rule of law (see Figure 4).
- 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 a desire to receive more information from government about its activities. For example only 13% of those surveyed thought there was enough information on health policies available.

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 44 for how well the government was doing at deciding how best to improve public services – an improvement on the previous year (see Figure 5).
- Those surveyed thought government was not doing as well as it had done in previous years at seeking feedback from the public on plans to improve public services and putting those plans into action.
- Those living in urban areas had the most positive views about how well government had been doing at putting plans into action and providing information to the general public on progress made.
- Those over 55 had less favourable views on government responsiveness than those under 55.

**Voice trends**
- Generally, the further away people were from their homes of residence the less comfortable they felt expressing their opinions (see Figure 6).
- Those in rural areas felt the most able to express their opinions overall.
- Non-indigenes felt more comfortable than indigenes at expressing themselves in their own homes and in parks.
- Other analysis also showed that non-indigenes felt the most excluded in decision-making on big issues, significantly more so than women, young people and those over the age of 55.
- Generally the main reason those surveyed felt unable to express themselves was a fear of upsetting others. People were unable to express themselves in local government offices or to State House of Assembly members for fear of reprisals.
- In government settings women felt unable to express themselves for fear of intimidation, while those in urban areas felt unable to express themselves for fear of reprisals.

### 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?

### 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?